

Assessing Care Team Perspectives on Integration of the Community Pharmacist into an Ambulatory Care Practice

Shannon Riggins, PharmD^{1,2}; Ashley Abode, PharmD²; Samantha Arrants, PharmD²; Christy Holland, PharmD²; Laura A. Rhodes, PharmD¹; Macary Weck Marciniak, PharmD¹

¹University of North Carolina at Chapel Hill, Chapel Hill, NC; ²Realo Discount Drugs, New Bern, NC

BACKGROUND

- Pharmacists are becoming embedded within medical offices, clinics, or accountable care organizations (ACO).
- While literature suggests that physicians find pharmacist recommendations to be clinically beneficial, additional studies note that they are unsure of what to fully expect from pharmacists.
- Realo Discount Drugs is a group of 18 independent community pharmacies in eastern North Carolina (NC); the flagship location in New Bern, NC maintains a unique partnership with a local ACO.
- Realo has embedded a community pharmacist two half-days per week in three ambulatory care clinics under the ACO.

OBJECTIVES

- To assess the care team's knowledge about the abilities of the community pharmacist, visions for the role of the community pharmacist within the care team, and satisfaction with the current arrangement of the community pharmacist.

METHODS

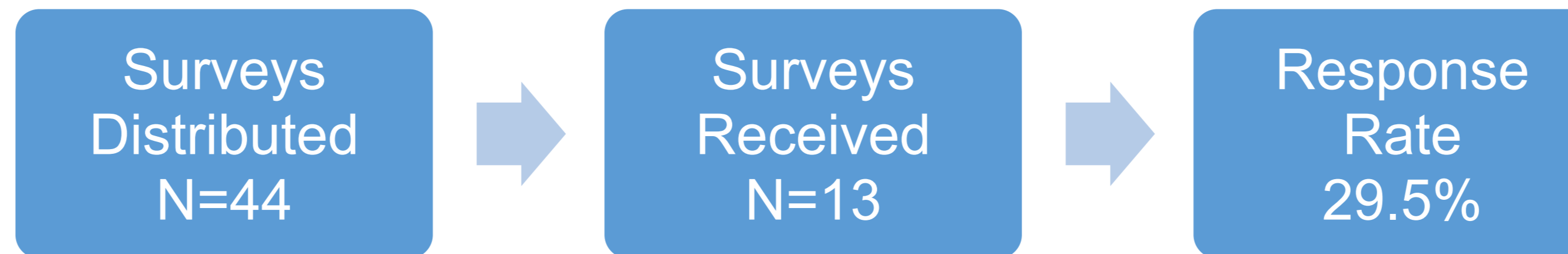
Study Design	<ul style="list-style-type: none"> • Cross-sectional 12-item survey • Distributed via email with link to an online platform (Qualtrics™)
Study Duration	<ul style="list-style-type: none"> • Survey open for 30 days from February to March 2018 • Reminder email sent at day 15
Inclusion Criteria	<ul style="list-style-type: none"> • All health care team members including, but not limited to, physicians, physician assistants, nurse practitioners, nurses, care managers, and office managers
Exclusion Criteria	<ul style="list-style-type: none"> • Staff that does not interact with the patient or the pharmacist
Statistical Analysis	<ul style="list-style-type: none"> • Descriptive statistics were utilized to assess responses

Acknowledgments

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PRELIMINARY RESULTS

Survey Response



Participants

Provider Type	N (%)
Physicians	5 (38.5)
Physician Assistants	1 (7.7)
Nurse Practitioners	1 (7.7)
Nurses	2 (15.4)
Care Managers	2 (15.4)
Other	2 (15.4)

Care Team Perspectives

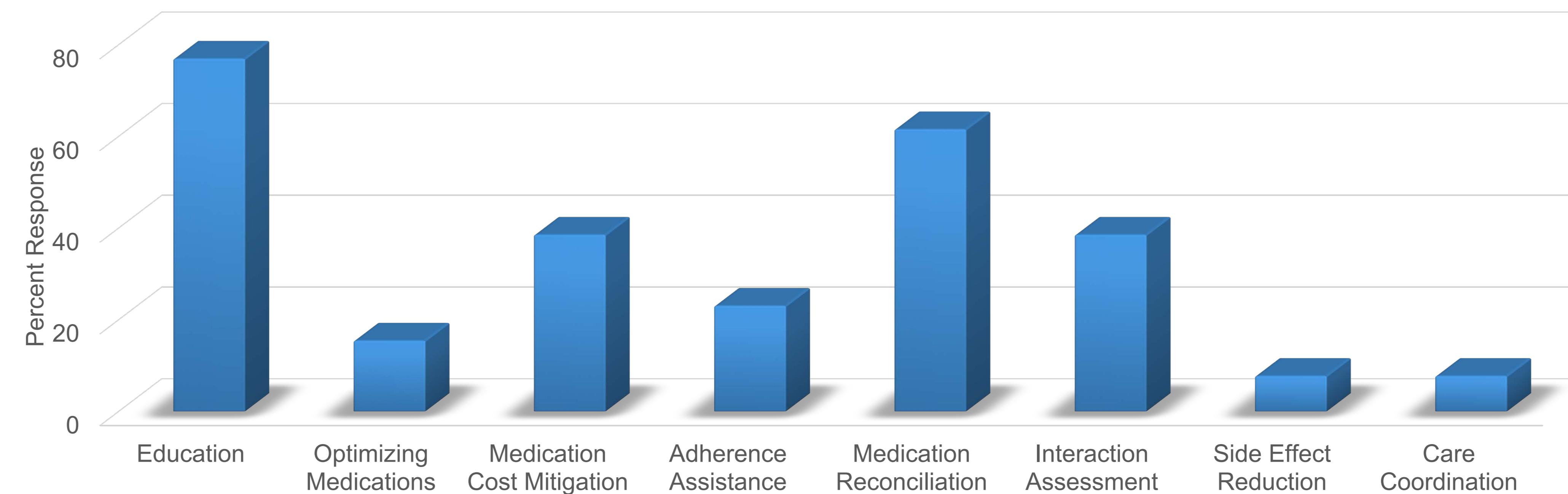
“Work in conjunction with physicians to coordinate the optimum medication decision making for patients, especially those with multiple medications.”

