Pharmacy Literacy and Navigation (PLAN)

An Interprofessional Approach to Conducting a Needs Assessment of Bexar County Seniors and Pharmacy Staff

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Background

The Patient Institute identified the need to develop health literacy tools targeting pharmacy navigation that are culturally relevant to seniors in Bexar County. In conjunction with both The Patient Institute and South Central Area Health Education Center (AHEC), the interprofessional student team is conducting a multiphase service learning project consisting of:
1. a needs assessment with community pharmacy staff,
2. a needs assessment with seniors,
3. educational tool development, and
4. tool evaluation by community partners and seniors.

Methods

Results

Objective

This interprofessional community service learning project aims to assess the perspectives of pharmacy staff and seniors on the pharmacy literacy and navigation needs of seniors to guide the development of educational tools.

Methods

Pharmacists Needs Assessment

- Students used an internally-developed questionnaire (Figure 2).
- Pharmacy and public health students were recruited for pharmacy staff interviews. A training video was developed to standardize interview techniques.
- Bexar County was divided into quadrants following the highway system (Figure 3).
- Quantitative data were collected, analyzed, and categorized into frequency distributions.

- PLAN surveyed 32 pharmacy staff. 13% of pharmacy staff felt seniors understand pharmacy terminology well.
- 63% of pharmacy staff stated insurance is an important navigation issue for seniors (Figure 6).
- Seniors are most unaware of MTM and smoking cessation counseling (Figure 10).
- Seniors are least aware of OTC, and NSAID.
- PLAN led two focus groups with a total of 17 participants and distributed 37 individual surveys to seniors at community centers.

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Conclusions

- Barriers encountered during this project included: limited human and financial resources, uneven distribution of pharmacies, limited spare time of pharmacy staff, and difficulty recruiting volunteers.
- Interprofessional team members and community partners taught students the importance of flexibility and building community relationships. The value of multiple professions was also evident in increasing access to the community and providing a community-centered perspective.

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Lessons Learned

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