Charitable Pharmacy of Central Ohio
BRIDGING THE GAP

2017 REPORT

Community. Compassion. Care.
Dear Neighbor,

2017 was another busy year of service to ensure that all Franklin County residents receive the medicine and pharmaceutical services they need regardless of their ability to pay. Thanks to your support and involvement, we have provided more than 6,400 vulnerable patients with the following since opening in 2010:

- 58,891 One-on-One Clinical Consultations
- 380,167 Prescriptions
- $30 million in Medication

Over that same time period, we’ve hosted a total of 218 college students working toward their 1,500-hour requirement to be a pharmacist. These fourth-year pharmacy students come to us for a one-month immersive experience where they are able to practice what they’ve learned in class and further develop their communication skills and knowledge base. During their time with us, each student sits down one-on-one with an average of 150 patients. It’s a win-win for both of us, and we are proud to mentor and partner with tomorrow’s healthcare professionals.

This unique relationship with The Ohio State University College of Pharmacy was one of the reasons the college was recognized with the 2017 Lawrence C. Weaver Transformative Community Service Award by the American Association of Colleges of Pharmacy (AACOP). The award highlights community service as an important element of the academic mission demonstrating a major institutional commitment to addressing unmet community needs.

It was also a year of quality improvement at the Charitable Pharmacy as we optimized our electronic health record and emphasized national best practices with the 2017 Institute of Safe Medication Practices Medication Safety Self Assessment® for Community/Ambulatory Pharmacy. This rigorous self-assessment informs our overarching quality improvement program to ensure excellent patient care.

Our doors are always open if you’d like to visit for a tour. After all, we couldn’t do it without you.

With warm regards,

Jennifer Seifert, MS, RPh
Executive Director

Rev. Cyndy Garn
Board President

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A patient’s story

This here is a blessing. I can’t stress that enough. Even today, I’m still thankful that the pharmacy is here.

If you’ve walked through the doors of the Charitable Pharmacy some time in the last two years, you’ve probably been greeted by Jon. And, if Jon has greeted you, there’s a good chance he was singing and dancing when he did.

Jon moved to Columbus from Detroit in 2013 with no insurance and no paycheck. Thankfully, his sister told him about the Charitable Pharmacy.

“Having high blood pressure and the issues that went along with it, I had to come here to get my prescriptions filled,” Jon explains.

The average patient at the Charitable Pharmacy takes seven prescriptions. Jon takes nine, which would cost him about $900 a month if it weren’t for the Charitable Pharmacy—$900 he can’t afford.

“If I hadn’t gotten medication to control my high blood pressure, I’d be in trouble. It’s as simple as that,” Jon says. “This here is a blessing. I can’t stress that enough. Even today, I’m still thankful that the pharmacy is here.”

Now, Jon volunteers at the pharmacy to give back a little of what he’s received.

“If I have joy, I’m going to spread it to you as well. I want to spread the joy because there’s so many out there who need assistance. You may have had a bad start to the day. You may have had a bad ending to the day before. But once you come through the doors to this church, while you’re under this roof, you’ll find some joy. I love doing that. I love it. That’s why I’m dancing.”
**2017 Financials**

**REVENUE**
- Contributed inventory $2,155,685
- Grants and contributions $731,806
- Contributed services $272,135
- Other income ($31,691)
- Sales revenue $17,762

**EXPENSES**
- Pharmacy $4,582,035
- Management and general $114,906
- Fundraising $62,814

Expenses include medications donated in 2016, which were dispensed in 2017.

**Big picture**

**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
- Immunization programs
- Nutrition counseling and education

**2017 By the Numbers**

<table>
<thead>
<tr>
<th>Category</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pharmacy residents</td>
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<tr>
<td>Team members</td>
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<tr>
<td>Advanced practice pharmacy interns</td>
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<td>Volunteers</td>
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<tr>
<td>Patient nutrition consultations</td>
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<tr>
<td>Patients served</td>
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<td>Drug-related problems identified and addressed</td>
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<tr>
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<td>10,452</td>
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<td>Prescriptions filled</td>
<td>58,208</td>
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<tr>
<td>Market value of prescriptions</td>
<td>$4,656,640</td>
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</tbody>
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2017 highlights

MADE QUALITY IMPROVEMENTS

PUBLISHED PEER-REVIEWED PRIMARY RESEARCH PAPER

COLLABORATED WITH SCRIPT YOUR FUTURE,
a national effort to increase patient awareness and medication adherence.

LED INTER-PROFESSIONAL DAYS
with physician residents from The Ohio State University Wexner Medical Center Family Medicine Practices.

INTRODUCED INAUGURAL RX RIDERS
bike ride fundraiser.

INTRODUCED NEW DIETETIC SERVICES
with licensed staff dietician, and new diabetes cooking classes.

RECOGNIZED AS HIGHLIGHTED SITE
for the Lawrence K. Weaver Award for Community Engagement.

