

NEWSLETTER

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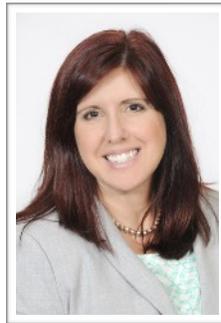
Rev. Deanna Stickley-Miner
West Ohio Conference,
United Methodist Church

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“My husband Christopher had a gap in health insurance coverage and you provided medicine we could not afford. Thank you for helping to carry our burden. Your staff and those we met truly blessed us.”

- Judy, Charitable Pharmacy Patient

From the Director's Desk



The passage of Senate Bill 265 last month, which recognizes pharmacists as health care providers, has again demonstrated that Ohio is a leader in pharmacy practice. As physician shortages continue to grow and the number of medically underserved areas in Ohio shows no sign of declining, the ability for pharmacists to fill in some of the resultant gaps in care is increasingly important.

At a focus group we conducted at the Charitable Pharmacy a patient said, “I feel like you all know more about me than my doctor does because you check in with me each month, take my blood pressure and blood sugar, and ask me about my medications and how they’re working. Then you call my doctor if there are issues with my medications.”

At the Charitable Pharmacy, we are training the next generation of pharmacists to solve drug- related problems, ensure patients’ access to medication, improve clinical outcomes, and most importantly demonstrate to patients that their health care team cares and works together for their benefit. We look forward to continuing to innovate, expand our outreach, and increase our impact as recognized health care providers in Ohio.

Counseling Relieves Drug-Related Problems

Medication Therapy Management (MTM) continues to sit at the core of our practice and sets the Charitable Pharmacy model apart from other organizations offering medication at little to no cost. Each patient meets one-on-one with a pharmacist or a senior pharmacy intern during regular monthly visits to receive extensive medication counseling and health assessments.

In 2018, pharmacists and advanced interns **identified and assessed 2,234 drug-related problems** using MTM. These included issues around safety, efficacy, and adherence.

Our Mission

The Charitable Pharmacy of Central Ohio'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

Maleaka Barber
Pharmacy Technician

Melanie Boyd
Development Director

Carlyn Caldwell
Pharmacy Technician

Kristin Casper
Pharmacist/OSU Faculty

Holly Fahey
Pharmacist

Nancy Garcia
Pharmacy Technician

Mariellyn Dunlap Grace
Director of Patient Services

Wendy Jackson
Patient Scheduler

Sarah Jones
Resident Pharmacist

Garrett Lambert
Resident Pharmacist

Laura Poling
Business Manager

Sarah Tandon
Pharmacist

Jim Tiedt
Receptionist

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.

As **an example of an adherence issue**, our 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. Our pharmacist contacted his primary care physician, and together they developed a regimen of 2 medications taken only once daily in the morning. Increased understanding and adherence to medication resulted in blood pressure in the normal range.

Physician Offices Prove Best Referral Source

Former Pharmacist Resident Kay Bahrey, PharmD, completed her research project to identify barriers to patients seeking care at CPCO, such as lack of transportation, the pharmacy's physical location, and uncertainty about qualification requirements and what to expect. She also researched how best to ensure that Franklin County residents who could benefit from services provided by CPCO are finding the pharmacy. The study found that the majority of patients surveyed felt their doctor's office would be the best place to learn about CPCO, although only 39% reported that they were referred by their physician. As a result, CPCO has stepped up its efforts to market to physician offices and pharmacies.



If you are a physician, work in a physician's office, or are employed by a Franklin County pharmacy, please contact us for more information. You can also download our informational brochure from our website under "Getting Help" for yourself or distribution to your patients.

Two Easy Ways to Support the Pharmacy

- 1) Go to smile.amazon.com and choose the Charitable Pharmacy to receive a portion of your Amazon purchases.
- 2) Go to Krogercommunityrewards.com and link the Charitable Pharmacy with your Kroger Plus Card. We'll receive a percentage of your bill each time you swipe your card.