Results from the California Pharmacists’ Survey

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Presentation Overview

• Survey
  – Background
  – Objectives
  – Methods
  – Results
  – Summary of Findings

• Next Steps
Survey Background

• Part of a CDC grant to increase adult IZ coverage and decrease disparities by
  – assisting community health centers and pharmacies to implement the Natl. Adult Vaccination Standards,
  – engaging provider orgs and health systems,
  – and providing 317 vaccines to uninsured and underinsured adults.

• Part of the pharmacy component to expand pharmacists’ role as immunizers.
Survey Background (cont.)

- Survey administered in June 2016, two months before a CA Board of Pharmacy regulation went into effect requiring pharmacists to:
  - notify administration of any vaccine to a primary care provider and prenatal care provider (if applicable and known) within 14 days
  - report any vaccines administered to a CA IZ registry within 14 days
  - document each vaccine administered, and provide patient with an IZ record
Survey Objectives

1. Assess the current status of CA pharmacists in implementing the standards for adult IZ practice, including the use of a registry

2. Identify any barriers to implementing the standards

3. Guide future interventions to reduce pharmacists’ barriers to immunizing
Survey Methods
Survey Methods

• A confidential, electronic survey administered to 106 pharmacists in June 2016
• Convenience sampling method; multi-mode approach of email, fax, phone, and social media.
• Sample is approx. 70:30 chain to independent pharmacies (similar to actual ratio)
• Both urban and rural counties represented
Survey Limitations

• Convenience sampling method

• Small sample size (106 pharmacists)

• Descriptive statistics

• Social desirability bias
Survey Domains

- Respondent Information
- Pharmacy Immunization Practices
- Profile of Population Immunized
- Pharmacist and Physician Communication around Patient Immunization
- Registry Use
- Proactive Vaccination
Survey Results
Q4 What pharmacy degree do you hold?

Answered: 106  Skipped: 0

- PharmD: 82%
- BPharm: 18%
Respondent Information

Which of the following most closely describes your position within your pharmacy work setting?

Answered: 106  Skipped: 0

<table>
<thead>
<tr>
<th>Position type</th>
<th>% of respondents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Owner</td>
<td>10%</td>
</tr>
<tr>
<td>Staff</td>
<td>57%</td>
</tr>
<tr>
<td>Manager</td>
<td>33%</td>
</tr>
</tbody>
</table>
Respondent Information (cont.)

How many years of experience immunizing patients in a pharmacy setting do you have?

- <5 years: 36%
- 5-10 years: 53%
- 11-20 years: 11%
- >20 years: 0%

Answered: 106  Skipped: 0
Pharmacy Immunization Practices

How are immunization services provided at your pharmacy?

- By appointment: 41%
- Walk-in on designated days: 16%
- Walk-in any time pharmacy is open: 91%
- Other: 6%

Answered: 104  Skipped: 2
Pharmacy Immunization Practices (cont.)

Which vaccines can you administer at your pharmacy? Please check all that apply.

- **Influenza**: 99%
- **Tdap**: 86%
- **PPSV23**: 86%
- **PCV13**: 78%
- **Zoster/Shingles**: 87%
- **Hepatitis B**: 58%
- **MenACWY**: 43%
- **MenB**: 23%

% of respondents
Profile of Population Immunized

What % of patients immunized at your pharmacy fall into each of the following age ranges?

Answered: 105   Skipped: 1

- % Older Adults (65 yrs and older): 51%
- % Adults (19–64 yrs): 38%
- % Adolescents (11–18 years): 9%
- % Children 4–10 yrs: 3%
- % Children 3 yrs and under: 0%
Profile of Population Immunized (cont.)

Do you immunize pregnant women?

Answered: 103   Skipped: 3

<table>
<thead>
<tr>
<th>Pharmacy setting</th>
<th>% of respondents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chain pharmacy</td>
<td>89%</td>
</tr>
<tr>
<td>Independent pharmacy</td>
<td>48%</td>
</tr>
<tr>
<td></td>
<td>3%</td>
</tr>
<tr>
<td></td>
<td>4%</td>
</tr>
<tr>
<td></td>
<td>7%</td>
</tr>
</tbody>
</table>

% of respondents
Pharmacist and Physician Communication around Patient Immunizations

Which medical providers, if any, refer patients to your pharmacy to receive lZs?

Answered: 103   Skipped: 3

- Primary care provider: 92%
- Prenatal care provider: 47%
- Local health dept.: 18%
- No referrals from medical providers: 10%
- Other: 0%
Where do you refer a patient to get a vaccine that is not covered by his/her insurance at your pharmacy or that your pharmacy does not stock?

Answered: 103  Skipped: 3

- Another pharmacy within our org: 40%
- An outside pharmacy: 35%
- The primary care provider: 70%
- Another medical clinic: 30%
- Public health: 49%
- We do not refer under these circumstances: 5%
- Other: 7%
Pharmacist and Physician Communication around Patient Immunizations (cont.)

When a patient’s primary care provider (PCP) is known, does your pharmacy report the administration of a vaccine to the patient’s PCP?

Answered: 103   Skipped: 3

- Yes: 82%
- Not sure: 6%
- No: 13%
Immunization Registry Use

Do you or does your pharmacy use an immunization registry?

Answered: 103  Skipped: 3

- **Chain pharmacy**: 51% Yes, 19% No, 30% Not sure
- **Independent pharmacy**: 70% Yes, 21% No, 9% Not sure

% of respondents

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21
When people request an IZ, how often do you consult the following sources to assess their IZ history?

