Letter from the Executive Director

Dear Supporters,

Welcome to the 2020-2021 edition of the Charitable Pharmacy of Central Ohio annual report! The COVID-19 pandemic has dominated the entirety of these two years. Enclosed in this report you will find the story of how Charitable Pharmacy has met the moment, overcome challenges, and stayed focused on our life-giving mission.

The greatest challenges throughout the pandemic have been keeping our team and patients safe, while also supporting the tremendous growth in need for our services. To continue operating through every wave of virus, our team showed ingenuity, adaptability, and tenacity. We grew our operations in early 2020 to meet a rapid, then sustained, 40% increase in demand for prescription medications. In 2021, we administered vaccines, opened a second pharmacy, celebrated former Executive Director Jennifer Seifert’s years of service, and began connecting patients to nutritious foods as well. In both years, Charitable Pharmacy filled more than 100,000 prescriptions and we expect to exceed that again in 2022.

The pandemic has taught us all that health is a great wealth. Sadly, too many neighbors still struggle to afford their medications — keeping health just beyond reach. Our team remains committed to addressing this crisis by providing prescription medications for free, in-depth education at every appointment, and resources to address social determinant of health barriers.

Thank you for your enduring support of our work! It is a tremendous privilege to steward this important mission and empower all people across Central Ohio toward better health.

Sincerely,

R. Taylor Reed, PharmD
Executive Director

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Board President
Board of Directors

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Pastor
Worthington United Methodist Church

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The West Ohio Conference of The United Methodist Church

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 and coordinate access to health care for people who are vulnerable in our community.

Who We Serve
Franklin County residents living at or below 200% of the Federal Poverty Level.

How We Serve
- Prescription medication and pharmacy services
- Counseling on proper medication usage
- Medication therapy management
- Collaboration with other health care providers
- Community resource linkage by social worker
- Health and wellness education

Provide prescription medications
Provide health education
Address the Social Determinants of Health
Keep patients out of the hospital
An Unprecedented Year

The Charitable Pharmacy's Response to the COVID-19 Crisis

In March 2020, as the government issued health orders, the Charitable Pharmacy created and quickly implemented a plan to continue providing services to our patients that are from underserved communities and at high-risk during the pandemic. Our immediate goal was to develop safety protocols and delivery systems in order to provide critical medications in the safest manner possible for our patients, staff, and medical resident volunteers.

With the initial onset of the pandemic, and prior to the availability of vaccines in 2021, our patients were at significantly higher risk to contract the disease as many are older with chronic health conditions. More than 50% of our clients are age 60 or older and our average patient takes eight medications monthly for multiple health conditions. 90% of our patients have hypertension, 60% have diabetes, and 30% have breathing disorders.

To keep our team members healthy and ensure continued operation should anyone need to quarantine, the staff divided into two teams operating on staggered shifts across the week. COVID designated funds upgraded our telephone system allowing smooth transition to curbside pick-up and over the phone qualification process. Patients were triaged outside then dispensed medicines in parking lot tents. Through it all, Charitable Pharmacy continued operating – our patients depended on it.

When COVID hit, all pharmacy services moved curbside. Conversations at car windows and over the phone became the new normal.

Since 2010, Charitable Pharmacy of Central Ohio has served as a local solution to the national crisis of prescription access and affordability.
March 2020 was the busiest month in Charitable Pharmacy’s history. In just one month, the Charitable Pharmacy dispensed 13,294 30-day supplies of medication to a total of 845 patients.

Amidst the chaos and confusion of lockdown orders, mask mandates, and the possibility of illness and death, Charitable Pharmacy patients knew that if they came to the pharmacy, our team would care for them. They knew if they came here, they would be safe.

