



PHARMACY QUALITY SOLUTIONS

Managing Performance Information in a Quality Driven World



2020 Trend Report in Pharmacy Quality Preview –
COVID-19 Testing and Treatment Insights

In March 2020, PQS conducted a survey among a large panel of consumers to assess their perceptions associated with pharmacist-provided services. For the 2020 Trend Report in Pharmacy Quality, the report will highlight trends and changes in behavior related to pharmacist-provided services compared to 2019. The full 2020 Trend Report is estimated to be completed by August 2020.

Within the 2020 consumer survey, PQS added two additional questions to assess consumers' level of comfort with receiving COVID-19 testing and treatment from various healthcare provider settings. As a result, this pre-release contains a snapshot of insights from the consumer survey specific to COVID-19.

About the Respondents and Completion Rates:

The panel of consumers were invited to participate in the survey were those over the age of 18 and who also reported visiting a pharmacy in the past 12 months. An online invitation to participate in the survey was sent to 2,484 consumers. Of those who started the survey, around 44% completed the survey, for a total of 999 completed surveys.

Demographics:

Of the 999 respondents, 58% were female; 52% were aged 35-64 years; 75% lived in the Midwest, Northeast, or Southeast; 46% reported going to a retail chain pharmacy; and 61% visited the pharmacy at least monthly.

COVID-19 Related Questions from Consumer Survey:

If you suspected exposure to the Coronavirus (i.e. COVID-19) and rapid testing was available, what level of comfort would you have in receiving testing at the following healthcare settings?

- Healthcare settings presented included: Community pharmacies with drive-thru capability, Community pharmacies without a drive-thru capability, Hospitals, Urgent cares facilities, Primary care provider offices

If you had a confirmed diagnosis of the Coronavirus (i.e. COVID-19) and treatment was available, what level of comfort would you have in receiving treatment at the following healthcare settings?

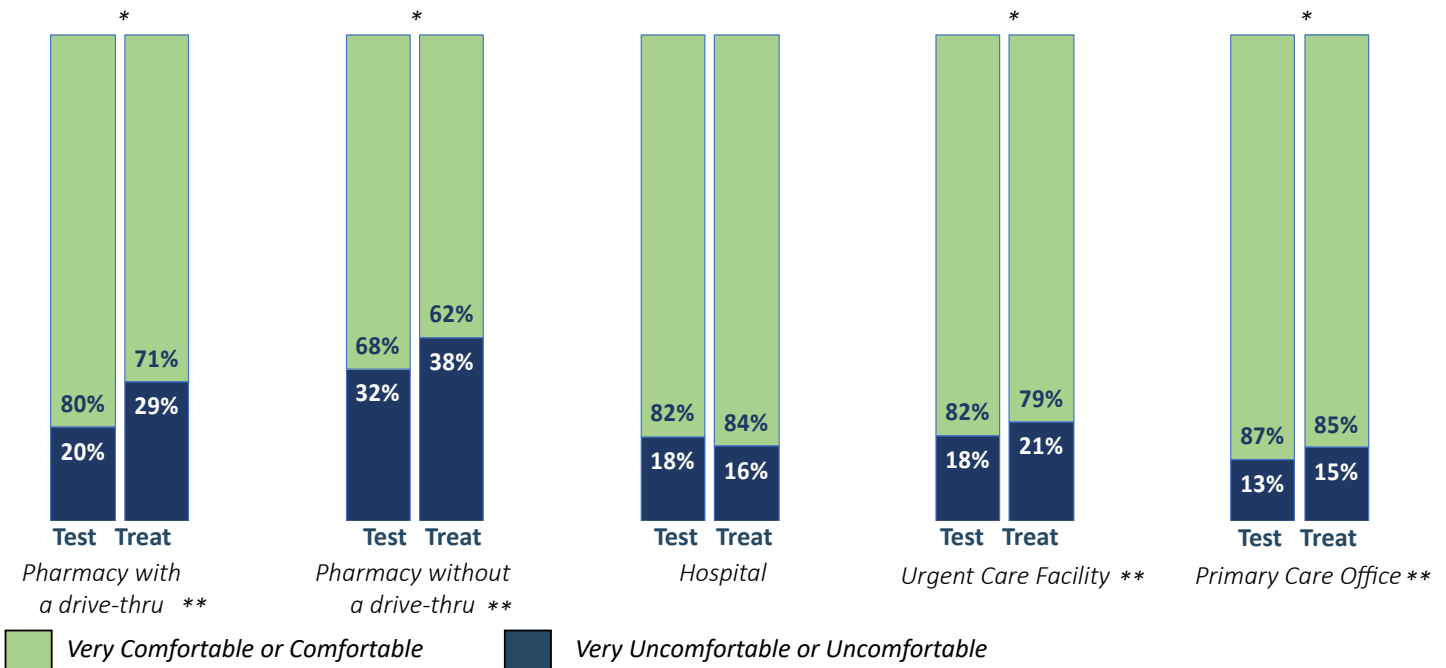
- Healthcare settings presented included: Community pharmacies with drive-thru capability, Community pharmacies without a drive-thru capability, Hospitals, Urgent cares facilities, Primary care provider offices

