Charitable Pharmacy of Central Ohio, Inc.

2012
Dear Friends,

Exciting growth and productive planning were the hallmarks of 2012 at the Charitable Pharmacy of Central Ohio. Nearly 50,000 prescriptions and comprehensive pharmacy services were provided to 1,632 patients who were qualified or requalified for services during the year. With assured access to necessary medicines and pharmacy services, many patients now have the opportunity to stabilize their clinical circumstances and begin the process to wellness – the direct result of the action and support of many to whom I now say “Thank You.”

To the countless numbers who have given of their time, in-kind donations, and/or their money - gifts both small and large - from a very diverse group of individuals and organizations, each important and meaningful - Thank You! These gifts have made it possible for the Charitable Pharmacy to deliver more than $8 in medicine and services for every $1 received. All of the gifts that have been received are identified in this report beginning on page 14.

To the hundreds of individual volunteers who have formed a dedicated team, giving more than 2,403 hours to support the work of delivering necessary medicines to people with heart disease, diabetes, mental illness, and breathing disorders – Thank You! From hospitality to medication management and clinical pharmacy activities, these volunteers make possible the delivery of many services to many patients.

The Board of Directors of the Charitable Pharmacy of Central Ohio continues to come together on a clear vision and mission, and a business plan that builds on the core of direct-to-consumer pharmacy services with a focus on entrepreneurial strategies and relationships that will produce sustainability and manageable growth. Each board member provided vision, operational wisdom and guidance, while the staff of the Charitable Pharmacy – unified in mission - have worked tirelessly as a team to meet the daily service requirements of each patient in need.

Demand for services continues with 2012 prescription volume 35% greater than 2011. Despite the improvement in some sectors of the economy, in 2013 to date we continue to have more patients wanting to qualify for services than current resources permit. Our neighbors in Columbus and throughout Franklin County have blessed our patients and our work generously. We are working to implement our enhanced business plan that will provide growth and stability as we go forward to meet the future medication needs of those in our community without the means to obtain life saving medicines and pharmacy services.

Sincerely,

Allan Zaenger

Allan Zaenger, R.Ph., MS
Executive Director
The Charitable Pharmacy’s primary mission is to provide affordable and appropriate pharmacy services* and coordinate access to health care for people who are vulnerable** in our community.

*Pharmacy Services: Medicines and necessary services to ensure optimum clinical outcomes.

**Vulnerable: Those living at or below 200% of the Federal Poverty Level who are uninsured or underinsured for prescription medications.
Our Goals

› Providing free medications for those who cannot afford them.

› Decreasing the number of people going without necessary prescription medications in Franklin Co.

› Providing the highest quality service through health screenings, medication counseling, and social program assistance.

› Reducing the number of Emergency Room and Free Clinic visits for patients of the Charitable Pharmacy.

› Helping patients establish a medical home (if necessary) where they can access ongoing care.

› Providing educational opportunities for patients to learn about health and wellness.
The Charitable Pharmacy of Central Ohio, Inc. opened its doors to the public on February 26, 2010. Created to address a growing need in Franklin County—the more than 140,000 people who had no access to needed prescription medications—the Pharmacy provides free medications to those who cannot afford them due to lack of income or insurance.

On that first day in 2010, the Pharmacy’s shelves held only a few medications, some band aids, and a case of bottled water. Three years later, those same shelves—and many more—can barely contain the hundreds of medications that have been purchased and donated to the Pharmacy. Over-the-counter medications and supplies from the Mid-Ohio Food Bank overflow to storage spaces in the church basement. A staff of two has multiplied into six, with many more volunteers and senior pharmacy students supplementing the Charitable Pharmacy’s daily routine.

