

**Title: Sustainable education and training model under pharmacist provider reimbursement: survey of patient perceptions and perceived value of pharmacist provided cognitive services**

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Abstract Text:

**Purpose:** Pharmacists are clinically trained to identify, resolve, and optimize drug therapy. Current practice conditions and compensation models do not provide sustainable fiscal support for community pharmacists to consistently provide non-dispensing services. The Sustainable Education and Training Model under Pharmacist Provider Reimbursement (SETMuPP) program aims to rectify reimbursement disparity through advocacy, education, and community engagement. Providence Medical Group (PMG), the first ambulatory pharmacy site in SETMuPP, is working with program staff to submit bills to the medical benefit and survey patients receiving pharmacist provided non-dispensing services. This abstract focuses on these survey results.

**Methods:** A 33-item survey, adapted from 13 established assessment instruments, was used to assess four key domains: 1) self-efficacy for managing medications and treatment, 2) perceived satisfaction with quality of care, 3) perceived value of pharmacist-provided health services, and 4) willingness-to-pay for pharmacist-provided cognitive health services. Survey items, from questionnaires used by other healthcare disciplines, were adapted to assess institutional needs for each domain. The survey was submitted to PMG and university Institutional Review Boards, and deemed “exempt” non research. REDCap was used to create an online survey, administered via iPad to new and established patients who received a billable service from the PMG pharmacist, from May to November, 2019. Data were explored using descriptive statistics, data was plotted, strength and directionality between study variables assessed across and between domains.

**Results:** Of 36 survey respondents, 64.9 percent female, 29.7 percent male, and 5.4 percent other. Majority of respondents (75.6 percent) were existing patients, 65 years or older (78.3 percent), and were receiving Medicare (94.6 percent). Majority of respondents (74 percent) spent 25 minutes or more with the pharmacist. Most common services received were education on the specifics of their condition (16.9 percent), review of medications not related to the purpose of the visit (14.1 percent), and condition management education apart from prescription drugs (10.6 percent). Perceived satisfaction: respondents, on average, rated overall satisfaction as ‘satisfied’ to ‘very satisfied’. Perceived value: participants also, on average, ‘agreed’ to ‘strongly agreed’ they valued the services received from the pharmacist. Willingness to pay: respondents were, on average, ‘neutral’ to ‘willing to pay’ for the services out of pocket. Self-efficacy: Participants were, on average, ‘quite confident’ to ‘very confident’ in their self-efficacy for their medication management. Of the four domains, self-efficacy results were most strongly positive, followed by perceived satisfaction, perceived value, and willingness to pay.

**Conclusion:** Patient satisfaction and experience surveys play a significant role in patient care across the country. Hospitals and clinics use satisfaction and patient reported outcome data to improve patient experiences and drive practice transformation. Patients reported high satisfaction, while simultaneously placing a high value on pharmacist-provided cognitive services, suggesting that patients would increase utilization of pharmacist-provided cognitive services were they available. Patients also reported a willingness to pay for pharmacist-provided non-dispensing services, even if they would have to pay out-of-pocket, which suggests that patients value services enough to support regulatory change for reimbursement. Further advocacy efforts that support private and public insurance payment for billable services are necessary to support sustainability and expansion of pharmacist provided non-dispensing, cognitive services.