



MONTANA
DPHHS

Healthy People. Healthy Communities.

Department of Public Health & Human Services



Montana
Chronic Disease Prevention
& Health Promotion Bureau

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Health and Human Services

Community Pharmacy Assessment

Overview

University of Montana Skaggs School of Pharmacy provided a list of Montana's community pharmacies. (N = 254)

Mailed assessment was conducted in 2013.

Response rate in 2013: 37% (94)

Community pharmacies funded by DPHHS are required to complete the assessment.

Response rate as of Nov. 2014: 40% (101)

Assessment included 25 questions:

- Demographic information
- Computer system capabilities
- Consultation services
- Team Up. Pressure Down. awareness and use

Community Pharmacy Assessment Goals

1. To determine community pharmacy characteristics and capabilities.
2. To assess medication management/self-management for blood pressure and diabetes.
3. Identify barriers encountered when counseling clients.



Demographic characteristics of Montana community pharmacy respondents, 2013-2014.

	Total N = 101
	Mean (SD)
Average number of pharmacists	2.8 (1.3) [1.0 - 9.0]
Average number of pharmacy technicians	3.3 (2.1) [0 - 10.0]
	% (n)
System provides automatic refills for certain maintenance meds	65 (66)
System for automatic refill reminder on HTN and DM medication	53 (53)
Encourage clients with HTN/DM to enroll (opt-in) to system	83 (44)
Provide prescription synchronization (e.g., Simplify My Meds)	33 (33)
Accept eRx from outside healthcare facilities	96 (97)

Consultation services provided by community pharmacists, Montana, 2013-2014.

	Total N = 101
	% (n)
Provide consultation services daily or most days	99 (100)
At initiation of new medication	91 (91)
When a prescription is renewed	20 (20)
Any time the dosage/frequency is changed	72 (72)
At each visit	22 (22)
At client's request	91 (91)

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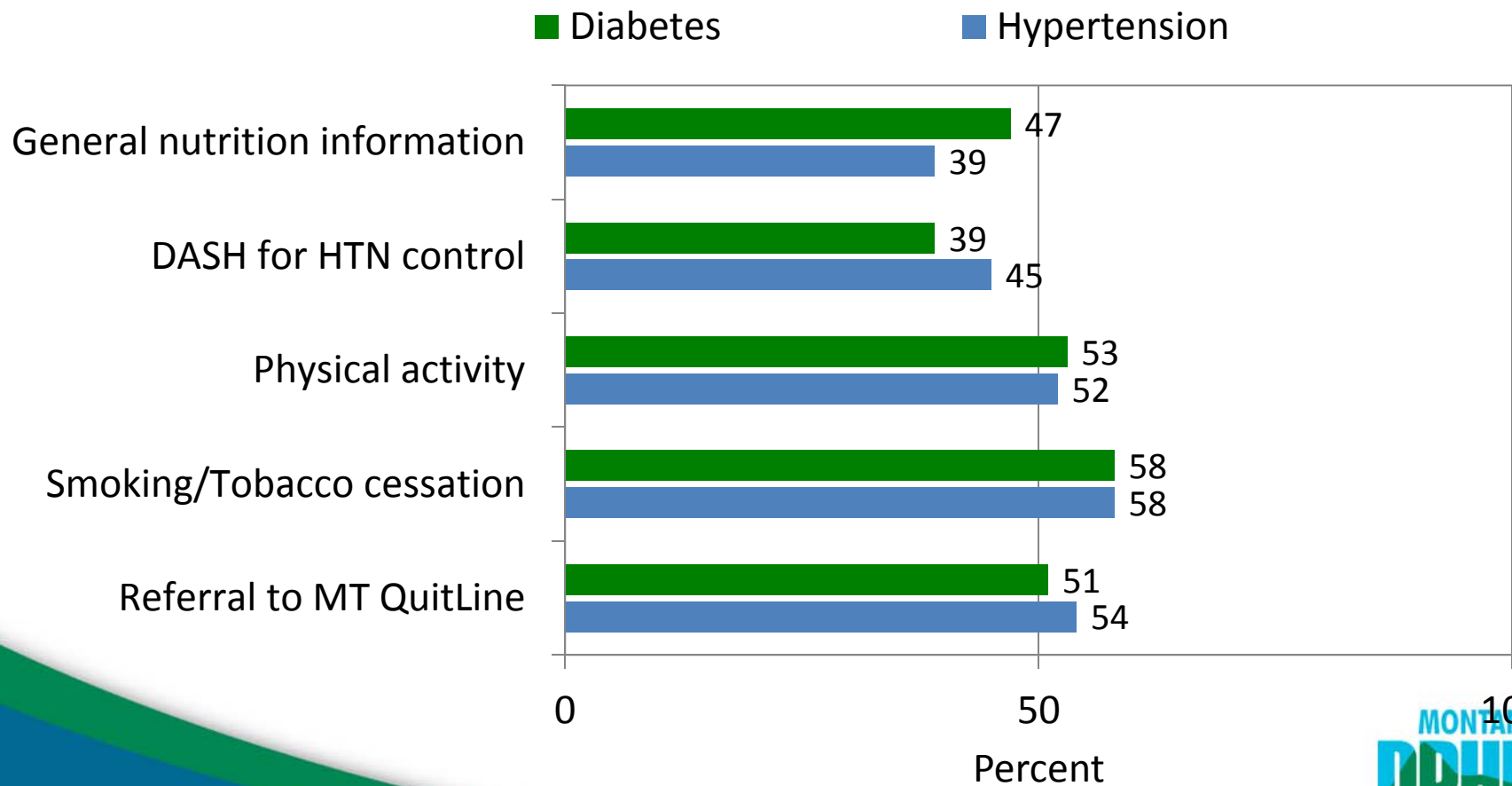
Hypertension (HTN) and Diabetes (DM) self-management categories identified