**Governor Mike DeWine declares a state of emergency after three positive cases of the novel Coronavirus are reported in Ohio.**
March 9, 2020

**President Donald Trump declares COVID-19 a national emergency.**
March 13, 2020

**Moderna begins the very first human trials for a COVID-19 vaccine in Seattle, WA.**
March 17, 2020

**Ohio Governor Mike DeWine issues a stay-at-home order to prevent the spread of COVID-19.**
March 23, 2020

**Pharmacy staff begin planning how to operate safely when COVID-19 arrives in Columbus.**
March 10, 2020

**The Charitable Pharmacy shifts all services outside using a curbside model to allow for social distancing.**
March 16, 2020

**The Charitable Pharmacy receives emergency funding to remain open and continue providing medication to neighbors in need.**
March 23, 2020
Withstanding the Spike

Impact of COVID-19 on Charitable Pharmacy Services

Access to medications in order to keep people healthy became even more important with COVID. To reduce patients’ need to leave home, Charitable Pharmacy transitioned quickly to provide 60-day supplies of medication instead of the traditional 30-day supplies. The number of bottles dispensed remained relatively proportional to years past, but the amount of medication and dispensing effort increased dramatically due to safety protocols and social distancing.

COVID-19 increased demand for Charitable Pharmacy services. The pandemic put millions out of work, resulting in many losing health insurance and access to medications. Some former patients who had gained employment or insurance found themselves in need of our support again. Additionally, many neighbors found themselves needing to rely on social services for the first time.
Who We Serve

Our patients either are uninsured or under-insured, and qualify for services with proof of Franklin County residency and documentation of income at or below 200% of the Federal Poverty guidelines.

The typical Charitable Pharmacy patient takes eight medications monthly. Our patients are ethnically diverse and come to us from hospital emergency rooms, physician offices, mental health agencies, homeless shelters, and health centers. The cumulative complexity of managing many medications and disease states makes Charitable Pharmacy’s high-touch, patient-centered, education-focused model of care very important for our patients and their journey toward better health.
Prescriptions & Produce

Opening the Linden Community Pharmacy

While the Social Determinants of Health have long been part of the healthcare conversation, the pandemic highlighted the inequities they cause. Few communities are a clearer example of this effect than the neighborhood of Linden. Pervasive poverty and lack of basic necessities such as grocery stores have resulted in some of the highest rates of obesity, mental illness, ER visits, and cardiovascular disease in Franklin County. In an effort to improve these outcomes and elevate the Linden community, the Linden Health Hub project began in 2019.

Through a successful capital campaign including support from the City of Columbus and the Franklin County Commissioners, we were able to renovate a former privately-owned crime-ridden grocery store into a warm and welcoming space. The Linden Health Hub includes the Linden Community Pharmacy, the Linden Market run by Community Development for All People, and Nationwide Children’s Hospital’s affordable housing program. Low-income Linden residents can access free medications, pharmacy services, health assessments, and free fruits and vegetables all under one roof.

Turning an abandoned and boarded up building into a source of medical and nutritional support for the residents of Linden was a herculean task during a pandemic. We overcame contractor delays, social distancing logistics, and supply chain delays. While the project took longer than expected, the co-located Linden Community Pharmacy and Fresh Market began serving the neighborhood in September 2021.

Food as Medicine to Improve Heart Health

The relationship between food and medicine kicked off even before our Linden Pharmacy opened. The program is generously funded by the AstraZeneca HealthCare Foundation through a Connections for Cardiovascular Health Next Generation grant award. The program seeks to improve blood pressure by increasing access to fresh produce. Patients are engaged by our providers to set goals and pick out strategies to improve their heart health, such as visiting produce markets, cooking new recipes, or using the MyPlate method to prepare meals. Since the program began in November 2020, Charitable Pharmacy has found that participating in the program leads to reduced blood pressure and increased likelihood of blood pressure control.
From Nuisance to Nourishment

The former Eagle Market had been considered an eye sore long before being ordered to close in 2016 due to its history of illegal activity. Thanks to community partners and a capital campaign supported by city and county funding, we were able to transform this hazard into a Health Hub with a pharmacy and fresh produce market. Today, the transformed building is a one-stop shop for medicine, health counseling, and access to fresh food.
Data Drives Us Forward

Advancing Pharmacy Practice in a Pandemic

Each year, the Charitable Pharmacy welcomes two post-graduate pharmacist residents as part of The Ohio State University's Community Pharmacy Residency Program. We hosted three residents in 2021 to assist with increased demand due to COVID. The mission of the residency program is to empower pharmacists to be agents of change in community-based pharmacy practice by creating a culture of encouragement and accountability. The program fosters the development of knowledge, skills, and abilities needed to provide direct patient care and to educate current and future practitioners. Each resident completes an academic research project as part of their experience at the Charitable Pharmacy of Central Ohio. Many of these research projects have been published in medical journals.