In its first three years, the Charitable Pharmacy has served over 2,500 patients and dispensed more than 100,000 prescriptions, at a value of over $8 million. Yet the Charitable Pharmacy is about so much more than numbers... it’s about the individual patients we serve on a daily basis. Within the pages of this report are numbers, statistics, projections, and budgets. But more important are the stories of patients, volunteers, students, and staff who have changed or been changed because of the Charitable Pharmacy. Those stories are the real reason the Charitable Pharmacy exists... and hopes to continue to touch lives in years to come.
Pharmacy Hours:
- Tuesdays, 9am to 3pm
- Wednesdays, 9am to 3pm
- Fridays, 9am to 3pm

Location:
Livingston United Methodist Church
200 E. Livingston Ave., Columbus, OH 43215

Eligibility Criteria:
- Resident of Franklin County
- Income at or below 200% of the Federal Poverty Level
- No insurance/prescription coverage, or unable to afford prescription co-pays
"We are a primary source of pharmacy services, medication information, and other health services for our patients. We meet with a patient every time they come to the pharmacy, asking how they are that day... The relationship with our patients is essential to the services they receive at the Charitable Pharmacy of Central Ohio."

- Executive Director/Pharmacist Allan Zaenger
Our Board

Board of Directors:
Rev. Cyndy Garn, President
Olivia Thomas, MD, Vice President
Rev. Jim Donnan, Secretary
Gail Nelson, RPh, Pharm.D., Treasurer
Deborah Archie, JD
Kathryn Clark, RN
Rev. John Edgar
Sarah Hudson-DiSalle, RPh, Pharm.D.
Brian Pierson, RN
Rev. Dee Stickley-Miner
Bruce Wall, MD

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Andy Alderman
Christine Murphy
Gail Nelson

HR Committee:
Sarah Hudson-Disalle, Chair
Virginia Clear
Dee Stickley-Miner
Wayne Miller
Beth Weisbrod

Development Committee:
Dee Stickley-Miner
John Edgar
Brian Pierson
The changes that have happened in the three years since the pharmacy opened have been amazing, and I'm so thankful to be a part of it. The first time I set foot in the pharmacy was at the open house held in March of 2010 when the pharmacy had only been open for less than 2 weeks. For the next several months either Allan, our executive director, or I sat down with each patient and talked about their medicines, how the medicine was working for them, and how to get the most benefit from their medicine. Patients are so relieved when that important medicine is provided free of charge and they are reassured that they will continue to receive their medicine. We emphasize demonstrating to patients that we care about them and their medications. People are so thankful for this service and their medication. One of the biggest changes in the past three years and one I'd like to describe for you is the increase in need and provision of clinical pharmacy talent to continue to take care of each patient at the level that we desire when we've grown exponentially in the number of patients we serve.

Three years ago Allan and I wouldn't have predicted the scope of teaching and mentoring that happens at the Charitable Pharmacy. We have become a preceptor site for two colleges of pharmacy, and last year we were honored by the Ohio State University as clinical rotation site of the year. This is one of the ways we are able to continue to provide excellent clinical services to our patients. We have 3 to 4 students with us for month long rotations as part of their advanced pharmacy practice experiences during their final year of their doctoral studies. After an orientation the interns fit very well into the clinical practice that was begun three years ago. They sit down with patients for that face to face attention, and they are busy all day long with patients! We receive very positive feedback from both interns and patients about their experience with each other. We also have pharmacy clinical help in the form of volunteer pharmacists. We have a core handful of pharmacists who regularly volunteer with us and provide patient care and prescription processing help. So, we are very thankful for the provision of so many talented people. As in everything, to God be the glory for putting this vehicle in place to allow so many of us to demonstrate love and care to His people who need it.

- Jenni Seifert is the Director of Clinical Services for the Charitable Pharmacy of Central Ohio.
In 2012, our outstanding volunteers contributed more than 2,403 hours to the Charitable Pharmacy! We could not do our jobs without them!

