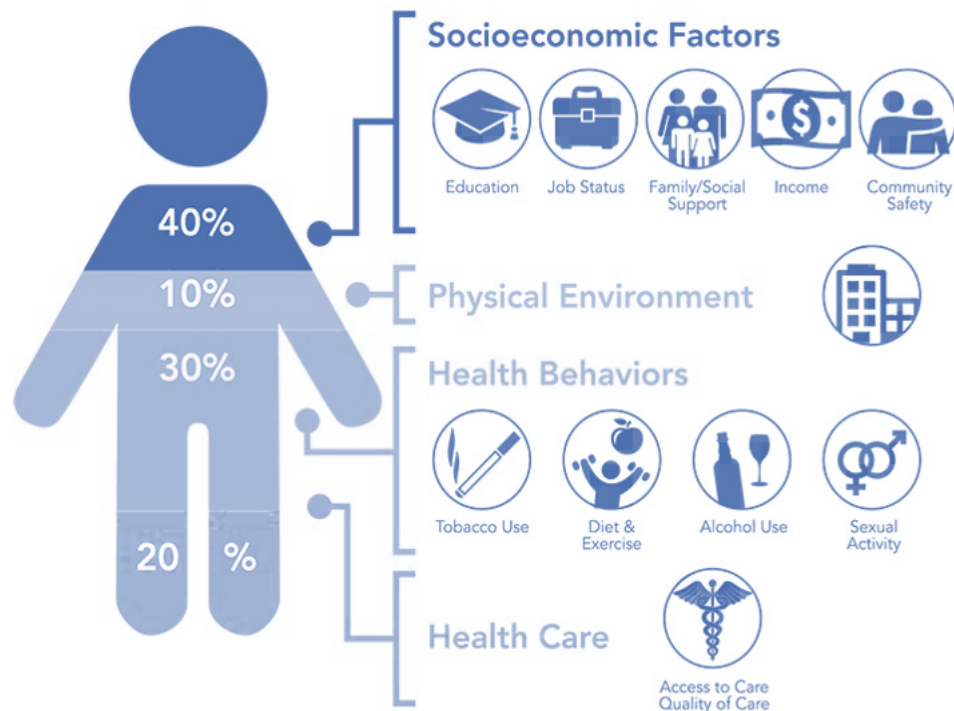


# Not all community pharmacies are the same

We don't all have the same priorities or processes.

# Not all Patients with the Same Care Gaps Have the Same Needs



Up to **20 percent** of a person's health and well-being is driven by access to care and quality of services provided

**80 percent** of a person's health and well-being is related to the physical environment and driven by social and behavioral factors

Source: Institute for Clinical Systems Improvement, Going Beyond Clinical Walls: Solving Complex Problems (October 2014)

# Differentiating CHWs & Technicians

Task	Pharmacy Technician	Community Health Worker	Pharmacy Technician / CHW
Prepare medications, include sterile products	x		x
Perform calculations on medication preparation	x		x
Interview patients to collect information, including medication histories	x		x
Adjudicate third party billing claims	x		x
Support compliance with regulatory needs	x		x
Care Coordination		x	x
Referrals		x	x
Home Assessments		x	x
SDOH Risk Assessments		x	x

# Training Pharmacy Techs as CHWs

- Tying the clinical aspect of care with the social and community aspect
  - Pharmacist: Patient
  - Tech/CHW: Person
- Broad access for patients to reach a CHW/tech in a pharmacy
  - No appointment necessary
  - Already have substantial opportunity for touchpoints (at least monthly)
  - Home visit options with pharmacy delivery drivers

# Pharmacy [Vaccine] Gap Closure Program

[Insert any preventive or primary care gap.]

