

# Determination of Barriers to Pharmacy Utilization

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# Survey Content

- Is HealthPoint the current pharmacy?
  - How often and how many prescriptions are usually filled?
  - How long was the wait?
  - Likert Items to assess attitudes toward pharmacist and facilities
  - Free response questions
- 
- Survey administered by myself in **Kent & Federal Way** clinic lobby
  - Translated into Spanish

**Pharmacy Satisfaction Survey**

Please circle an answer:

1. Do you currently use the HealthPoint Pharmacy to fill your prescriptions?    Yes    No
2. If not, have you ever used the HealthPoint Pharmacy?    Yes    No
3. Do you get prescriptions at more than one pharmacy?    Yes    No
4. How frequently do you need to use the pharmacy?    Weekly    Biweekly    Monthly
5. How many medications do you usually fill at the pharmacy? \_\_\_\_\_
6. At your current pharmacy how much time did you have to wait in total to pick up your prescription?  

No wait	Under 10 minutes	10-20 minutes	20-30 minutes
30minutes – 1 hour	Over and hour	Do not remember	
7. What is your satisfaction with the wait experience?    Poor    Fair    Good    Excellent    N/A
8. How would you rate your overall health?    Excellent    Very Good    Fair    Poor    Bad

Please answer these questions about your current pharmacy:

	Strongly Agree	Agree	Neither Agree or Disagree	Disagree	Strongly Disagree
<b>Please check the most appropriate box</b>					
I find the pharmacy conveniently located					
In the pharmacy I wasn't kept waiting long to be attended to					
I like the appearance of the pharmacy					
The pharmacist spent as much time as was necessary with me					
The pharmacist knew how to explain things to me in an understandable manner					
The pharmacist carefully listened to me					
The pharmacist answered all my questions and worries					
The pharmacist knew how to help me with expert advice					

What do you **LIKE** about the pharmacy you most often visit?  
 \_\_\_\_\_

What do you **NOT LIKE** about the pharmacy you most often visit?  
 \_\_\_\_\_

What would you change about the HealthPoint pharmacy?  
 \_\_\_\_\_

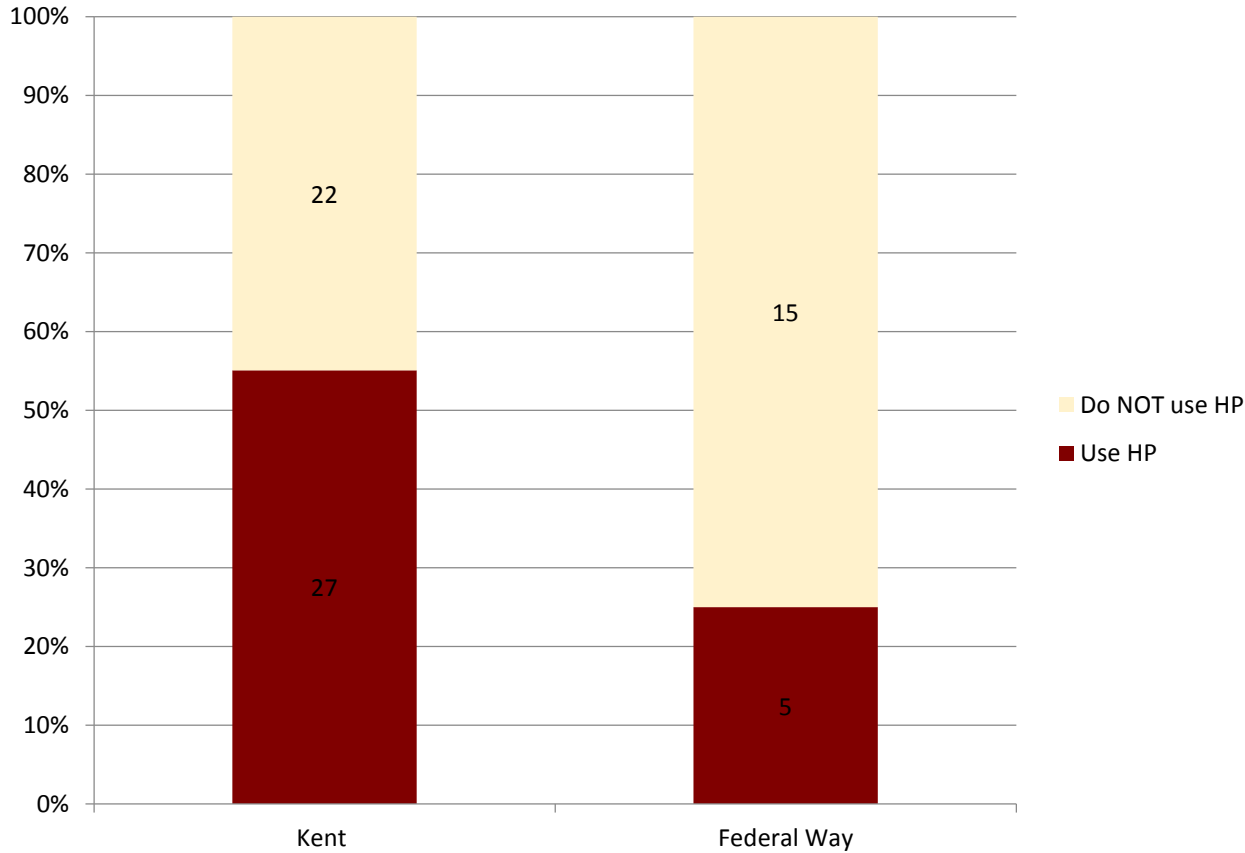
What is the most important feature of a pharmacy in your opinion?  
 \_\_\_\_\_