- Automatic refill reminders
- Lifestyle behavior education
- SMBP monitoring or Glucose monitoring
- Goal setting to improve control
- Prescribed medication regimen
- Medication Management

Community pharmacy systems to promote HTN and DM self-management, 2013-2014.

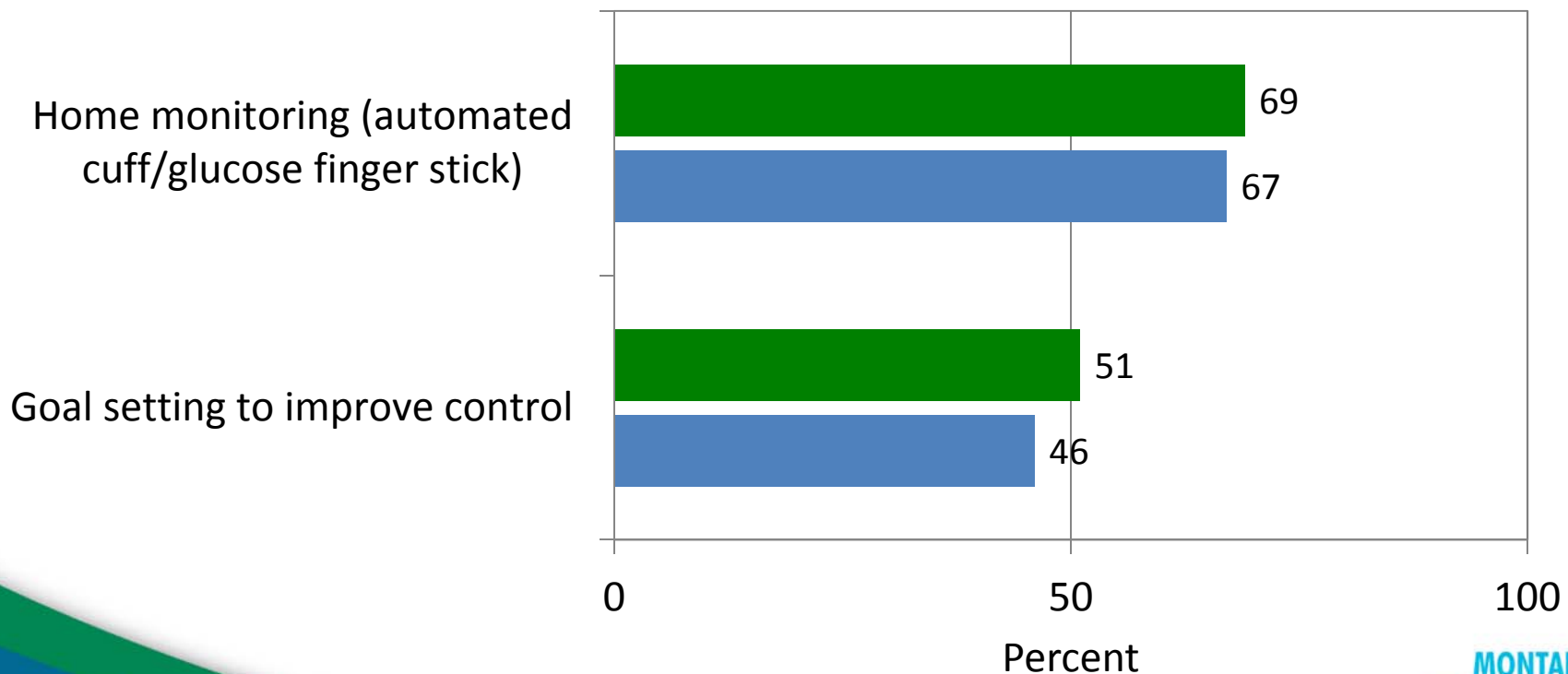
	Total N = 101
	% (n)
To provide automatic refills for certain maintenance meds	65 (66)
For automatic refill reminder (e.g., telephone, text message, e-mail, etc.) on medication for clients with HTN	53 (53)
For automatic refill reminder (e.g., telephone, text message, e-mail, etc.) on medication for clients with DM	53 (53)
Encourage clients with HTN/DM to enroll (opt-in) to system	83 (44)
Provides consultation services	99 (100)