Consumer Survey Results:



- Respondents reported being more comfortable receiving COVID-19 testing vs. treatment for all site types, with the exception of hospitals where there was no difference in comfort levels.
- Respondents reported being more comfortable receiving testing at a pharmacy with a drive-thru vs. one without a drive-thru.
- Respondents reported being less comfortable receiving testing at a pharmacy with a drive-thru than at a primary care sites.
- Respondents reported being less comfortable receiving testing at a pharmacy without a drive-thru compared to all other testing sites (pharmacy with a drive-thru, hospital, urgent care, and primary care).
- Respondents reported being more comfortable receiving treatment at a pharmacy with a drive-thru vs. a pharmacy without a drive-thru.
- Regardless of whether a pharmacy had a drive-thru, respondents reported being less comfortable with receiving treatment at a pharmacy vs. other sites (hospital, urgent care, or primary care).

Comfort with COVID-19 Test & Treat by Site (N=999)



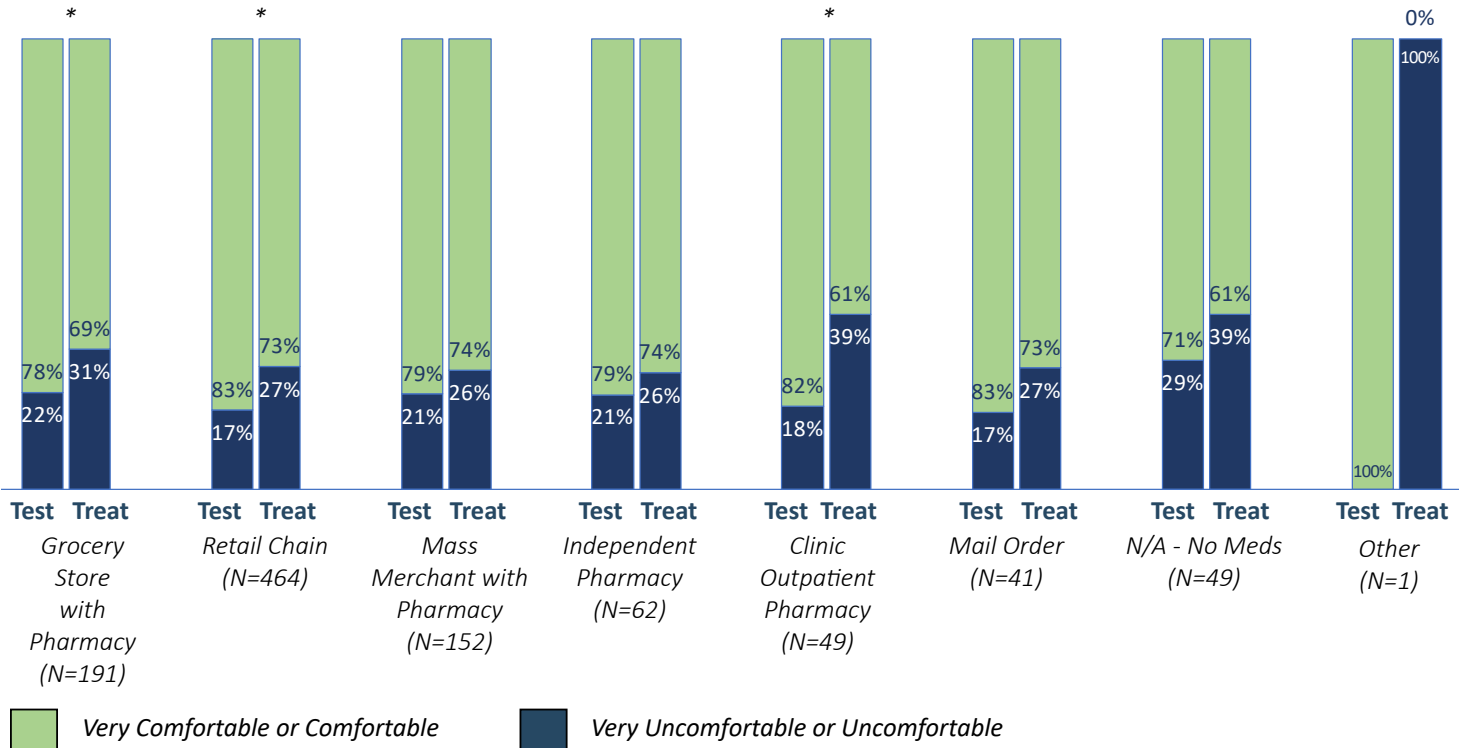
*p<0.05 based on chi-square test of association between test/treatment between site types.

**p<0.05 based on McNemar's test of association between comfort with testing vs. treatment at each site type within respondents.



As pharmacies become approved to administer COVID-19 testing, it's important to promote testing hours to patients and have adequate staff for this service.

