Charitable Pharmacy of Central Ohio
BRIDGING THE GAP

200 E. Livingston Avenue,
Columbus, Ohio 43215
614.227.0301 phone
614.227.0387 fax
www.charitablepharmacy.org

Community.
Compassion.
Care.
Letter from Executive Director and Board Chair

Dear Neighbor,

The Charitable Pharmacy remains a unique model for pharmacy. We’re compassionate care providers for our most vulnerable neighbors. We provide a path toward wellness, bridging the gap for those most in need of care. And we owe it all to you.

Because of your support and involvement in 2016, we’ve seen unprecedented growth. We now provide needed medications and pharmacy services for more than 65 patients per day. Prescriptions grew 18 percent while our number of unduplicated patients grew six percent. Our engagement with future pharmacists expanded to three colleges of pharmacy, providing five advanced interns each month who provide direct patient care.

Amid the successes of 2016, the need for our services continues to grow. Our strategy for the future will push us further than we’ve ever been. In October, staff, board and special guests gathered to create our new strategic plan. Over the next three years, we’ll focus on three key areas:

• Innovative pharmacy practice
• Hub and spoke model of growth
• Revenue diversification

Our doors are always open if you’d like to take a tour and talk with us about our future plans.

We thank you from the bottom of our hearts for your support!

With warm regards,

Jennifer Seifert, MS, RPh
_executive director_

Rev. Cyndy Garn
_board president_
It’s a blessing,” Yusuf says. “I thank God for the pharmacy.”

Bernice and Yusuf started coming to the pharmacy in 2013 when the cost of their medication to treat heart disease and diabetes became overwhelming.

“My heart medicine was very expensive,” Yusuf explains. “It costs as much as $600 a month, and my friend from church told us about the pharmacy. We didn’t know anything about it, so we were curious [and] we went.”

Bernice remembers that first day fondly. “After being around the pharmacists and the staff, oh my goodness! It was heartwarming because what they showed us was their caring and their patience, but most of all that they were very, very knowledgeable about us and our medication. They took out the pill bottles and asked us if we knew what we take it for, because they wanted to be sure that we understood.”

Some things haven’t changed since that first meeting. “They still always ask us if we have any questions,” Bernice says. “Every time, without fail.”

“If we weren’t told about the pharmacy, I don’t know what would have been the outcome,” Bernice says. “I talk to people when I’m out and about, and I refer a lot of people because they are struggling with their medications. We tell them to go to the Charitable Pharmacy. They will help you get what you need.”
Our Vision:
For all people, regardless of age, race, national origin, ethnicity, gender, disability or sexual orientation, to have affordable and sustainable access to prescription medications and pharmacy services that optimize health in our community.

Our Mission:
To provide affordable and appropriate pharmacy services for people who are vulnerable in our community.

Our patients are Franklin County residents living at or below 200% of the Federal Poverty Level. We are the only pharmacy in the county that both provides pharmacy services to patients at no charge and qualifies patients for up to twelve months. This continuity of care is especially important for patients with multiple clinical conditions that require ongoing medication and services.

Activities and Programs:
• Pharmacy services and medicines for those who cannot afford them
• Counseling on proper medication usage
• Medication therapy management
• Social service program assistance referrals
• Health screenings and health and wellness education
• Vaccination and smoking cessation counseling
• Nutrition counseling and education

The Charitable Pharmacy benefits from nearly $4 million in donated medicine (wholesale value) from 10 sources including drug manufacturers, physician samples and long-term care facilities. This value of this contributed inventory is included in the above revenue line.
2016 highlights

Welcomed New Executive Director and former Director of Clinical Services Jennifer Seifert.

Introduced a New Inter-professional Experience with Family Practice Resident Physicians from The Ohio State University Wexner Medical Center.

Introducing A Naloxone Program, which provides kits to block or reverse the effects of opioid medication in the case of suspected overdose.

