

# Needs Assessment of Independent Community Pharmacists and Advanced Community Pharmacy Services

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## Background

- More community pharmacies are participating beyond medication dispensing services to improve clinical and humanistic outcomes<sup>1</sup>
- These services not only improve patient outcomes, but also provide community pharmacies reimbursement for select services<sup>2</sup>
- In order for community pharmacies to further implement advanced community pharmacy services, there must be hired staff such as licensed pharmacists and technicians that are capable of promoting these services

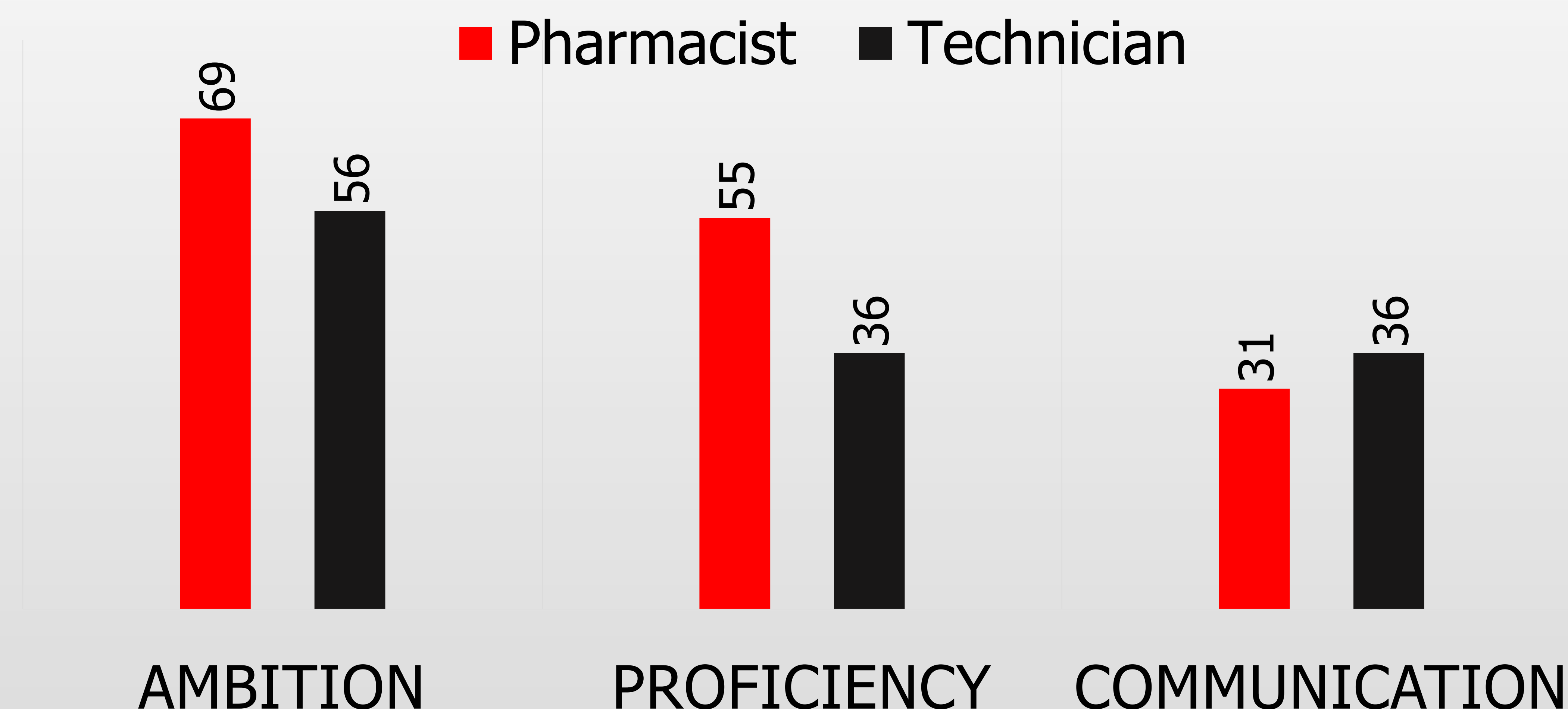
## Purpose

To evaluate the qualities community pharmacists seek when hiring additional technicians and licensed pharmacists to support advanced community pharmacy services (ACPS)