EARNED BOARD CERTIFICATION
for two pharmacists certified by the Board of Pharmacy Specialties in Geriatric Pharmacy.

BEGAN 2-MONTH PHARMACY STUDENT ROTATIONS
to provide a more comprehensive experience.

COLLABORATED WITH SCRIPT YOUR FUTURE,
a national effort to increase patient awareness and medication adherence.

LEAD INTER-PROFESSIONAL DAYS
with physician residents from The Ohio State University Wexner Medical Center Family Medicine Practices.

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to provide a more comprehensive experience.
Suicide rates increased by 25% across the United States over the nearly two decades ending in 2016, according to the US Centers for Disease Control and Prevention. Twenty-five states experienced a rise in suicides by more than 30% over that same period.

Approximately 41% of Charitable Pharmacy patients take at least one medication for a mental illness, and they benefit from an array of healthcare services from a multitude of practitioners. Pharmacists are at the front line, providing education and helping to address common problems such as medication adherence.

A study conducted at the Charitable Pharmacy by former pharmacy resident Lisa J. Bible, along with Jennifer Seifert, Kristin Casper and others, confirmed the central role pharmacists play in improving patients’ overall health. It demonstrated their willingness to talk with pharmacists about their mental health. It also identified the importance of encouraging and supporting patient self-care such as physical activity, social engagement, and spiritual connectedness, along with the appropriate use of medications, and engagement with community resources.

The results were published in the May-June issue of the Journal of the American Pharmacists Association. Overall, Bible found that 81.7% of participants at the pharmacy engaged in self-care activities, with 98.3% recognizing them as important to improving and maintaining their mental health. Not surprisingly, greater self-reported adherence rates and mental health control were seen with patients who complemented their medicine regimen with other healthy behaviors.

“I believe the pharmacists at the Charitable Pharmacy can provide strong support and encourage patients to be adherent to their medications and develop strategies of self care.” Bible said. Thanks to her research, we are more committed than ever before to doing just that.

According to the Ohio Department of Health, an older Ohioan falls every 60 seconds, an injury results from a fall every five minutes, an emergency department visit from a fall happens every 6 minutes, two hospitalizations occur each hour, and three deaths occur each day. There are several medications for older adults, which can contribute to falls. Since each patient receives a one-on-one evaluation and ongoing medication therapy management at the Charitable Pharmacy, our older adult patients are personally screened and ongoing monitoring becomes critical. When indicated, the healthcare provider also consults with the patient’s physicians. This approach is especially critical for seniors who are on complex medication regimens. Our goal is to help them better manage their prescription regimens, thus allowing them to live healthier lives in the least restrictive environment.

To better serve the aging population, pharmacists Sarah Tandon and Holly Fahey-Babeaux became Board Certified Geriatric Pharmacists, recognized as preferred providers of pharmaceutical care to seniors. They joined over 3,200 pharmacists nationwide with this specialization. By promoting the geriatric pharmacy education of 45-50 advanced pharmacy interns and two pharmacist residents at the Charitable Pharmacy each year, they are helping to ensure that the next generation of pharmacists will be ready to better serve the needs of this growing, underserved population.

As part of her pharmacy residency, Marilee Clemons conducted the same research at the Charitable Pharmacy to determine how pharmacists can influence HCI. To our knowledge, this was the only time the research had been conducted in a community pharmacy setting. Clemons hypothesized that pharmacists are in a unique position to address the challenge since they are often the only healthcare providers underserved patients are seeing on a regular basis.

Of the study participants at the Charitable Pharmacy, 68.2% stated they had been without insurance for a year, while others reported they had been without insurance for many years. The majority of participants (77.3%) did not have insurance that would pay for medications at the time of study. As a result, fewer than 40% of participants reported they were able to fill all of their medications for the last 12 months with 9.1% stating they were unable to fill any of their medications in the last 12 months. When asked what they would do if they were unable to get their medications at the Charitable Pharmacy, 46.6% reported they would not fill their prescriptions due to cost.

As many as 28.2 million people remain uninsured in the United States, and more than 20% of people with health insurance are underinsured. Many of these people live at or below 200% of the federal poverty level. At the Charitable Pharmacy, our patient population is comprised of both uninsured and underinsured individuals. All of our patients disproportionately experience barriers to healthcare services and medications because of outside factors such as lack of transportation, low health insurance status, and high out-of-pocket costs. They also experience a high level of Health Care Insecurity (HCI).

Health Care Insecurity is defined as feeling uncertain, anxious, and vulnerable about the ability to obtain or sustain adequate healthcare services. Original research coining the term was conducted by Philip E. Tomsik and others in a Cleveland primary care clinic.*

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Innovative Pharmacy Practice: Addressing the changing needs of an aging population

While our average patient takes seven medications, older adults may be on regimens of ten to twelve, and sometimes as many as twenty medications. As the complexity of patients’ regimens increases, ongoing monitoring becomes critical.