Published Peer-reviewed Primary Research Paper on Access to Breathing Medications in an Uninsured and Underinsured Patient Population, conducted at the Charitable Pharmacy by former resident Amanda Singrey, along with Jennifer Seifert and others, in the national journal Innovations in Pharmacy.

Hosted Patient Focus Groups to gain valuable feedback on the pharmacy’s services and opportunities.

Hired Our First Dietician to provide counseling and education for our patients, which is especially helpful for those with chronic conditions such as diabetes and heart disease where good nutrition can have a significant impact.

Successfully converted to Electronic Health Records for more efficient and consolidated reporting and healthcare management.

Expanded to 5 Permanent Patient Meeting Spaces

Held First Annual Mental Health Day in June featuring five community providers: Mental Health America; Southeast Inc. Healthcare Services; Columbus Public Health; North Community Counseling Centers; and the Alcohol, Drug and Mental Health Board of Franklin County (ADAMH).

Welcomed Two Post Graduate Year One (PGY1) Community Pharmacy Residents who provided direct patient care, taught at The Ohio State University College of Pharmacy, and conducted major research projects in the areas of health care insecurity and congestive heart failure.

Hosted Quarterly Technician Training Days with both Everest College and Columbus State Community College, engaging approximately twenty technicians in training each quarter.

Introduced a Naloxone program, which provides kits to block or reverse the effects of opioid medication in the case of suspected overdose.
In peer-reviewed and published research at the Charitable Pharmacy, we found that twenty-five percent of our patients suffer from a respiratory condition like asthma or Chronic Obstructive Pulmonary Disease (COPD). For these patients, simply drawing a breath can be impossible without the use of medicine to treat their condition. Yet some are often forced to choose between food and medicine for themselves and their children.

The study showed that many patients at the pharmacy had been unable to obtain breathing medication such as inhalers prior to coming to us due to the high cost of the medicine. Patients admitted to spreading out their doses to make them last longer or borrowing inhalers from family members and friends when they could not afford them. All interviewees also shared that they went to the emergency room more often prior to coming to the Charitable Pharmacy to obtain breathing medication.

Luckily, the Charitable Pharmacy exists to help patients get the medicine and inhalers they need to live.

One of the reasons we were able to help so many patients last year was the Bike Ride for Breathing Relief, conceived by Rev. James Donnan of the Livingston United Methodist Church, where the pharmacy is located. Rev. Donnan rode 325 miles from Cincinnati to Cleveland, ultimately raising $4,600 from supporters.

“As the pastor of Livingston UMC and a Charitable Pharmacy board member, I’m passionate about its mission because the staff and the leadership team are doing what Jesus expects us to do when a poor person is ill,” Donnan says. “He so identified with the sick that he said, ‘For I was sick and you looked after me.’ (Matthew 25:36) I try to see the face of God in every patient that we serve.”

Approximately 100,000 adults and 40,000 children in Franklin County are currently living with asthma. While some people may think of asthma as a minor inconvenience, it actually can have serious consequences that include respiratory failure.

“Helping asthma patients breathe easier
A respiratory story

Approximately 100,000 adults and 40,000 children in Franklin County are currently living with asthma. While some people may think of asthma as a minor inconvenience, it actually can have serious consequences that include respiratory failure.

The students make sure you know all about your medicine. I wasn’t getting the full effect from my breathing medicine, but with counseling, I know how to use it, and I can breathe better now.”

“I don’t feel like a number here. I feel like I’m having a real experience when I’m sitting down and talking with the pharmacist. They know the medications I’ve taken, they know if I’ve changed meds or gotten out of the hospital. It’s a continuation of care. It’s two-way learning here. They treat you like a person, with respect and kindness. You’re their only patient at that time and it’s very important.”

In our strategic plan, we’ve identified Innovative Pharmacy Practice as one of the three focus areas to take us into 2020. With a nationwide shortage of primary care physicians, pharmacists are taking an increasingly active role in many areas of health management. The community-based pharmacist practitioner (CPP) embraces 4 tenets: direct patient care, team-based care delivery, patient care services management, and leadership for advancing patient care. Community-based pharmacist practitioners provide medication-related care in the community, or more simply, anywhere where people work, live, play, and pray.