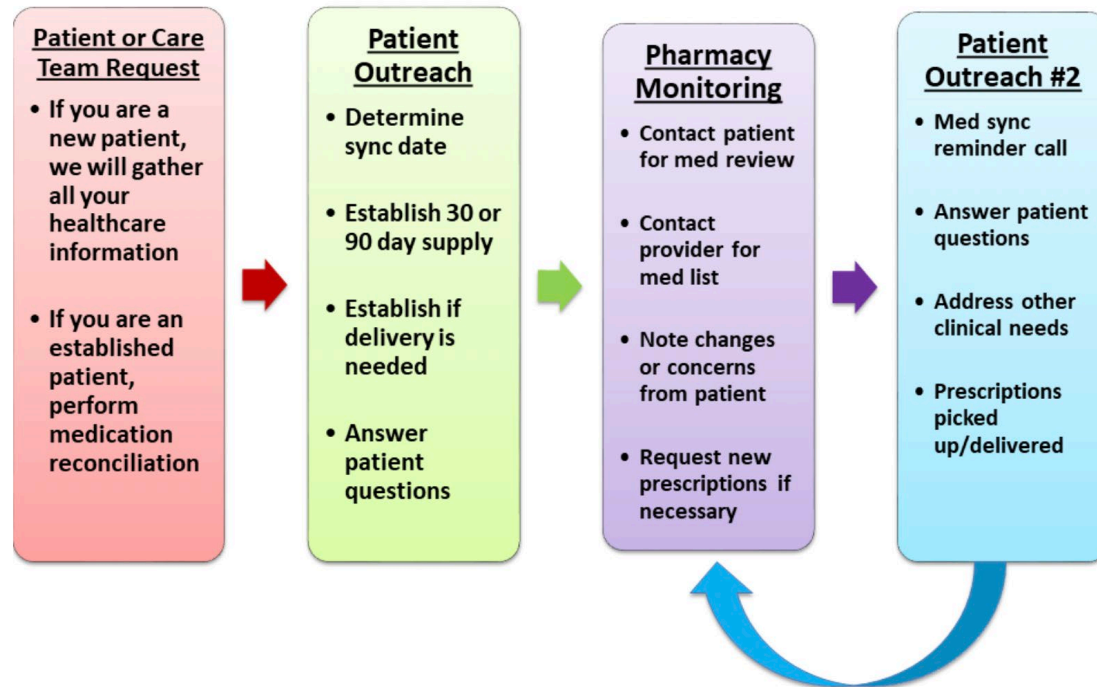
# Why Pharmacy?



*Slide courtesy of CPESN USA. Reference available at [www.cpesn.com](http://www.cpesn.com)*

# In-Pharmacy Operations

- Longitudinal Care Process (using Med Sync program as template)



<https://www.advcr.com/services/pharmacy-services/medication-synchronization>

# The Service Outline:

1. Eligible patients are screened by the pharmacist for all vaccinations prior to monthly care call.
2. Patients are counseled initially on appropriate vaccinations by the pharmacist during their medication synchronization monthly care call or in-person during their monthly pick-up date. Initial standardized patient intake form completed including SDoH screening, allergy update, address, race, ethnicity, etc. data collected.
3. Pharmacy tech trained as Community Health Worker (CHW) in the pharmacy connects with patients through additional outreach who initially refuse the appropriate vaccine to address hesitancy or access issues (especially those related to SDoH) during medication synchronization monthly care calls. CHW will also refer to pharmacist for additional vaccine counseling, as needed.

## Why it works:

- Current workflow model already exists, uses the entire team, and current pharmacy software supports
- Already have established relationship and rapport with patients
- Patients answer the phone when the pharmacy calls!
- Additional touchpoints: monthly call + pick-up/delivery of medications



# Expanding to Community Reach:

- ▶ Community Care Clinics – defined as outside of pharmacy business walls or normal operation hours
  - ▶ Expanded education/information and vaccine access
- ▶ Vaccine Gap Closures through CHW care coordination and verification (includes patients who do not utilize our pharmacy)

# January to September 2024

- ▶ Vaccine Hesitancy and Education Interventions (G0310): **70,000+**
- ▶ Over 500 providers enrolled in the program, including pharmacists and CHW/technicians
- ▶ Over 12,000 vaccine gaps closed in August and September community care vaccine clinics **alone**
- ▶ 132 October health-equity focused vaccine clinic requests
  - ▶ Anticipated # of uninsured patient vaccine gaps closed: 6,300+

# Opportunities to scale and close [*significantly more*] care gaps.

CPESN USA → CPESN Health Equity & local networks