“I remember sitting down with a woman who told me that she and a relative were sharing and self-adjusting doses of insulin to make the medication last as long as possible as neither of them could afford the full prescription,” Clemons explained. “As a pharmacist, I know just how dangerous that can be.”

Another patient told me that his neighbor was using a similar inhaler to the one he was prescribed, she noted. “Since the patient did not have health insurance and the neighbor did, he would sell it to the patient for $50. Even though the patient was facing a significant challenge in obtaining his medication, he still understood the importance of taking it. Unfortunately, the amount he was able to obtain still wasn’t enough to treat his chronic condition.”

Clemons’ hypothesis proved valid. The provision of medicine and one-on-one medication therapy provided by the Charitable Pharmacy model demonstrated a statistically significant reduction in health care insecurity among patients.

Clemons left the pharmacy in June 2018 to serve as Lead Clinical Pharmacist at the University of Toledo Medical Center, Internal Medicine Clinics. There, she looks forward to continuing her service to an underserved population.
Inaugural Rx Riders event a success

Twenty-two cyclists rode the Scioto and Olentangy bike trails on May 5, inviting family and friends to underwrite their efforts. Under the capable leadership of Event Chair Kimberley Cowie, the event raised more than $11,000.

“I cannot think of anything scarier or more stressful than needing medicine and not being able to afford it,” Cowie explained, “so when I had the opportunity to work with The Charitable Pharmacy of Central Ohio to raise funds for medicine for my central Ohio neighbors, I was honored. It got even better because I was able to put together my love of biking and my desire to make my community a better place.”

Following the ride, participants enjoyed lunch from The Kitchen restaurant and took a tour of the pharmacy. Pre-ride tuneups were provided by Bikes for All People.

Thank you to all of our riders, along with Big Wheel Sponsor The Metz Center and Spokes Sponsors Lindey’s Restaurant & Bar and Bruce-Merrilees Electric Company, for helping to make the event a rousing success.

What started as a bike ride from Cincinnati to Cleveland on the Ohio to Erie trail with a few friends turned into a signature event this year with the introduction of Rx Riders—an annual fundraiser to provide medicine and pharmaceutical services for patients with respiratory conditions like asthma and COPD.

As a passionate board member, I’m always looking out for new ways to share the Charitable Pharmacy’s mission. I thought this significant bike ride had the potential for staff to build a new fundraising event around bicycling. The first year of Rx Riders doubled the funds I raised in 2016 doing it on my own.

Rev. Jim Donnan invited a number of friends to support his ride with donations.
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, 2017.

**Ambassador** $500 – $999
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- William Casto Jr.
- Mitchell A. Dorn
- Christopher Hogan
- Mark Hurst
- Langerman Family Foundation
- Stephen and Cathy Lawrence
- Clyde & Staci Lucas
- Allison Macerollo
- The Metz Center
- Peter Mihaly
- Robert S. Mills and Judith E. Kleen Fund of The Columbus Foundation
- John & Pam Nestleroth
- Laura Poling
- Candy S. Rinehart
- Jody & Jeff Scheiman
- Sarah and Amit Tandon
- Darrell & Ronni van Ligten
- Laura S. Wise-Blau

**Advocate** $250 – $499
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- Bruce-Merrilees Electric Company
- Jonathan Carle
- Cynthia A. Carnes
- Church of the Good Shepherd UMC
- John & Pam Nestleroth
- Laura Poling
- Candy S. Rinehart
- Jody & Jeff Scheiman
- Sarah and Amit Tandon
- Darrell & Ronni van Ligten
- Laura S. Wise-Blau

**Sustainer** $100 – $249
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- Jill Boydelatour
- Harry Boyle
- Dale & Dorothy Brandon
- Howard Brenner
- Amie E. Brooks
- Kathleen Brown
- Julie & Randy Bush
- Karen Clouse

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**Partner in Life** $50,000 –+
- Franklin County Board of Commissioners
- Franklin County Office on Aging
- The Ohio State University Wexner Medical Center

**Partner in Health** $25,000 – $49,999
- Anonymous
- Carver Family Fund of The Columbus Foundation
- Mount Carmel Health System
- OhioHealth
- Osteopathic Heritage Foundation
- United Way of Central Ohio

**Partner in Hope** $10,000 – $24,999
- CareSource Foundation
- The Harry C. Moores Foundation
- Nationwide Children’s Hospital
- QC Fund of The Columbus Foundation
- Rosati Windows
- Jim & Sandy Weiler Family Fund of The Columbus Foundation
- Robert J. Weiler Fund of The Columbus Foundation

**Partner in Strength** $5,000 – $9,999
- Big Lots Foundation of The Columbus Foundation
- Central Ohio Primary Care Physicians Foundation
- City of Columbus
- The Columbus Foundation
- Jay & Lisa Godfrey
- Ingram-White Castle Foundation
- Lord of Life Lutheran Church
- Bill Mitchell, M.D.

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