

Medicine Return Pilot Program

End of Pilot Pharmacy Evaluation Surveys of Participating Group Health and Bartell Drugs Pharmacies

Findings

June 2009

Washington Citizens for Resource Conservation

For more information, contact Eva Dale at (206) 441-1790 or eva@wastenotwashington.org

Over the course of the pilot, multiple surveys were conducted to contribute to the assessment of the Medicine Return Pilot Program. The purpose of the surveys was to evaluate both pharmacy staff satisfaction of the program and patient/customer perception of the issue and the program. This summary report describes the final surveys performed at the end of the two year pilot program (December 2008 and January 2009). In this document, there are brief descriptions of the end-of-pilot surveys including basic methods used and primary results.

Summary of Surveys

Evaluation Objectives:

1. Group Health pharmacy staff satisfaction with the Group Health take-back pilot program.
2. Bartell Drugs pharmacy staff satisfaction with the Bartell Drugs take-back pilot program.
3. Bartell Drugs customer satisfaction with the Bartell Drugs take-back program, future-use plans, and customer perception of the issue.

Evaluation Methods:

1. A pharmacy staff online survey sent to Group Health pharmacy staff at 14 pharmacy locations. (Group Health pharmacy staff survey)
2. A pharmacy staff mail back survey sent to all participating Bartell Drugs pharmacies (12) and administered in-person when possible. (Bartell Drugs pharmacy staff survey)
3. Bartell Drugs pharmacy customer self-administered written survey at four select participating pharmacy locations. (Bartell Drugs customer survey)

Summary of Group Health Pharmacist Survey Results

WCRC had surveys sent to pharmacy staff at 14 Group Health locations participating in the Medicine Return Program in January 2009. They were given one week to respond and offered an incentive of entering into a drawing for a \$50 gift certificate to Amazon.com. There were 91 responses from 14 clinics.

We found:

The Medicine Return Project generally demands little time of pharmacy staff.

- 66 staff (74%) reported spending less than 15 minutes per week on the program.
- 79 staff (89%) reported spending less than 30 minutes per week on the program.
- Only 1 staff (1%) reported spending more than one hour per week on the program.

Nearly all pharmacy staff members think the program is effective.

- 76% think the program is extremely or very effective
- 98% think the program is somewhat, very, or extremely effective
- No respondents think the program is not at all effective.

Pharmacy staff members generally are not yet telling many patients about the program.

- 55% have told five or fewer customers about the program in the last month.
- 45% have reported telling more than five customers about the program in the last month.

On the whole, comments received by staff from the customers have been positive.

- 65% of respondents stated that comments from customers were very positive
- 88% stated comments were somewhat or very positive
- 4% stated comments were somewhat or very negative.

Summary of Bartell Drugs Pharmacist Survey Results

WCRC surveyed pharmacy staff at twelve Bartell Drugs locations participating in the Medicine Return Program. Surveys were administered by WCRC staff in person or self-administered and returned through the mail December 2008 and January 2009 over a five week period. Twelve surveys were completed. No financial incentive was given for participating in the survey. Only staff involved directly with the Medicine Return Project were surveyed.

We found:

The Medicine Return Project generally demands little time of pharmacy staff who are responsible for the program.

- 12 staff (100%) reported spending the equivalent of less than 30 minutes per week on average on the program.

The pharmacy staff members think the program is effective.

- 66% think the program is extremely or very effective
- 100% think the program is somewhat, very, or extremely effective

On the whole, comments received by staff from the patients have been very positive.

- 100% of respondents stated that comments in general were very positive

When asked for suggestions on how to improve the program, pharmacy staff suggests the need to find a solution for controlled substances.

Summary of Bartell Drugs Pharmacy Customer Survey

WCRC surveyed pharmacy customers at four Bartell Drugs locations participating in the Medicine Return Program. We utilized almost all of the same questions as those used in the Group Health patient survey performed in 2007. The surveys were self-administered with nine questions over a three week period. There was a 71% return rate (175 surveys were put out and 125 were returned). Patients were offered an incentive of a drawing for a \$50 gift card to Bartell Drugs.

We found:

Many customers have a need for the program:

- 64% report they currently have leftover or expired unwanted medicines in their home.
- 76% report they were either “extremely likely” or “very likely” to return medicines to Bartell Drugs in the next six months.

Customers generally support the program:

- When asked what they believe are the benefits of using the Medicine Return Program at Bartell Drugs, 100% of respondents chose a benefit, 80% chose multiple benefits, and no respondents chose “I don't think there are any benefits.”