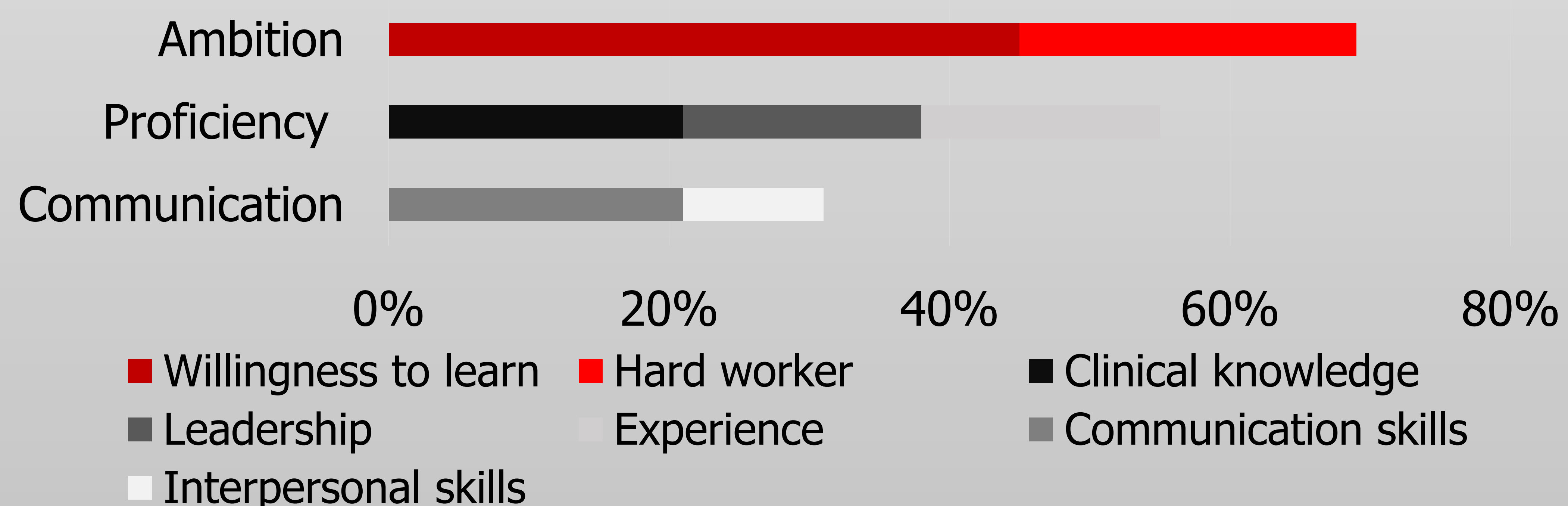
## Methods

- Academy of Independent Pharmacy of the Georgia Pharmacy Association: 601 surveys electronically delivered
- 91 surveys (15%) were returned
- Responses were organized into themes and sub-themes based on these questions asked:
  - "If your pharmacy were to hire additional pharmacists to support advanced community pharmacy services, what quality(ies) should they possess?"
  - "If your pharmacy were to hire additional technicians to support advanced community pharmacy services, what quality(ies) should they possess?"