Hospitality:
Larry Drake
Bill Truesdell
Bethany Wallace

Pharmacists:
Sharlene Carson
Lisa Coates
Cindy Olesnanik
Hal Prisco
Sarah Tandon
Lisa Travis

Pharmacy Services:
Larry Poling
Rose Poling
Brian Seders

Plus countless Pharmacy
Entering into my fourth-year rotations, like many other pharmacy students, I was eager to put my clinical skills to the test and start making a difference in people’s lives. Surprisingly, my first rotation gave me that opportunity. The Charitable Pharmacy put me face-to-face with patients who truly needed help, and provided me with a unique and meaningful educational experience that I will never forget.

Along with operating much like a community pharmacy, part of Charitable Pharmacy’s mission is for the pharmacist and student to meet with their patients individually during each visit. This provides the patients with the opportunity to discuss their medications with a pharmacist and present any concerns they may have. With the inaccessibility and irregularity of medical care in this population, regular face-to-face meetings become an important part of the services provided to the patients.

During the patient’s consultation the pharmacist or student reviews the patient’s past medical history, previous documented encounters, and a list of the patient’s medications. Once reviewed, the supervised student or pharmacist identifies opportunities for interventions and provides counseling. Patients are generally very accepting of the personal attention and enjoy having someone listen to their questions and address concerns regarding their health. The students also collect objective measurements such as blood pressure and blood glucose. Every interaction is documented and flagged if follow-up is required. With the help of the preceptors, students refine their skills for monitoring adherence, providing interventions, and evaluating medication effectiveness to improve patient outcomes.

As a student previously involved in academic research at the University of Missouri-Columbia, I am continuously looking for opportunities to use my passion for research and creativity to make an impact in pharmacy. The Charitable Pharmacy provided me with the perfect opportunity. With the help of my site preceptors and faculty from The Ohio State University, I was able to create a longitudinal medication therapy management project that was designed to provide objective data on the impact of pharmacists in underserved and uninsured populations. With my experience from past research, I was given the freedom to lead all aspects of designing the research project from start to finish. The development process was a lot of work, but I was motivated in knowing that my hard work would benefit the future of the Charitable Pharmacy and the patients it serves.

The Charitable Pharmacy of Central Ohio has provided me with experience, confidence, and skills that I will utilize throughout my career as a pharmacist. The site also provided me with the opportunity to make a real impact on patients who are living in poverty and truly can benefit from our abilities. I’m not sure where I will end up in 10-20 years, but this experience has taught me that I want to continue to make a difference in the lives of the underserved population and develop programs to provide pharmacy services to patients who have trouble gaining access to healthcare.

