



NEWSLETTER

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Patient Focus Groups Inform Quality Improvement Efforts

In conjunction with an independent facilitator, we held our first patient focus groups with twenty-four participants late in 2016, and will be using the resultant data to improve our services. Here are some of the comments from our sessions.



"Everyone is very respectful. They treat you like you have the money to get medicine. I value it with everything I have."

"Being on Medicare, I see my doctor every three to four months. Here I see people every month, so it is a shorter amount of time to check on something that is vital. They are here for that interim period, and they take the time with you no matter how full the waiting room and hallways are."

"Having my prescriptions here is very helpful because I don't have to choose between my medications and food or gas for my car, and it has come to that before. They keep charts and follow up with things you tell them."

2016 by the numbers

- ➔ 55,464 prescriptions with a market value of \$4.4 million for 1,663 patients
- ➔ 44 advanced practice pharmacy interns
- ➔ More than 200 volunteers offering more than 2,000 hours of service

Our Mission

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.

Our Staff

Jennifer L. Seifert
Executive Director

Melanie Boyd
Development Director

Kristin Casper
Pharmacist/OSU Faculty

Marilee Clemons
Resident Pharmacist

Irene Conn
Registered Dietician

Holly Fahey
Pharmacist

Erin Gordon
Pharmacy Intern

Mariellyn Dunlap Grace
Director of Patient Services

LaShaunda Jeter
Pharmacy Technician

Laura Poling
Business Manager

Deanna Ruble
Resident Pharmacist

Sarah Tandon
Pharmacist

Regina Thomas
Pharmacy Technician

Jim Tiedt
Receptionist

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Dietician Helps Patients Manage Health



Food insecurity means that an individual or household has limited or inconsistent access to nutritionally adequate and safe foods. The most recent data from the United States Department of Agriculture shows that the state of Ohio is one of the

top eight states with food insecurity above the U.S. average. In Franklin County, 17.9% of the population (211,390 individuals) regularly experience food insecurity.

Thanks to a generous grant from The William Greenville Pace Medical Education Fund of The Columbus Foundation, Irene Polk Conn recently joined CPCO as a licensed dietician to provide our patients with the education and support they need to modify their eating habits for optimal health.

According to Conn, "Many of our patients at the Charitable Pharmacy face a variety of overwhelming challenges to living a healthy lifestyle in general. Considering the issue of food insecurity and then adding a disease on top—well, you can imagine the challenges."

Patients may face significant stress as "trade-off" decisions between food and other basic necessities are made on a regular basis. This significantly impacts mental health and can lead to anxiety and depression. Physical health—especially for those with chronic health conditions—is also impacted. Patients with heart failure may eat excess sodium, and we often find a diet high in added sugar and other carbohydrates in our patients with diabetes.

"For several years, I've used the field of nutrition and dietetics to help individuals like our patients improve their health and quality of life," Conn says. "I hope that over this next year many of our patients will experience an improved quality of life because they've been equipped with the knowledge and tools they need to confidently manage the nutrition-related aspects of caring for their health."