

BACKGROUND

- Ambulatory care pharmacists work in collaboration with physicians to ease their stressful workload.
- Physicians and pharmacists work in collaboration through a “Standing Order” in Illinois.
- Studies have shown ambulatory care pharmacists have a positive impact towards patients and providers.
- Perceptions of ambulatory care pharmacists have not been previously studied.

METHODS

- 185 surveys mailed out to patients with T1DM or T2DM seen by the ambulatory care pharmacist at family medicine clinics
- 64 surveys evaluated
- Background demographics collected included type of DM, highest/lowest A1c range, years of diagnosis, age of diagnosis, etc.
- Ranked level of agreement with statements regarding impact of ambulatory care pharmacist on the participant

RESULTS

Participant Agreement With Statements About Pharmacists in Their Ambulatory Care Clinic						
Statement	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Don't Know
The clinic pharmacist addresses my concerns/calls/requests promptly.	43 (69%)	18 (29%)	1 (2%)	0 (0%)	0 (0%)	0 (0%)
I have a good relationship with the clinic pharmacist.	46 (74%)	15 (24%)	0 (0%)	0 (0%)	0 (0%)	1 (2%)
I feel the clinic pharmacist is accessible if I have any questions.	42 (68%)	16 (26%)	4 (6%)	0 (0%)	0 (0%)	0 (0%)
The clinic pharmacist has positively impacted the cost of my medications.	32 (52%)	10 (16%)	13 (21%)	2 (3%)	0 (0%)	4 (7%)
The clinic pharmacist has positively impacted my diabetes.	41 (67%)	15 (25%)	4 (7%)	0 (0%)	0 (0%)	1 (2%)
The clinic pharmacist has positively impacted my overall health.	35 (61%)	17 (30%)	4 (7%)	0 (0%)	0 (0%)	1 (2%)
The clinic pharmacist is a valuable resource to me.	41 (68%)	16 (27%)	2 (3%)	0 (0%)	0 (0%)	1 (2%)
I trust the clinic pharmacist to manage my diabetes medications and supplies (glucometer, test strips, CGM supplies, etc.).	46 (77%)	11 (18%)	2 (3%)	1 (2%)	0 (0%)	0 (0%)
The clinic pharmacist follows through with things we discuss.	48 (80%)	10 (17%)	1 (2%)	1 (2%)	0 (0%)	0 (0%)
The clinic pharmacist is my preferred contact at the clinic when I have questions or needs.	33 (55%)	16 (27%)	9 (15%)	1 (2%)	0 (0%)	1 (2%)
The clinic pharmacist helps me with non-diabetes related problems and questions.	18 (32%)	15 (26%)	20 (35%)	2 (4%)	0 (0%)	2 (4%)
The clinic pharmacist values my opinions and decisions about my healthcare.	43 (74%)	11 (19%)	2 (3%)	0 (0%)	0 (0%)	2 (3%)
The clinic pharmacist is knowledgeable about my diabetes related medications and supplies.	46 (77%)	11 (18%)	1 (2%)	1 (2%)	0 (0%)	1 (2%)
The clinic pharmacist is knowledgeable about my non-diabetes related medications and supplies.	34 (59%)	13 (22%)	7 (12%)	1 (2%)	0 (0%)	3 (5%)

- 77% of participants strongly agreed they trust the clinic pharmacist to manage their DM medications
- 68% of participants strongly agreed the clinic pharmacist is a valuable resource
- In 13/14 agreement with positive statements, more than 50% of participants marked “strongly agree” in each statement

CONCLUSION

Patients diagnosed with diabetes have positive perceptions of clinical pharmacists in the ambulatory care setting.

References

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