2018 REPORT

Community. Compassion. Care.

200 E. Livingston Ave.
Columbus, Ohio 43215
614.227.0301 phone 614.227.0387 fax
www.charitablepharmacy.org
Find us on Facebook and Instagram
A Letter to Our Supporters,

Thank you for joining us as we review the successes of 2018 and prepare to celebrate our 10th anniversary in 2020. We appreciate your support, and our doors are always open if you’d like to visit for a tour. After all, we couldn’t do it without you.

This past year scrutiny regarding the high cost of prescription medication intensified, both nationally and locally. We’re proud to say that Ohio is leading the way in transparency in drug pricing as evidenced by what have become weekly front page stories in the Columbus Dispatch taking an in-depth look at the role of pharmacy benefit managers. Many other states are now following suit, looking for a solution to this national crisis.

No one feels the impact of the high cost of medication more than our patients at the Charitable Pharmacy. As just one example, nearly 50% of our patients have diabetes, and many require insulin to treat their diabetes. That vial of insulin may cost as much as $300, and we’ve seen some patients who take 4 vials each month. That’s $1,200 a month for individuals who may only make $12,000 annually or – as is the case for many of our patients – much less.

There is still much work to be done to ensure that all Americans have access to affordable prescription medicine. In 2018 the Charitable Pharmacy’s unique approach garnered national recognition when the national Pharmacy Quality Alliance and the Community Pharmacy Foundation recognized the Charitable Pharmacy with its inaugural award for Community Pharmacy Innovations.

We will continue to innovate to serve our community as a local solution to a national crisis. With your support, we hope to ensure that one day, no Franklin County resident will go without the medication they need because they can’t afford to pay.

Thank you for your support to help make it so.

With warm regards,

Jennifer Seifert, MS, RPh Executive Director
Rev. Cyndy Garn Board President

Board of Directors

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A Recognized Local Solution to a National Crisis

**RECOGNIZED COMMUNITY PHARMACY INNOVATIONS**

The national Pharmacy Quality Alliance and the Community Pharmacy Foundation recognized the Charitable Pharmacy with its inaugural award for Community Pharmacy Innovations. This recognition celebrates a community pharmacy that, in collaboration with external partners, has developed innovative programs resulting in improved quality of care, medication optimization, and patient outcomes.

**RECEIVED COMMUNITY PARTNERSHIP AWARD**

The Charitable Pharmacy received the 2018 Excellence in Community Partnership Award in May from The Ohio State University Office of Outreach and Engagement, the Office of International Affairs, the Office of Service-Learning, the Office of Undergraduate Education, and the Office of Student Life. The quality of care for patients is enhanced by an ongoing partnership with the OSU College of Pharmacy through which more than 300 advanced pharmacy students have assisted with patient care since the pharmacy opened in 2010.

**EARNED BOARD CERTIFICATION**

Executive Director Jennifer Seifert received Board Certification in Geriatric Pharmacy to meet the needs of our growing patient population of older adults. She joins CPCO pharmacists Sarah Tandon and Holley Fahey Babeaux, who were certified in 2017.

**AWARDED COMMUNITY PHARMACY RESIDENCY EXCELLENCE IN PRECEPTING AWARD**

Kristin Casper, shared OSU College of Pharmacy faculty member, received the American Pharmacists Association’s 2018 Community Pharmacy Residency Excellence in Precepting Award in recognition of a community pharmacy residency director or preceptor who has demonstrated excellence in precepting, mentoring, leadership, and community pharmacy residency program administration.
Testimonials

I started coming around five years ago because I had a lot of medicine I was supposed to take for my depression and bipolar illness, but I wasn’t taking it because I couldn’t afford it. Right before I came here, I had a really bad episode. I went to a park and took all of my medicine with me in a big bag. I wanted to kill myself. The only thing that stopped me was that a cop drove by, and I thought that I should tell him instead. I went to the hospital, and when I got out my case manager told me I had to take my medicine. I’m very shy and I don’t open up easily, but I got used to talking to the people here at the pharmacy. I know the staff now, so I feel okay because I’m with people I know. I can identify my pills by what they look like now after talking to the pharmacists. I’m calmer now, and I’m just so grateful the pharmacy is here.