<table>
<thead>
<tr>
<th>Source</th>
<th>Frequently</th>
<th>Some of the time</th>
<th>Never</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Immunization registry</td>
<td>14%</td>
<td>20%</td>
<td>66%</td>
<td>94</td>
</tr>
<tr>
<td>A portal to the registry within your pharmacy dispensing system</td>
<td>29%</td>
<td>15%</td>
<td>56%</td>
<td>94</td>
</tr>
<tr>
<td>Patient self-report</td>
<td>77%</td>
<td>21%</td>
<td>2%</td>
<td>96</td>
</tr>
<tr>
<td>Pharmacy profile in your dispensing system</td>
<td>83%</td>
<td>15%</td>
<td>2%</td>
<td>95</td>
</tr>
<tr>
<td>Patient immunization record (aka Yellow Card)</td>
<td>31%</td>
<td>52%</td>
<td>17%</td>
<td>94</td>
</tr>
<tr>
<td>Their physician’s (or other health care provider’s) office</td>
<td>24%</td>
<td>52%</td>
<td>23%</td>
<td>94</td>
</tr>
</tbody>
</table>
How does your pharmacy plan to implement the provisions of the proposed mandate to report IZs to a CA Immunization Registry (CAIR), once the mandate is in place?

Answered: 103  Skipped: 3

- Manually enter IZ data: 9%
- Submit data electronically via a 3rd party vendor: 23%
- Upload pharmacy dispensing system reports: 11%
- We will discontinue offering IZ services
- Not Sure: 54%
- Other: 3%
Are you interested in learning more about your regional CAIR registry?

Answered: 103  Skipped: 3

- Yes: 87%
- No: 13%
What features of the immunization registry are you most interested in?

- How to submitIZ data electronically: 80%
- Training on how to enter IZ data manually: 63%
- Look up IZ histories: 92%
- Receive pt IZ recommendations for that visit: 70%
- Use the reminder features for future IZs needed: 63%
- Use the recall features for IZs past due: 58%
- Use the registry for vaccine inventory management: 38%
- Other (please specify): 2%

Answered: 90  Skipped: 16

% of respondents
Does the number of non-flu vaccines your pharmacy gives increase during flu season (i.e., Sept.–Feb.)?

Answered: 106   Skipped: 0

No: 46%
Yes: 54%
Proactive Vaccination (cont.)

When people request a vaccine, how often do you also assess for and recommend other vaccines?

Answered: 103  Skipped: 3

- Frequently: 45%
- Some of the time: 50%
- Never: 6%
Proactive Vaccination (cont.)

How do you proactively identify vaccines that people need?

<table>
<thead>
<tr>
<th>Method</th>
<th>Frequently</th>
<th>Some of the time</th>
<th>Never</th>
<th>Not applicable</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>During a new prescription consultation</td>
<td>39%</td>
<td>58%</td>
<td>4%</td>
<td>0%</td>
<td>83</td>
</tr>
<tr>
<td>By checking the pharmacy profile for age and disease indications during the dispensing process</td>
<td>41%</td>
<td>55%</td>
<td>4%</td>
<td>0%</td>
<td>83</td>
</tr>
<tr>
<td>Our pharmacy system alerts us when a patient is eligible for vaccination</td>
<td>38%</td>
<td>28%</td>
<td>18%</td>
<td>16%</td>
<td>82</td>
</tr>
<tr>
<td>We check the registry (either directly or through a 3rd party portal)</td>
<td>4%</td>
<td>15%</td>
<td>46%</td>
<td>36%</td>
<td>81</td>
</tr>
<tr>
<td>We have access to and check the patient’s electronic medical record</td>
<td>6%</td>
<td>19%</td>
<td>36%</td>
<td>39%</td>
<td>80</td>
</tr>
</tbody>
</table>
Proactive Vaccination (cont.)

What barriers, if any, do you have or anticipate having if you were to start assessing patients' immunization histories before every vaccination?

<table>
<thead>
<tr>
<th>Answer Options</th>
<th>Response %</th>
<th>Response #</th>
</tr>
</thead>
<tbody>
<tr>
<td>Patient immunization history not readily available</td>
<td>77%</td>
<td>79</td>
</tr>
<tr>
<td>Not enough time</td>
<td>74%</td>
<td>76</td>
</tr>
<tr>
<td>Workflow</td>
<td>67%</td>
<td>69</td>
</tr>
<tr>
<td>Limited staffing</td>
<td>57%</td>
<td>59</td>
</tr>
<tr>
<td>Need registry integration into system</td>
<td>56%</td>
<td>58</td>
</tr>
<tr>
<td>Need to expand staff roles</td>
<td>33%</td>
<td>34</td>
</tr>
</tbody>
</table>
Summary of Findings

• IZ services at these pharmacies are overall easily accessible.
• Pharmacists surveyed
  – coordinate with the pt.’s PCP to meet IZ needs.
  – are interested in utilizing CAIR for proactive vaccination (e.g., IZ history look-up and IZ recommendations/forecasting tool)
  – may benefit from support in incorporating IZ services into pharmacy workflow
Next Steps

Pharmacies and CAIR resources

- CAIR webpage
- 1-page handout
- CAIR trainings for pharmacists
- TA around electronic data submission
Next Steps (cont.)

CA Pharmacists’ IZ Resource Guide

- **Collect** info to screen for contraindications and indications.
- **Assess** IZ needs based on age, gender, health conditions, and IZ history.
- **Plan**: strongly recommend and offer vaccine (or referral as applicable)
- **Implement**: administer vaccine (or make strong referral). Provide IZ documentation.
- **Follow-Up**: monitor pt. for adverse reactions and schedule follow-up for subsequent doses.
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Questions?
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