Research has long been a form of both academic study and advocacy at the Charitable Pharmacy. However, the arrival of COVID-19 influenced research procedures in 2020 and 2021. Project design, data collection, and interactions with patients needed to account for social distancing and safety protocols. Despite the new variables created by the pandemic, the Charitable Pharmacy's team was able to continue advancing pharmacy practice through community-based research.

Assessing Patient Perceptions of Their Health

Andrea Adegoke
PGY1 Community Care Pharmacy Practice Resident 2021-2022

Our research project looked at patient perceptions of success during the first year of the Connections for Cardiovascular Health program. During the initial baseline screening, patients in the program chose lifestyle goals to aid in decreasing their blood pressure and maintaining a healthy body weight. We followed up with them a few months later to see how well they were able to accomplish those goals. During the follow-up screenings, patients were asked to rate their success in attaining the goals as well as if they encountered any barriers pursuing them. Overall, 52% of tracked patients felt our program had helped them be successful reaching their lifestyle goals for managing blood pressure and body weight.

Janessa Cohrs
PGY1 Community Care Pharmacy Practice Resident 2020-2021

The project titled Perceptions and barriers to the annual influenza vaccine compared with the COVID-19 vaccine in an urban underserved population surveyed 189 patients at Charitable Pharmacy to better understand patients’ perceptions and barriers of each vaccine. The study found that patients felt that both the influenza and COVID-19 vaccines were important, safe, and effective. The level of acceptance was similar for both vaccines, but concerns for adverse effects and the cost of the COVID-19 vaccine were statistically more significant than the influenza vaccine. These findings show that equitable access, education, and discovering and addressing individual concerns personally can help promote vaccine confidence.
Measuring Access to Food

Jameliah Brown  
PGY1 Community Care  
Pharmacy Practice Resident 2021-2022
Access to fresh fruits and vegetables has become a point of emphasis across many underserved areas. Barriers accessing nutritious foods prevent patients from achieving their health and wellness goals. The 2017 ACC/AHA Hypertension Guidelines lists a healthy diet rich in fruits and vegetables as one of the best proven non-pharmacologic interventions for prevention and treatment of hypertension. The guidelines report a decrease in systolic blood pressure by as much as 11 mmHg for patients following a DASH diet eating plan. The Produce Prescription Program at Charitable Pharmacy connects patients with hypertension to fresh produce by bridging the gap to food as medicine.

Beth Collier  
Patient Services Manager  
Charitable Pharmacy of Central Ohio
In early 2020, just before the pandemic, the Charitable Pharmacy team screened patients for food insecurity and malnutrition risk using a dual-purpose screening. During the annual qualification interview, patients were asked about running out of food or worrying about doing so, losing weight without trying, and not eating much due to lack of appetite. Of the 221 patients screened, 66% screened positive for nutrition risk. Patients that screened positive were referred to nutrition resources, such as food pantries and home-delivered meals. This research also informed our decision to co-locate the new Linden Community Pharmacy with a fresh produce market.

Improving Pharmacy Student Understanding

Ashley Erdmann  
PGY1 Community Care  
Pharmacy Practice Resident 2020-2021
The purpose of our research project was to evaluate fourth-year pharmacy students’ perceptions on the impact of their didactic curriculum and experiential rotations on their preparedness when working in underserved communities, addressing social determinants of health, and students’ ability to apply this knowledge in a clinical setting. Students completed a survey after completion of their one-month rotation pertaining to these areas. Results of this research indicated the positive impact that a rotation at the Charitable Pharmacy has on preparing students in their ability to address social determinants of health with patients, and their confidence addressing patient barriers in the future.