– Mary

Patient Testimonials

I have been using the services at Charitable Pharmacy since 2015 when I got diagnosed with Lupus Nephritis, which is an autoimmune disease. It was something that came out of nowhere and disrupted my whole life. I was hospitalized initially for three months, not counting all of the numerous hospitalizations for dangerous levels of blood count mostly. I am forever grateful to your organization. There was no way I could work, and I did not have insurance for most of the time. I appreciate your facility is at a church because I can come and pray. All the staff are loving and respectful. I enjoy the free coffee. It’s the small things that make your organization the best in town. I don’t know where I would be without you. At one point I was on about 17 different medications and you were there to help me. I am indebted to the young professional pharmacists that take the time to sit and explain everything to me. One in particular is Nicole. She allowed me to ask her all the questions I wanted. She responded with such kindness and grace. I would give her 5 stars. She did everything very well. She changed my mind that pharmacists are all stuffy. She was friendly and approachable. I pray that this program will be blessed and continue to grow and thrive. It is an essential part of the community.

– Adhanet

I started coming around five years ago because I had a lot of medicine I was supposed to take for my depression and bipolar illness, but I wasn’t taking it because I couldn’t afford it. Right before I came here, I had a really bad episode. I went to a park and took all of my medicine with me in a big bag. I wanted to kill myself. The only thing that stopped me was that a cop drove by, and I thought that I should tell him instead. I went to the hospital, and when I got out my case manager told me I had to take my medicine. I’m very shy and I don’t open up easily, but I got used to talking to the people here at the pharmacy. I know the staff now, so I feel okay because I’m with people I know. I can identify my pills by what they look like now after talking to the pharmacists. I’m calmer now, and I’m just so grateful the pharmacy is here.

– Mary
These included interventions to address medication safety and adherence, among others. The 139 drug-related problems addressed helped to avoid serious health consequences in our patients and led to an estimated saving of more than $80,000 in avoided healthcare costs.

One example of a safety issue was a 47-year-old heart failure patient who had recently transitioned from the hospital to his home and was confused about what medications he should be taking. He was at risk for dangerous swelling related to his heart failure, and a prescription for a diuretic to treat the swelling had been missed in the transition. Our pharmacist contacted the transitions of care clinic, got a prescription for the diuretic, and dispensed the medication, likely avoiding a repeat hospitalization.

Another pharmacist determined that a 68-year-old patient with reduced health literacy was taking multiple daily doses of multiple medications to treat high blood pressure, none of them consistently. He had been to the hospital 3 times in 2 months due to high blood pressure crises. We contacted his primary care physician and together developed a regimen of 2 medications taken only once daily in the morning. The patient’s increased understanding and adherence to medication resulted in blood pressure in the normal range.

Former resident Kelsey Schmuhl collaborated with OutcomesMTM, the first nationally recognized Medication Therapy Management (MTM) program administrator, to evaluate a selection of interventions made by pharmacists and pharmacy students at the Charitable Pharmacy.

I couldn’t afford my meds so I just said forget it on managing my health. Got my sugar under control and my pharmacist works with the doctor and gives him good alternatives for different meds that will not interfere with my other meds. It’s like family here. I’m treated with respect.

– Daniel
This is the first place I felt cared about me and my health. I didn’t care about my health until I came here. But you guys taught me what to do, how to measure my blood pressure, and how to take care of my health.

– Tracey

Andrew Faiella (2016 pharmacy resident and current clinical pharmacist at PrimaryOne Health) and Kristin Casper (OSU College of Pharmacy shared faculty) conducted a study at the Charitable Pharmacy and published an article in the Journal of the American Pharmacists Association that underscored the importance of utilizing an electronic health record (EHR) in a community pharmacy.

CPCO transitioned from a paper-based patient charting system to an EHR in 2016, which vastly improved documentation of patient care activities and enhanced the consistency of the pharmacists’ interventions. Communication with health care providers has also been enriched because phone conversations and follow-up messages can be summarized in the EHR and then viewed at a later time, allowing for accuracy of information and collaboration that positively affect patients’ care. Pharmacist preceptors are now better able to assess pharmacy students’ progress with documentation and provide the students with timely feedback to enhance their learning. EHR reporting tools have provided the pharmacy with a better understanding of its patients, allowed for more robust research, and improved the pharmacy’s ability to communicate the impact of pharmacists’ services on patient care with outside stakeholders.