These tenets drive pharmacy practice at the Charitable Pharmacy of Central Ohio. At each visit, patients receive direct patient care through complete medication reviews, in-depth medication counseling, and assessments for adherence and medication efficacy and safety. Services include longitudinal assessments and education for diabetes, hypertension, and mental health.

Our dedication to a model of direct patient care has driven expansion of our clinical services and disease state management programs. The full implementation of an electronic health record to include over 2,000 patients now allows efficient provision of longitudinal patient care (e.g., we take blood pressures every month and can assess trends in medication efficacy over time). A pharmacist or advanced intern spends an average of 20 minutes with each patient, providing pharmacy services and an average of 7 medications per patient. We meet them where they are in their health care, asking them what their greatest health concern is while providing comprehensive care.

As we look to the future, we are fortunate to live in Ohio, where we have achieved many advances in pharmacy practice including expansion of immunization services, naloxone access programs, and collaborative practice agreements. Our national initiatives have gained substantial support for the recognition of pharmacists as health care providers with subsequent ability to be reimbursed for these innovative, direct care services. Our pharmacists, resident pharmacists, and student pharmacists will continue to strive for excellence and innovation to provide optimal care for our patients.

50% of patients with chronic diseases do not take their medications correctly and pharmacists can help improve medication use.

Ohio spends $10.3 Billion annually on prescription medicines.

Since 2010, our team of 4 pharmacists has trained 7 community resident pharmacists and, together with them, has mentored over 275 advanced pharmacy interns in direct patient care.

Patients are 3x more likely to stay out of the hospital when pharmacists provide clinical services after discharge.

The Charitable Pharmacy of Central Ohio has demonstrated a reduction of 1 hospitalization per patient per year.

The Charitable Pharmacy of Central Ohio has provided 46,572 one-on-one patient consultations with a pharmacist or advanced intern from 2010-2016.

We have provided medication and pharmacy services to over 5,500 unduplicated patients since opening in 2010.

Residency program

Kelsey Schmuhl first realized she wanted to be a pharmacist during an Introduction to Pharmacy class at The Ohio State University. “My professor Ken Hale told us that more people die from accidental drug overdoses than from car accidents,” she explains. “That blew my mind.”

Her professor got her involved in Generation Rx, an initiative to educate the public and raise awareness about prescription drug misuse and abuse.

“I really wanted to help raise awareness around campus about drug misuse and to remember those we have lost to drug overdoses. My first project was a candlelight vigil at Ohio State, which continues to this day each October.”

In June 2016, Kelsey came to the Charitable Pharmacy as an Advanced Pharmacy Practice Experience (APPE) intern as part of her curriculum in her last year of pharmacy school. “It was really serendipitous that I was placed here for a rotation. I fell in love with the Charitable Pharmacy. After that first day, I went home and told my husband that it was hard work, but it was rewarding work.”

Naturally, when she started considering where she’d like to apply for a residency, the Charitable Pharmacy was her first pick. “It felt like home,” she says with a smile.

Now, Kelsey is preparing to spend a year with us as a PGY1 community pharmacy resident through the Ohio State University Residency Program. She’ll spend 2/3 of her time in direct patient care. The rest of the time, she’ll teach at The Ohio State University College of Pharmacy and conduct projects at the pharmacy encompassing quality improvement, innovative clinical services, and research.

Kelsey’s time at the Charitable Pharmacy has convinced her of the critical role it plays in our patients’ lives. “I think the people here are so inspiring because we provide a safety net for our patients. So many things in their life are uncertain, but we provide some certainty. I want them to know they can come in every month and be treated with respect and kindness. We can provide them the comfort of knowing that they have somewhere to go to get their medicine every month.”
We rely on generous individual, corporate, foundation and government support to ensure that no Franklin County resident goes without needed medicine due to an inability to pay. The following made our work possible with gifts between January 1 and December 31, 2016.

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