- Andrew M. Schramm is a fourth-year PharmD candidate at The Ohio State University College of Pharmacy.
Charitable Pharmacy patients come from a wide variety of zip codes within Franklin County. In fact, 54 out of Franklin County’s 80+ zip codes are represented within the Pharmacy’s patients. The top 11 zip codes for patient population are listed in the chart below.
<table>
<thead>
<tr>
<th>Month</th>
<th>New Patients Qualified</th>
<th>Requalified Patients</th>
<th>Unique Patients Served in Month</th>
<th>Number of Prescriptions Dispensed</th>
<th>Est. Retail Value</th>
<th>New Patients / Day</th>
<th>Rxs / Day</th>
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</thead>
<tbody>
<tr>
<td>January'12</td>
<td>65</td>
<td></td>
<td>632</td>
<td>3924</td>
<td>$313,920</td>
<td>5.4</td>
<td>327.00</td>
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<td>February'12</td>
<td>43</td>
<td>80</td>
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<td>3852</td>
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<td>296.30</td>
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<td>March'12</td>
<td>49</td>
<td>116</td>
<td>619</td>
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<td>3.8</td>
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<td>40</td>
<td>76</td>
<td>624</td>
<td>3896</td>
<td>$311,680</td>
<td>3.3</td>
<td>324.70</td>
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<td>May'12</td>
<td>55</td>
<td>115</td>
<td>663</td>
<td>4375</td>
<td>$350,000</td>
<td>3.9</td>
<td>312.50</td>
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<td>Jun'12</td>
<td>41</td>
<td>107</td>
<td>642</td>
<td>4203</td>
<td>$336,240</td>
<td>3.2</td>
<td>323.30</td>
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<tr>
<td>July'12</td>
<td>42</td>
<td>62</td>
<td>595</td>
<td>4160</td>
<td>$332,800</td>
<td>3.2</td>
<td>320.00</td>
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<tr>
<td>August'12</td>
<td>34</td>
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<td>4464</td>
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<td>September'12</td>
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<td>October'12</td>
<td>47</td>
<td>102</td>
<td>660</td>
<td>4697</td>
<td>$375,760</td>
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<td>335.50</td>
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<tr>
<td>November'12</td>
<td>41</td>
<td>106</td>
<td>615</td>
<td>4303</td>
<td>$344,240</td>
<td>3.2</td>
<td>331.00</td>
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<tr>
<td>December'12</td>
<td>43</td>
<td>86</td>
<td>604</td>
<td>3981</td>
<td>$318,480</td>
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<td>306.20</td>
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<td>YTD Totals</td>
<td>544</td>
<td>1088</td>
<td>624</td>
<td>49825</td>
<td>$3,986,000</td>
<td>3.5</td>
<td>319.40</td>
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Cumulative Activity Report

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<tr>
<th>Year</th>
<th>New Patients Qualified</th>
<th>Requalified Patients</th>
<th>Unique Patients Served in Month</th>
<th>Number of Prescriptions Dispensed</th>
<th>Est. Retail Value</th>
<th>New Patients / Day</th>
<th>Rxs / Day</th>
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<tbody>
<tr>
<td>2010*</td>
<td>943</td>
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<td>296</td>
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<td>2011</td>
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<td>550</td>
<td>37,074</td>
<td>$2,965,920</td>
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<td>245.5</td>
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<td>2012</td>
<td>544</td>
<td>1088</td>
<td>624</td>
<td>49,825</td>
<td>$3,986,000</td>
<td>3.5</td>
<td>319.4</td>
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<tr>
<td>Totals</td>
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<td>1088</td>
<td>100,170</td>
<td>$8,013,600</td>
<td></td>
<td></td>
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</table>

* Mar-Dec 2010
I’ll never forget the first time I met Amanda.* I knew something was a little off… I struggled to get any real information from her, and I wasn’t sure if what she gave me was even correct. Toward the end of the interview, she turned away from me and started talking to someone who wasn’t there. Suddenly I realized that Amanda is a schizophrenic.

I’d never met a schizophrenic before and had no idea how I was supposed to act. So I said a quick prayer and did the best I could. And somehow, that was good enough. Now every time Amanda comes to the Pharmacy, she visits with me for a while, and I realize again just how difficult life is for her. She has a speech impediment, and though I can usually figure out what she’s saying, it takes a great deal of time and patience to communicate with her.

Though Amanda has a very difficult time functioning in what we call a ‘normal life,’ her initial application for disability had been denied. After months of communication back and forth with a Social Security advocate, as well as doctor’s offices, we finally re-filed her disability paperwork. Each time Amanda came to the Pharmacy, she would bring the latest letter she had received from Social Security, asking for more information or informing her of an appointment she would have a hard time keeping.

A few months ago, Amanda called to tell me she had received some very good news – her disability application had been approved! Hopefully, this means she won’t have to rely completely on her children to take care of her. The last time I saw her, she was very proudly wearing some clothes that were purchased with her new income.

With Amanda, every conversation brings a new set of problems she hopes I can solve. On days when I can’t figure out how to help, I feel inadequate and frustrated. But there’s another memory I hold close to my heart… when I told Amanda I’d gotten engaged over Thanksgiving, her face lit up and she smiled as though I’d just given her a present. She reached for my hand to see the ring, and she kept saying, “My girl’s getting married!” At least now Amanda knows that ‘her girl’ cares about her and is doing everything she can to help.

