Evaluating novel social determinant of health programs within community pharmacy using the RE-AIM framework

Amanda A. Foster, PharmD; Christopher J. Daly, PharmD, MBA, BCACP; Tripp Logan, PharmD; Richard Logan, Jr., PharmD; Heather Jarvis, PharmD, MBA; John Croce, RPh; Zarina Jalal, PharmD; Troy Trygstad, PharmD, MBA, PhD; David M. Jacobs, PharmD, PhD

1Department of Pharmacy Practice, School of Pharmacy and Pharmaceutical Sciences, University at Buffalo, Buffalo, New York
2Community Pharmacy Enhanced Services Network (CPESN) – New York, LLC, Delmar, New York
3Community Pharmacy Enhanced Services Network (CPESN) – Missouri, Jefferson City, Missouri
4L&S Pharmacy, Charleston, Missouri
5PGY-1 Community Pharmacy Residency Program, School of Pharmacy, University of Missouri-Kansas City, Kansas City, Missouri
6Lincoln Pharmacy, Albany, New York
7Community Pharmacy Enhanced Services Network (CPESN)-USA, LLC, Raleigh, NC

Objectives

1. To develop a community health worker (CHW) toolkit outlining processes to be implemented in community pharmacy settings.
2. To analyze the feasibility, fidelity, and impact of a CHW embedded within community pharmacy practice.
3. To establish a prospective payment model for CHWs embedded in community pharmacies in coordination with local departments of health and managed care organizations.

Methods

Design

Objective 1
Developed a social determinants of health (SDoH) program toolkit outlining processes to be implemented in the community pharmacy setting. Completed an extensive review of literature to identify best practices of establishing a SDoH program. Alongside our collaborators, held focus group meetings to draft and compile a toolkit, with the following major sections: (1) Overview of SDoH, (2) New Roles for Pharmacy Staff in a SDoH Pharmacy, (3) Development of Key Skills for CHWs and SDoH Specialists, (4) Implementation Plan – Phase I, (5) Implementation Plan – Phase II, (6) Additional Considerations, (7) Pharmacy Spotlights, (8) Appendices (intervention forms and resources). This toolkit has undergone an extensive internal and external review process with pertinent stakeholders. The goal is to distribute the toolkit via multiple mechanisms that include: Community Pharmacy Foundation, CPESN USA, and as a supplement to the manuscript in Journal of the American Pharmacists Association.

Objective 2
This was a mixed methods study designed utilizing the RE-AIM Implementation Framework1 domains, reach, effectiveness, and adoption, for retrospective evaluation of intervention processes. We plan to conduct future studies that address implementation and maintenance domains. In order to collect retrospective data, we conducted a Pre-Program Data Collection Form, Intervention Data Collection Form, and Post-Program SDoH Program Staff Perceptions Survey 3 months after initial implementation of the SDoH programs.

Objective 3
During this study the CPESN-NY pharmacies collaborated with a local independent physician association (IPA) to create a payment incentive model based on the number of referrals submitted to the IPA’s case manager for further SDoH workup and resolution. The CPESN-MO pharmacy worked on collaborating with...
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consistent reimbursement mechanisms, encouraging expansion of SDoH programs to many more community pharmacies.

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