Would you recommend the HealthPoint pharmacy to your family or friends?    Yes    No

**Thank You for participating!**

# Survey Results-Totals

## Total Surveys

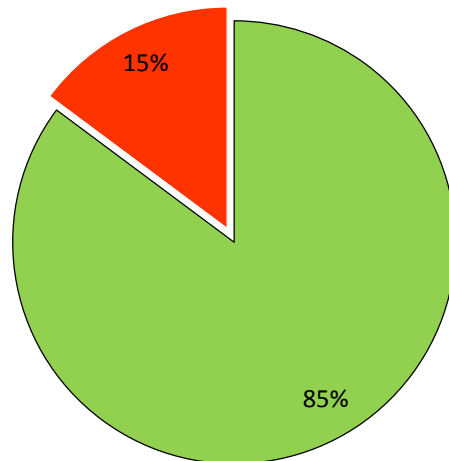


Kent : 49  
Federal Way: 20

# Survey Results- Recommendation

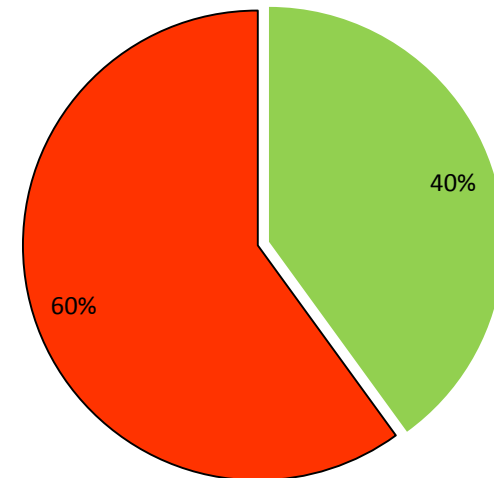
Would you recommend HP Pharmacy to your family or friends?

