

## Historical Overview

In 2020, the Charitable Pharmacy celebrated its 10<sup>th</sup> Anniversary. Over the years, your support and advocacy has enabled us to:

- Qualify 7,770 patients to obtain pharmacy services and medicines
- Conduct nearly 83,000 one-on-one clinical consultations
- Dispense over 538,000 prescriptions
- Provide over \$58.6 million in medication
- Host more than 525 advanced practice pharmacy interns in clinical rotations

## 2020 By the Numbers

- 2 pharmacist residents
- 18 team members
- 230 volunteers
- 1,532 unduplicated patients
- 2,038 volunteer hours
- 101,794 thirty-day supplies of prescription medicine filled
- \$12,001,818 wholesale value of prescriptions filled

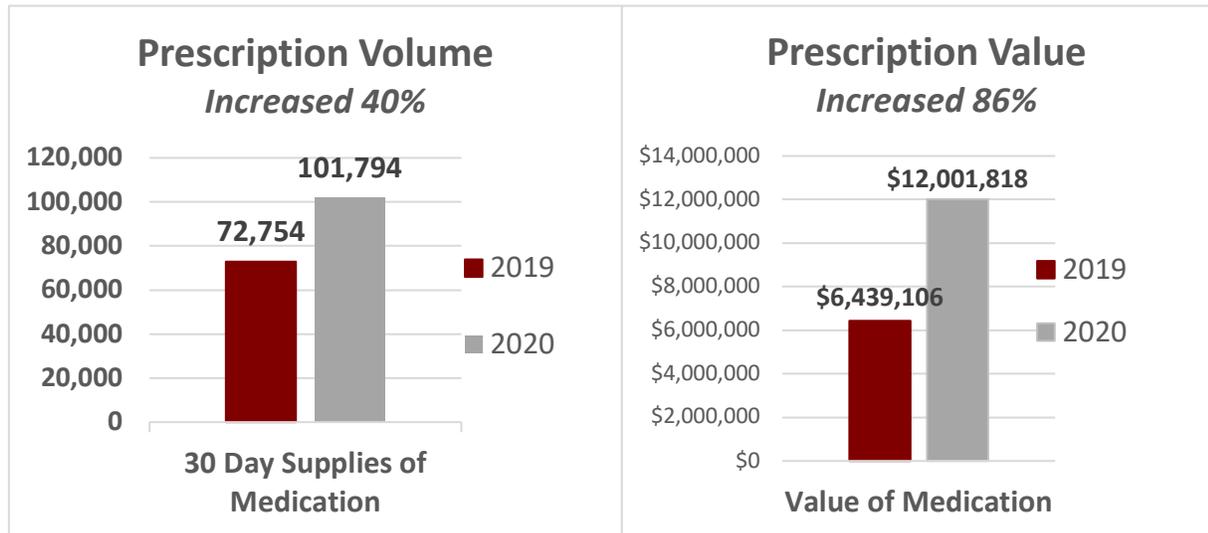
## COVID-19 Impact

When COVID reached our door, we had one goal in mind: to continue to provide our patients with their critical medications while ensuring we were doing so as safely as possible. We immediately closed the building and completely transformed our operational model, moving to curbside and mail service. We added another workday to fill the exponential increase in prescriptions when we moved from 30- to 60-day supplies. We introduced telemedicine, split into two teams to ensure we could stay open if someone fell ill, and adapted to extensive, new protocols around cleaning and PPE.

That first week, we saw patients we hadn't seen in years. Fortunately, we already had an appointment-based model in place when COVID hit. Thanks to that model, when we moved to curbside delivery in mid-March, we knew who the next 750 patients coming to our door were ahead of time so we were able to prepare for their arrival even as we overhauled operations.

These significant changes to our operational model and increased workload necessitated the hiring of five new part-time pharmacy technicians and one additional pharmacist (a former pharmacist resident). We also arranged for our two new pharmacist residents to join us a few months earlier than planned. This additional help was critical since we could no longer allow volunteers in the building to sort donated medications.

**Table 1. Comparison of service numbers, 2019 versus 2020**



### **Program Highlights**

**Expanded the role of our licensed social worker**, who we believe to be the first in the nation to join an all-pharmacy team. While the social determinants of health have been part of health care discussions for many years, the pandemic threw a spotlight on the disparities including access to safe shelter and fresh food. We linked patients to community resources and, in conjunction with The OSU College of Social Work, began to host undergraduate students completing field placement requirement to help us.

**Implemented the "Farmacy in the City" program**, underwritten by AstraZeneca HealthCare Foundation's *Connections for Cardiovascular Health<sup>SM</sup> Next Generation* program to improve patients' access to fresh produce. The program includes prescriptions for fresh food, cooking classes, meal planning ideas, and tools such as body weight scales and blood pressure monitors for patients to use at home to track their progress.

**Hired a community health worker** who is also pursuing his pharmacy technician certification. His work to build relationships with patients, linking them with other social service agencies has been invaluable and will continue to expand and strengthen our networks.

**Introduced PantryTrak** in collaboration with MidOhio Food Collective to easily refer patients to multiple access points for fresh food.

### **Awards and Recognition**

Executive Director Jennifer Seifert received the 2020 Outstanding Community Engagement Award from The Ohio State University College of Pharmacy. The award recognizes "an alumnus for outstanding accomplishments in community engagement."

Pharmacist and Community Liaison Sarah Jones was selected as a delegate to the One Young World Summit. Delegates from 190+ countries are counselled by influential political, business and humanitarian leaders such as Justin Trudeau, Paul Polman and Meghan Markle, amongst many other global figures.

## **Publications**

McDuffie A. *Assessment of Mental Health First Aid Interventions in an Underserved Community Pharmacy* (abstract). *Journal of the American Pharmacists Association*, 2020.

Collier B, Felmer A, Mirtallo J, Jones S, Seifert J. (in-press) Identifying Nutrition Risk in a Charitable Pharmacy Population. *The Journal of Health Care for the Poor and Underserved*.

## **New Linden Location – OPENING IN JUNE 2021**



In our 10<sup>th</sup> Anniversary year, the new co-located Charitable Pharmacy and Fresh Market in Linden began to take shape. Following a seed grant from the Franklin County Commissioners, the City of Columbus invested \$1.5 Million for renovation of the site in partnership with Healthy Families Healthy Neighborhoods, funded by Nationwide Children's Hospital and Columbus Next Generation Corporation. An early leadership gift from Cardinal Health and major support from American Electric Power, Mount Carmel Hospital, The Ohio State University Wexner Medical Center, the Margaret and Robert Walter Foundation, The Robert Weiler Company, and the State of Ohio will open the doors in June 2021.

After a delay due to the pandemic, the new timeline is as follows:

December 2020 – April 2021: Building renovation

February – March 2021: Hire new staff for Linden (pharmacist resident and pharmacy technician)

April 2021: Train new staff in general operations and COVID-specific care

May 2021: Stock medication and complete interior set-up (furniture, shelving, refrigerator, etc.)

June 2021: Grand opening