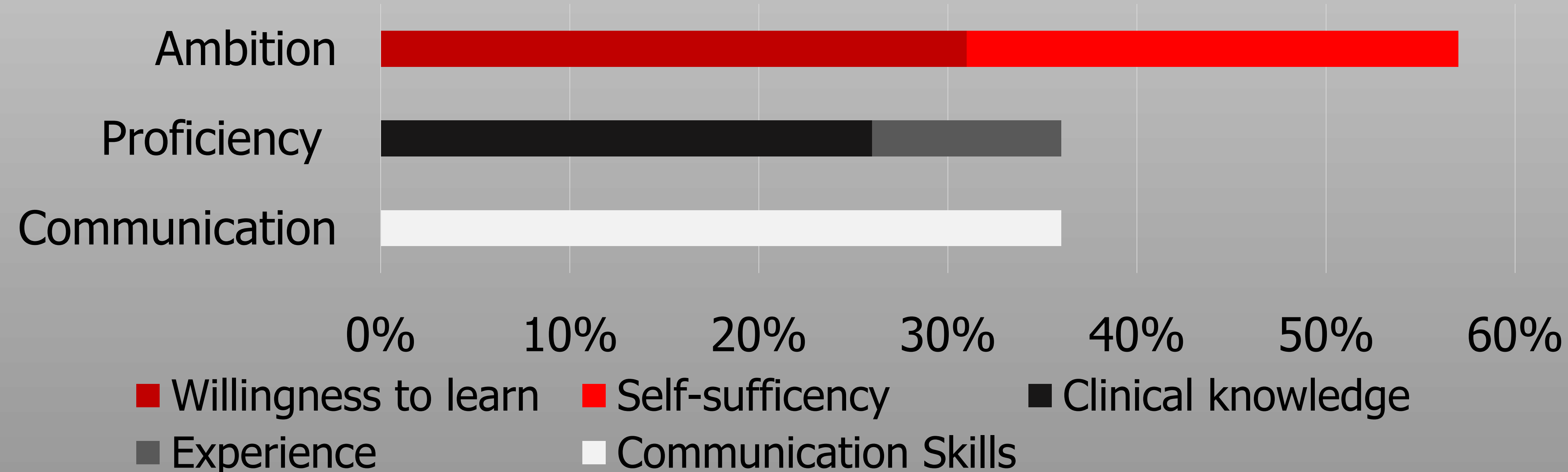
## PERCENT OF RESPONSES PER MAJOR THEME



## SUB-THEMES FOR PHARMACISTS



## SUB-THEMES FOR PHARMACY TECHNICIANS



## Results

### Pharmacist Themes

- Ambition
- *willingness to learn* (45%, n=13)
  - *hard-worker* (24%, n= 7)
- Proficiency
- *clinical knowledge* (21%, n=6)
  - *leadership* (17%, n=5)
  - *experience* (17%, n=5)
- Communication
- *communication skills* (21%, n=6)
  - *interpersonal skills* (10%, n=3)

### Technician Themes

- Ambition
- *willingness to learn* (31%, n=12)
  - *self-sufficiency* (26%, n=10)
- Proficiency
- *clinical knowledge* (26%, n=10)
  - *experience* (10%, n=4)
- Communication
- *communication skills* (36%, n=14)

## Conclusion

- Ambition, proficiency, and communication are crucial attributes for a licensed pharmacist or technician to have to be a competitive job candidate in a community pharmacy seeking to support ACPS
- Licensed pharmacists and technicians should highlight these attributes and engage with continuing education programming to further these qualities or skills
- Independent community pharmacists and managers should evaluate for these attributes when interviewing for or implementing ACPS

## References

- <sup>1</sup> Chisholm-Burns MA, Kim Lee J, Spivey CA, et al. US pharmacists' effect as team members on patient care: Systematic review and meta-analysis. *Med. Care.* 2010;48(10):923-933. doi:10.1097/MLR.0b013e3181e57962.
- <sup>2</sup> Nguyen E, Holmes JT, Narsinghani R, et al. Direct patient care services by community and ambulatory care pharmacists in Idaho. *Int. J. Clin. Pharm.* 2020;42:1480-1489. doi:10.1007/s11096-020-01130-0.