**Kent**



■ YES, Recommend ■ NO

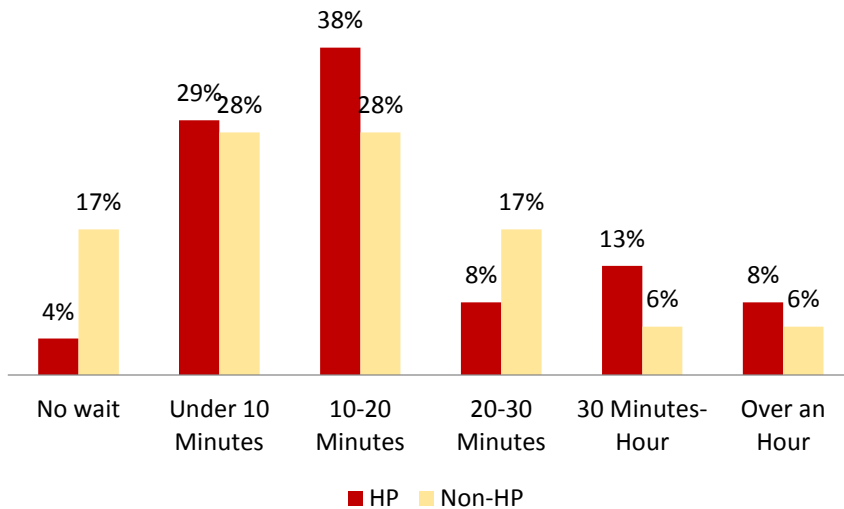
**Federal Way**



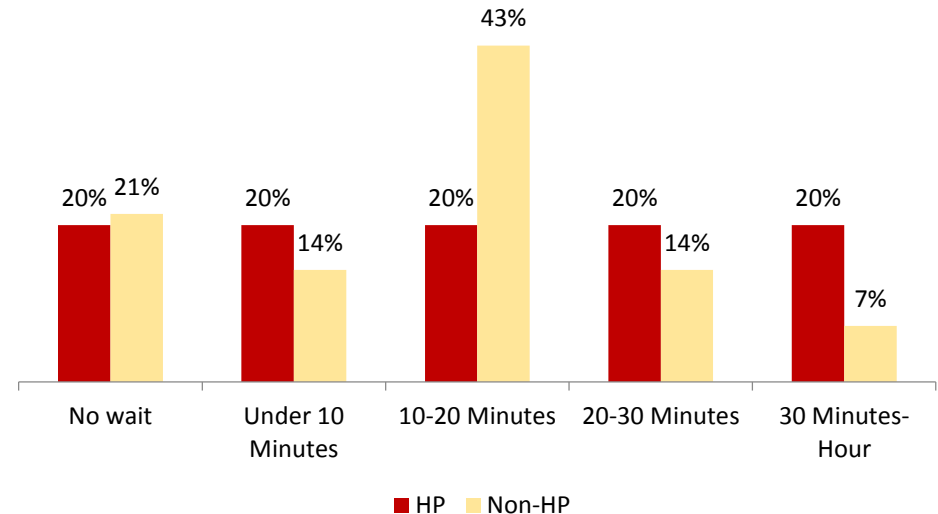
■ YES, Recommend ■ NO

# Survey Results — Wait Time

### Kent



### Federal Way



Average # of medications: 3.9

# Survey Results —Likert Scale

	Kent HP	Kent Non-HP	Federal Way HP	Federal Way Non-HP
I find the pharmacy conveniently located	4.24	4.52	4	4.45
In the pharmacy I wasn't kept waiting long to be attended to	3.72	4.23	4.5	4.18
I like the appearance of the pharmacy	4.28	4	4.75	4.1
The pharmacist spent as much time as was necessary with me	4.2	4.17	4.25	3.9
The pharmacist knew how to explain things to me in an understandable manner	4.32	4.35	4.5	4.18
The pharmacist carefully listened to me	4.24	4.23	4.25	4.09
The pharmacist answered all my questions and worries	4.2	4.29	4.25	4.09
The pharmacist knew how to help me with expert advice	4.21	4.24	4.25	4.09

Strongly Agree = 5  
 Agree = 4  
 Neither Agree or Disagree = 3  
 Disagree = 2  
 Strongly Disagree = 1

# Pharmacy Characteristics

- Knowledge
- Communication
  - Explanation
  - Friendliness
- Affordability
- Short Wait
- Accuracy



# Discussion

- Language Bias- only Spanish & English
- Additional data for Federal Way
- Patients highly value time spent with the pharmacist
  - Medication interactions
  - Knowledgeable
- The patients that use the pharmacy are very happy (Kent)
- Open longer hours & increased accessibility



# Conclusion & Recommendations

- HealthPoint Pharmacy excellent resource for patients
- 24 hour availability & Drive through
  - seem like unrealistic changes
- Alter phrasing for prescriptions from MA to Provider
  - “We will send your prescription to our Pharmacy, is that okay?”