Lifestyle behavior education provided for clients, by HTN and DM diagnosis, 2013-2014



Self-management consultation services provided for clients, by HTN and DM diagnosis, 2013-2014

■ Diabetes ■ Hypertension



Medication management services provided to clients, by HTN and DM diagnosis, 2013-2014

	HTN N=100	DM N=100
	% (n)	% (n)
Dosage of medication	90 (90)	90 (9)
Frequency of medication	91 (91)	91 (91)
Side-effects of medication	92 (92)	92 (92)
Contraindications	79 (79)	79 (79)
Importance of following prescribed medication regimen	87 (87)	87 (87)
Medication management w/feedback to client's provider	52 (52)	51 (51)

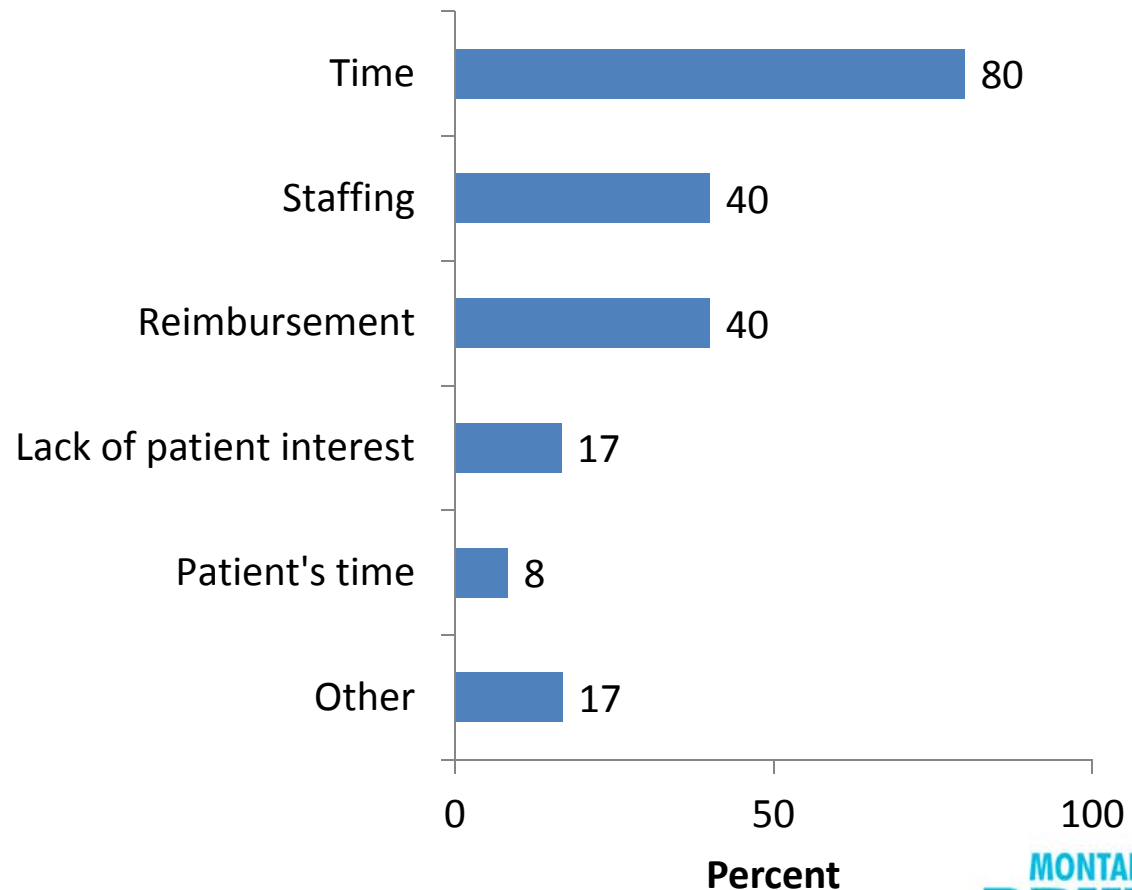
Community Pharmacy Assessment Goals

1. To determine community pharmacy characteristics and capabilities.
2. To assess medication management/self-management for blood pressure and diabetes.
3. **Identify barriers encountered when counseling clients.**



Barriers encountered when providing consultation services, Montana, 2013-2014

- 59% of responding pharmacies reported their pharmacists encounter barriers to counseling clients.



Awareness and access to materials from Million Hearts Team Up Pressure Down (TUPD) Initiative, Montana, 2013-2014

	Total N=101
	% (n)
Heard of Million Hearts TUPD Initiative	23 (23)
Have accessed the Million Hearts TUPD website	48 (11)
Downloaded TUPD resources for your pharmacy	36 (4)
Used any of the resources provided on the website	73 (8)
Taken the one-hour TUPD “Coaching patients to take control” for CPE credit	18 (2)

Limitations of Community Pharmacy Assessment



- Self-report
- Response rate was 40%
- Assumption that all pharmacists are providing the same services

QUESTIONS?



Contact

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