Kelly Speirs  
PGY1 Community Care  
Pharmacy Practice Resident 2021-2022
Many professional students experience symptoms of burnout as they progress through their programs, and students may also work on teams with other professionals experiencing burnout. An interprofessional module for third-year students from The Ohio State University College of Pharmacy and College of Dentistry was created that included pre-work, case scenarios during an in-person session, and post-work. The in-person session emphasized working in interprofessional groups to recognize and manage burnout among both individuals and teams. The results of this research may help inform interprofessional education modules at other institutions.
In Loving Memory

Remembering a Valued Volunteer

A report detailing 2020 and 2021 would not be complete without mentioning the loss of our beloved door greeter Jon Morris.

Jon first came to the pharmacy as a patient in 2014. Ever since then, he was a dedicated volunteer. Jon welcomed patients and visitors with his warm smile and often a song or dance. Whenever there were blessings bags or extra food from the food pantry available, he always made sure that it made it to patients in need.

Jon was a blessing to everyone who walked in the pharmacy door. We miss him dearly.

Jon Morris, 1951-2021

A Typical Visit

More Than Just Medicine

The Charitable Pharmacy’s model of care is distinct because every time a patient returns to fill their prescriptions, a pharmacist or advanced practice student intern in their last year of pharmacy school consults with the patient to make sure they understand their medications, identifies and addresses drug-related problems, and creates a care plan to be shared with physicians and other health care professionals.

During a patient’s initial and re-qualifying visits with a pharmacist, patients complete a survey to track understanding of their medicines and the clinical conditions for which they use the medicines.

Charitable Pharmacy of Central Ohio clinical pharmacy services include:

- Pharmacy services and medications for those who cannot afford them
- Counseling on proper medication usage and disease state education
- Health screenings and wellness education
- Collaboration with other health care providers
- Social program assistance
- In-person or curbside pickup
- Self-monitoring devices like glucose meters and blood pressure cuffs
- Adherence tools like pill boxes
- Community resource linkage through licensed social worker
Stewarding Resources

Best Utilizing Our Support

2020

- Pharmacy Programming* 97.4%
- Donated Drug Inventory 78.0%
- Grants & Contributions 56.2%

How We Use Our Resources

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2021

- Pharmacy Programming* 95.6%
- Donated Drug Inventory 77.9%
- Third-Party Reimbursements 51.9%

How We Use Our Resources

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*Includes value of dispensed medications received by donation

120 VOLUNTEERS
DONATED 2,383 HOURS
2020 - 2021 Supporters

Partner in Life ($100,000+)
AstraZeneca Healthcare Foundation
City of Columbus
Franklin County Board of Commissioners
Franklin County Office on Aging
The Ohio State University Wexner Medical Center
Osteopathic Heritage Foundation

Partner in Health ($50,000+)
The Columbus Foundation
Mount Carmel Health System
PrimaryOne Health
United Way of Central Ohio

Partner in Hope ($25,000+)
Amerisource Bergen Foundation
Direct Relief
Ohio Health Foundation
National Association of Free & Charitable Clinics
Nationwide Children’s Hospital

Partner in Strength ($10,000+)
American Electric Power Foundation
Anonymous
Charitable Healthcare Network
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Anonymous
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Amy Lee
Lord of Life Lutheran Church
William Mitchell
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The Wood Foundation
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PhRMA
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Blazer-deVries Family
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Brownson Phillips Family Fund*
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Erik Maso
Revs. Dennis & Rachel Miller
Sarah Miller
Jim & Bow Nicholson
Imran Nuri
Ohio State University College of Pharmacy Chili Cook-Off
Randy Perez
R. Taylor Reed
Judy Renner
Candy S. Rinehart
Robert Schaefer
Julie Sherwood
John Stengel
Julia Thomas
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Eileen Walker
The West Ohio Conference of The United Methodist Church
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Dreams Foundation
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Chuck Belding
Frances Blanchman
Cynthia Carnes
Lucy & Jeff Caswell
Philippe Chahine
Church of the Messiah UMC
Jeffrey Crace
Ronni & Joe D’Agostino
Mitchell A. Dorn
Daniel Dragin
Dawn Evanoff
Dr. Patrick & Dee Fahey
William Faith & Barbara Poppe
Joe Fredley
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Mara Gibson
Kenneth & Karen Hale
Laura Hall
Beth Hansen
Bridget Hermann
Kari Hoyt
Ryan Janosky
Chamese Jarrett
JP Morgan Chase
Brionn & Sarah Jones
Thomas King
Sybrina King
Kroger
Christopher Lancot
Susan & Jerold Lazerwitz
Sue Leatherman
James Lewis
Kurt McCabe
Charles McCluskey
Tammie & Peter Mihaly
Roberta E. Moore
Marcia and Jaren Nodelman
Charitable Trust*
Ellie Nowels
Vicki Payne
Karen Pentella
Les Pierce
Brian Pierson
Laura Poling
Rose Poling
Thomas Ruf
Rick Ruth
David Schooler
Jessie Scott
Robert Shelly
Charleta Tavares
David Thompson
Jim & Judy Tiedt
Catherine Welrey
Wightman Family Foundation*
Kevin Wolowiec