-Mariellyn Dunlap Grace, Patient Services Coordinator
## Partners & Donors

### Partners
- Access HealthColumbus
- The Columbus Foundation
- Livingston United Methodist Church
- Mount Carmel Medical Center
- Nationwide Children’s Hospital
- OhioHealth
- OmniCare
- PharMerica
- The Ohio State University Medical Center
- West Ohio Conference of the United Methodist Church

### Lead Donors ($25,000+)
- Franklin County Commissioners
- Fred W. Carver Fund
- Mr. & Mrs. Andrew Jacobs
- Mt. Carmel Health System
- Nationwide Children’s Hospital
- OhioHealth Healthcare System
- Rosati Windows
- The Ohio State University Medical Center

### Major Donors ($5,000+)
- American Electric Power
- Mrs. Robert L. Barnes Endowment Fund
- Benham Memorial Fund
- Central Ohio Primary Care Physicians Foundation
- William C. & Naoma W. Denison Fund
- Lord of Life Lutheran Church
- Robert J. Weiler Family Fund
- West Ohio Conference of the United Methodist Church

*Continued on next page...*
## ADDITIONAL DONORS

| American Pharmacy Assoc., OSU                | Cyndy Garn                      |
| Andrew Alderman                             | Carol Graham                    |
| Deborah Archie                              | Susan Green                     |
| Willard H. & Katherine J.                   | Jennifer Hartman                |
| Armstrong Fund                              | Tamara Healy                    |
| Jon Beck                                    | Nels & Dora Hendrickson         |
| Lura Beck                                   | Philip & Gail Nelson            |
| Bexley UMC                                  | OSU College of Pharmacy Class of 2013 |
| Big Give Fund                               | Brian & Meghan Pierson          |
| Carrollton First UMC                        | David Smith                     |
| Anton C. Chin                               | Deanna Stickley-Miner           |
| Church of the Messiah UMW                   | Robert & Olivia Thomas          |
| David & Kathryn Clark                       | United Methodist Community      |
| Nicholas Disalle & Sarah Hudson-Disalle     | Ministries of the Capitol Area Districts |
| James Donnan & Sue Leatherman               | Bruce & Kathryn Wall            |
| John Edgar                                  | West Franklin County Chapter of |
|                                            | Thrivent Financial for Lutherans |
|                                            | Myra Zaenger                    |
Statement of Financial Position
December 31, 2011

Assets
Current assets:
Cash and cash equivalents $ 66,623
Pledges and grants receivable $ 30,435
Inventory $ 132,825

Total assets $ 229,883

Liabilities and Net Assets
Current liabilities -
Accounts payable $ 35,028

Unrestricted net assets $ 194,855

Total liabilities and net assets $ 229,883

Statement of Functional Expenses Year Ended December 31, 2011

<table>
<thead>
<tr>
<th>Program Services - Pharmacy</th>
<th>Support Services - Management &amp; General</th>
<th>Total</th>
</tr>
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<tbody>
<tr>
<td>Pharmaceutical supplies</td>
<td>269,722</td>
<td>269,722</td>
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<tr>
<td>Other supplies</td>
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<td>11,103</td>
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<tr>
<td>Insurance</td>
<td>3,857</td>
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<td>Service agreement</td>
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<tr>
<td>Facility rental</td>
<td>13,650</td>
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<tr>
<td>Professional services</td>
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<td>58,365</td>
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<tr>
<td>Utilities</td>
<td>1,872</td>
<td>1,872</td>
</tr>
<tr>
<td>Other expenses</td>
<td>653</td>
<td>1,162</td>
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</tbody>
</table>

Total $ 482,264 $ 17,467 $ 499,731

The 2011 audited financial statements are available upon request.