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:
Franklin County residents living at or below 200% of the Federal Poverty Level.

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 program

Big picture

Inaugural Garden Party Recognizes Donors and Volunteer Leadership

Donors and volunteer leadership gathered in October for the Charitable Pharmacy’s first annual Garden Party, held on the grounds of the German Village Guest House. Darci Congrove, who owns the guest house with her husband John Pribble, provided food, drink, and a beautiful venue for our guests to mingle, enjoy each other’s company, and learn more about the work of the pharmacy.

The highlight of the evening was the presentation of the 2018 Allan F. Zaenger Outstanding Service Award to Michael Rosati of Rosati Windows. Rosati is a longtime and valued supporter of the pharmacy and served to create the original vision for the Charitable Pharmacy, along with Rev. Jim Donnan, Rev. John Edgar, and Jeff Behl.

“I can remember in the early days the one thing that stuck with me then and still sticks with me today is a quote I heard on the news,” Rosati said. “People had to make choices: ‘Do I eat today or do I take my medication today?’ I knew at that point we had to step up and bridge that gap.”

Rx Riders Event Provides Necessary Medication

The Charitable Pharmacy’s signature event, Rx Riders, more than doubled in its second year as 39 cyclists rode the Scioto and Olentangy bike trails on May 4, inviting family and friends to underwrite their efforts. Event chair Kimberley Cowie and event founder Rev. Jim Donnan once again led a successful ride.

Presented by the German Village Guest House, the event raised more than $4,000 to purchase breathing medication for patients with airway diseases like COPD and asthma.

Special thanks to Big Wheel Sponsors Club 185 and Advanced Columbus Dentistry, as well as Spokes Sponsor Lindsey’s Restaurant. Thanks as well to The Kitchen for the tremendous lunch, Bike Shop Sponsor Bikes for All People, and Little Palace for hosting the fun after-party.

2018
BY THE NUMBERS

2 people pharmacy residents
3 board-certified geriatric pharmacists
12 team members
290 volunteers
1,449 patients served
2,234 drug-related problems identified and addressed
5,008 hours of volunteer service
9,906 clinical visits
58,252 prescriptions filled
$6,364,997 market value of prescriptions
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, 2018.

**Ambassador** $500 – $999
- Anonymous
- Melanie Ayotte
- JBAD
- Club 185
- First United Methodist Church - Cardington
- German Village Guest House
- Juliana Graham-Price
- Jacob & Karen Grice
- Mark Hurst
- Margaret Hower
- Brian Lehman
- Allison Macerollo
- Patricia Mallarnee
- The Metz Center
- Peter Mihaly
- Bruce & Pam Nesleroth
- Prime Equipment Group - Mike Gasbarro
- Laurie Storner
- Deanna Stickley-Miner
- Julia A. Thomas

**Advocate** $250 – $499
- Anonymous
- Brewster Animal Clinic
- Church of the Good Shepherd UMC
- James & Kimberley Cowie
- John T. & Barbara B. Davis
- Julia E. Donnan
- Mitchell A. Dorn, M.D.
- Ben & Holly Babeaux
- Kevin Flake
- Betty F. Gabel
- Bridget Hermann
- Christopher Hogan
- William Hurley
- Joseph S. Tahos and Associates
- Mary Jo Kilroy
- Kroger
- James Lewis
- Lindey’s Restaurant & Bar

**Sustainer** $100 – $249
- Anonymous
- Brian & Colleen Barta
- Kelly Bartsch
- Geoffrey & Elaine Bobbitt
- Kathleen Brown
- Amy Shepherd Brubaker
- Julie & Randy Bush
- John & Trish Cadwell
- Cynthia A. Carnes, M.D.
- Karen Close
- David & Stephanie Connors
- Jim and Karen Conrad
- Anthony A. Crawford
- William and Christine Dargusch
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- Bruce Duff
- Jim Dunham
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- Dr. Patrick & Dee Fahey
- Victoria Fahey
- Barb & Bill Fiorini
- Benjamin Foulk
- David Fuller
- Kenneth C. Gast
- Jim & Elizabeth German
- Mara Gibson
- Karen L. Goggin
- Roger & Sue Grace
- Mr. & Mrs. Dale Gresson
- Jarrod Grossman