Sustainer ($100+)

Abbvie
Joan Abbott
Mukul Agrawal
Amazon Smile
Frederick Andre
Anonymous
Vanessa & George Arnold
David & Sharon Arthur
Grayson Atha
Jean Atwood
Julia Backoff
Kelly Bartsch
Susan Beaudry
Thomas Bedway
Marilyn Beerman
Mr. Lawrence E. Bertolini
Richard Birnie
Jill Boydelatour
Tyler Bohm
Dale & Dorothy Brandon
Lisa Brandt
Karen Brantley
Christine Brasel
Charles Brown
Melinda Cammis
Amy Caplinger
Carruth Family
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Kathleen Casalinuovo
Kristin Casper
Robert Caswell
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John T. & Barbara B. Davis
Terri Dickey
Peach Donnan
Adam Dooley
Lowell Dowler
Rapozoli Drake, D.MIN., Acc
Jim Dunham
Lynn & Ellyn Dunlap
Andrew & Gale Elene
Daniel Ferdelman
Randy & Julie Friedlander
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Debra L. Gamble
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Raphael George
Corey Groff
Michael Gruber
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Judy Hanly
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Kathleen Hayes
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David Hoffman
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Dr. Andrew Katz
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Gwynn Kinsel
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Nicole Kwiek
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Kathleen Leeper
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Dawn & James Lowery
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Shilpa Marano
Mark L. Margolies
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Matthew Mattingly
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Robert McClaskey
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Susan McGarvey
Megan Mefford
Bella H. Mehta
Stephen & Alicia Miller
Meghan Nestereth
John Offenbacher
Nicholas von Ohlen
Catherine E. O’Keefe
Emily Paisley
Melissa Parker
Chelsea Pekny
Diane Pekunka
Ms. Sandra L. Petruzz
James Pierce
Shawn Pierson
Sherry A. Pitoff
Katie Poling
Stephen Poling
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Omar Qureshi
Stephanie Rakes
James B. Reese
Cordelia Robinson
Jogi Roe
Elizabeth Rozicky
Frances Russell
Jen & Joe Russell
Susan Sandritter
Elizabeth Sauer
Jody & Jeff Scheiman
Allan Sheppard
Tara M. Schiller
Martha & Jerome Schindler
Kate Schultz
Harvey Schwager
Laurie Starner
Sue Steingass
Deborah Stevens
Kerry Strayer
Shalu Tandon
Meg & Joel Teaford
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Linda Wiggins
Brent & Michelle Wilhelm
Elspeth Willoughby
Myra Zanger
Jule Zaucha
John Zettler
Ann Ziegler
Rick Zwelling

*of the Columbus Foundation

Donated in 2020 & 2021
Charitable Pharmacy of Central Ohio
200 E Livingston Ave
Columbus, OH 43215
Phone: 614-227-0301
Hours: Mondays, Tuesdays, Thursdays, Fridays
8:00 AM - 3:30 PM
CharitablePharmacyCentralOhio.org
@CharitablePharmacyofCentralOhio
charitablepharmacyoh

Linden Community Pharmacy
1464 Cleveland Ave
Columbus, OH 43211
Phone: 614-298-4190
Hours: Mondays, Tuesdays, Thursdays, Fridays
9:00 AM - 4:30 PM