“Recommendations on med interactions. Better choices based on up to date pharmacy data.”

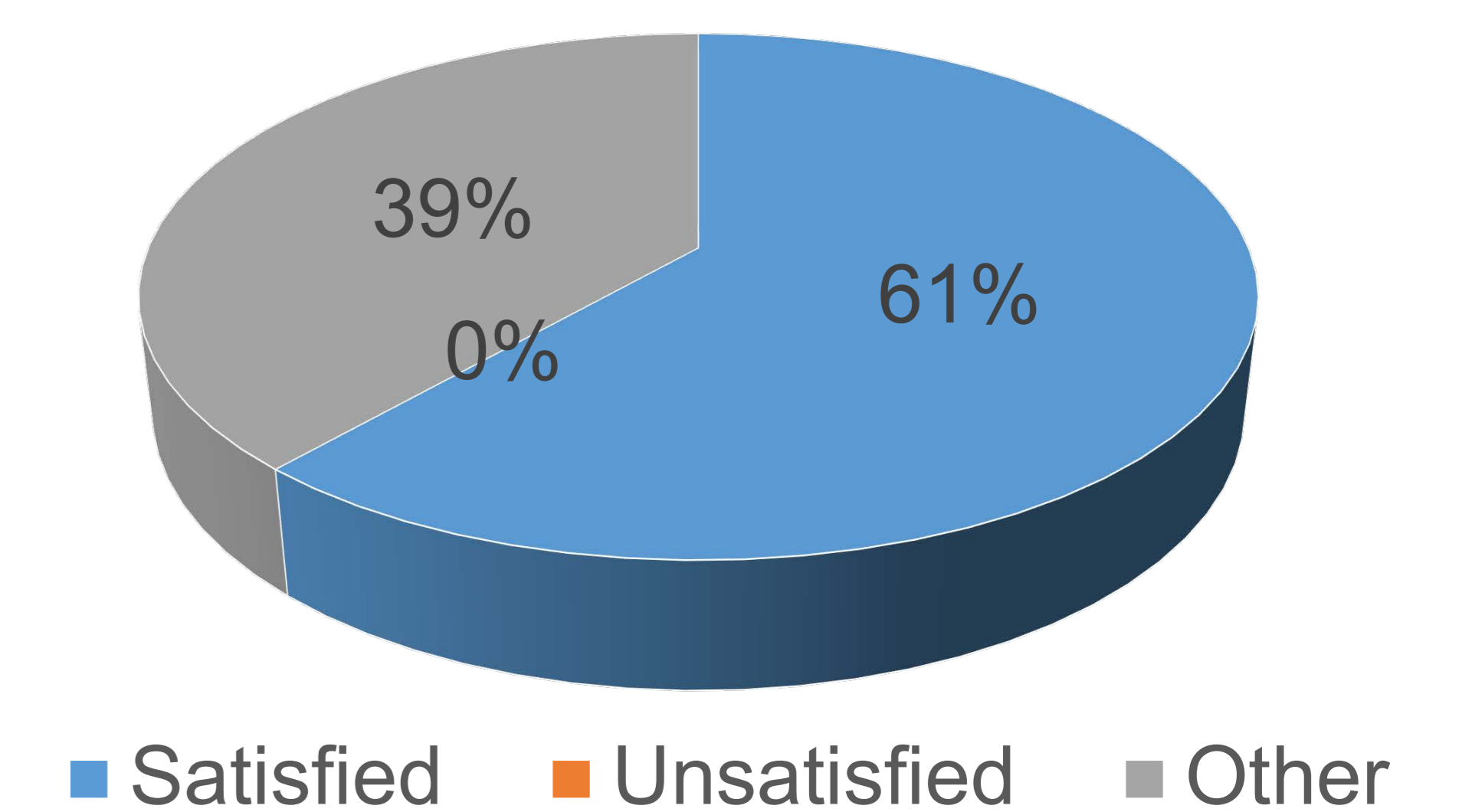
“I think a community pharmacist should be a regular part of the patient care team.”

“With patients seeing multiple providers these days the community pharmacist is a big asset to help patients with their polypharmacy to avoid interaction and duplication.”

Visions for the Role of the Community Pharmacist



Care Team Satisfaction Rate



PRELIMINARY DISCUSSION

- Care team perspectives have provided positive insight as to the need for community pharmacists on the health care team.
- The most common visions for the community pharmacist were education (inclusive of disease state, medication, and lifestyle), followed by medication reconciliation, cost mitigation strategies, and medication optimization.
- Of the providers, 38.5% stated their satisfaction as “other”, citing lack of knowledge of pharmacist involvement, little to no opportunity to utilize the pharmacist, or requested to have more pharmacist involvement.

PRELIMINARY CONCLUSION

- Preliminary data supports that clinic providers are satisfied with pharmacist participation, though many providers are not aware of the services the pharmacist provides.
- This data will be used to create education, highlighting the abilities of the pharmacist on the care team in hopes to expand involvement with the providers at this ambulatory clinic.