**Partner in Care** $1,000 – $4,999
- Aetna, Inc.
- American Family Insurance Dreams Foundation
- Battelle
- Melanie Boyd & Steve Abbott
- Dr. William E. & Sharlene Carson
- Chloe Foundation Fund of The Columbus Foundation
- Church of the Messiah United Methodist Missions Committee
- Rev. James Donnan & Dr. Sue Leatherman
- Mr. & Mrs. Tom Kempfage
- First Unitarian Universalist Church of Columbus
- First United Methodist Church Carrollton
- Jerry Friedman and Julie Robbins
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- Jay M. Mirtullo
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- Darrell & Renne van Ligen
- Walker Financial Planning Group
- Dr. Maryjo Welker
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**Partner in Health** $50,000 – $99,999
- Franklin County Board of Commissioners
- The Ohio State University Wexner Medical Center Foundation
- AmerisourceBergen Foundation
- Global Ministries of The United Methodist Church
- Mount Carmel Health System
- The Ohio State University Women & Philanthropy
- Osteopathic Heritage Foundations
- The Ohio State University College of Pharmacy
- Global Ministries of The United Methodist Church
- AmerisourceBergen Foundation

**Partner in Hope** $25,000 – $49,999
- Kroger
- Mary Jo Kilroy
- William Hurley
- Christopher Hogan
- Bridget Hermann
- Kevin Flake
- Ben & Holly Babeaux
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- James Lewis
- Lindey’s Restaurant & Bar

**Partner in Life** $100,000+
- Franklin County Office of Aging
- OhioHealth
- OhioHealth
- English Family Foundation
- Karl P. Reiser Memorial Scholarship Fund of The Columbus Foundation
- Lord of Life Lutheran Church
- Battelle
- American Family Insurance Dreams Foundation
- First United Methodist Church Carrollton
- The Ohio State University Wexner Medical Center Foundation

**Partner in Strength** $10,000 – $24,999
- American Electric Power Foundation
- Anonymous
- Central Ohio Primary Care Physicians Foundation
- City of Columbus
- The Harry C. Moore Foundation
- Nationwide Children’s Hospital
- Robert J. Weiler Family Fund of The Columbus Foundation
- Robert Lewis Rosenthal Fund of The Columbus Foundation
- Rosati Windows

**Partner in Compassion** $5,000 – $9,999
- Big Lots Foundation
- Cardinal Health Foundation
- English Family Foundation
- Karl P. Reiser Memorial Scholarship Fund of The Columbus Foundation
- Lord of Life Lutheran Church

**Circle of Care**
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- Cardinal Health Foundation
- Big Lots Foundation
- United Way of Central Ohio
- Osteopathic Heritage Foundations
- The Ohio State University Women & Philanthropy
- Mount Carmel Health System
- Global Ministries of The United Methodist Church
- AmerisourceBergen Foundation
- Center Foundation
- The Ohio State University Wexner Medical Center Foundation
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- Workman Wacker Family Foundation of The Columbus Foundation
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- Jennifer Leeper
- Merck
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- The Ohio State University College of Pharmacy
- Pfizer Inc.
- PharMerica
- VANTAGE
- The West Ohio Conference of The United Methodist Church
- Yarn Graters Circle at Trillium Place

2018 Financials

2018 Financials

REVENUE

$3,904,327

- Grants and contributions $814,969
- Contributed services $248,818
- Other income $310
- Sales revenue $197,854

EXPENSES

$3,962,011

- Pharmacy $3,765,857
- Management and general $194,804
- Fundraising $81,350

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- Yarn Graters Circle at Trillium Place

If you find an error in the listing of your name, please contact Development Director Melanie Boyd at 614-227-0301.

*Includes dispensed medications received by donation in 2017.
Thank you.

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