Comfort with COVID-19 Test & Treat at a Pharmacy with a Drive-thru by Pharmacy Most Frequently Used



*p<0.05 based on McNemar's test of association between comfort with testing vs. treatment at each pharmacy location type within respondents.

Respondents' reported level of comfort with COVID-19 testing and treatment at a pharmacy with a drive-thru was further assessed based on the type of pharmacy at which the respondent frequented. The above chart outlines the level of comfort with testing and treatment based upon various pharmacy types.

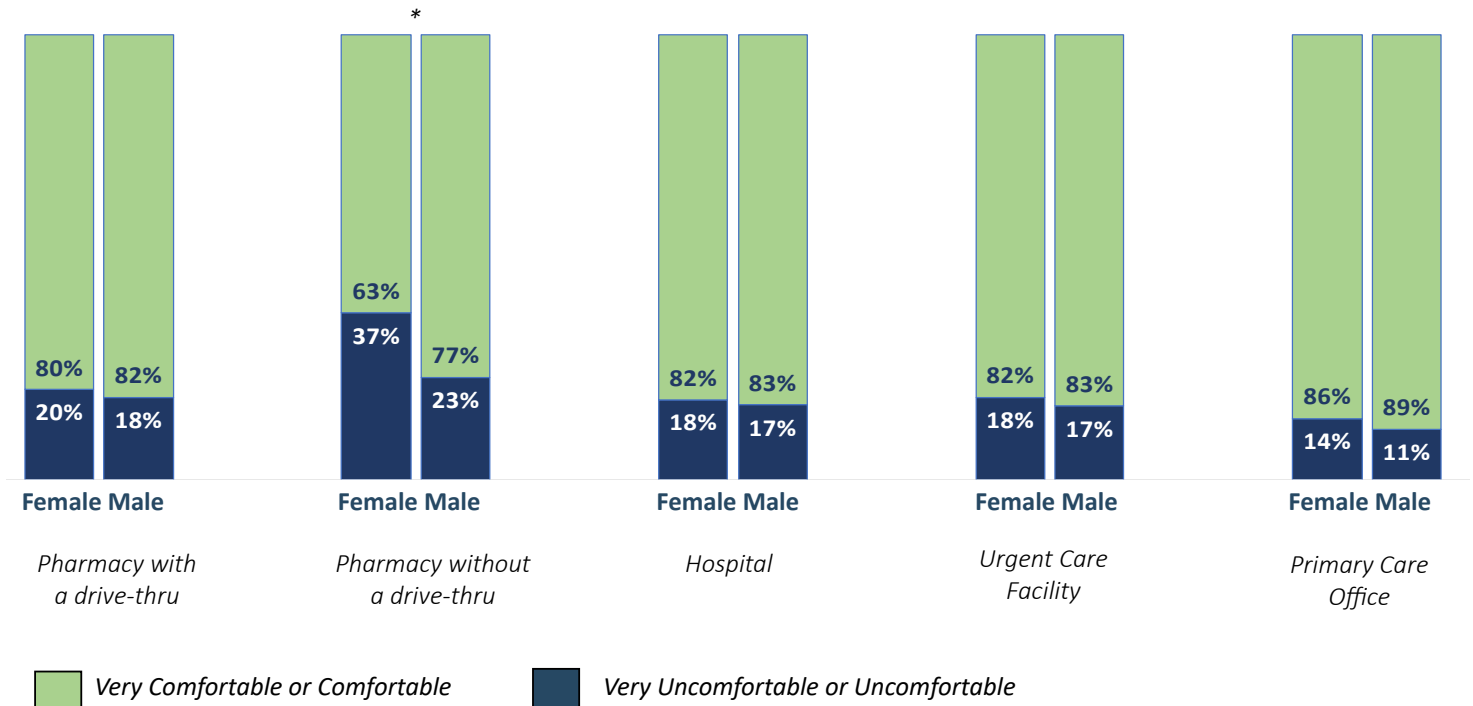


- Among respondents frequenting grocery store, retail chain, and mass merchant pharmacies, they reported more comfort with testing at a pharmacy with a drive-thru vs. receiving treatment.
- Regardless of which pharmacy respondents frequented, they had similar comfort levels with receiving COVID-19 testing or treatment at a pharmacy with a drive-thru.



There may be special considerations for drive-thru testing to ensure accuracy, so make sure to follow CDC guidelines.

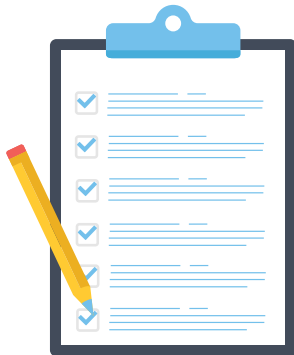
Comfort with COVID-19 Testing by Site & Gender



Two people responded 'other' gender type; one reported comfort and one discomfort with testing at a pharmacy with a drive-thru; both reported discomfort with testing at all other sites.

* $p < 0.001$ based on chi-square test of association between gender and COVID-19 testing comfort at each site.

Respondents who reported higher levels of comfort with COVID-19 testing at pharmacies with drive-thru capabilities were more likely to:



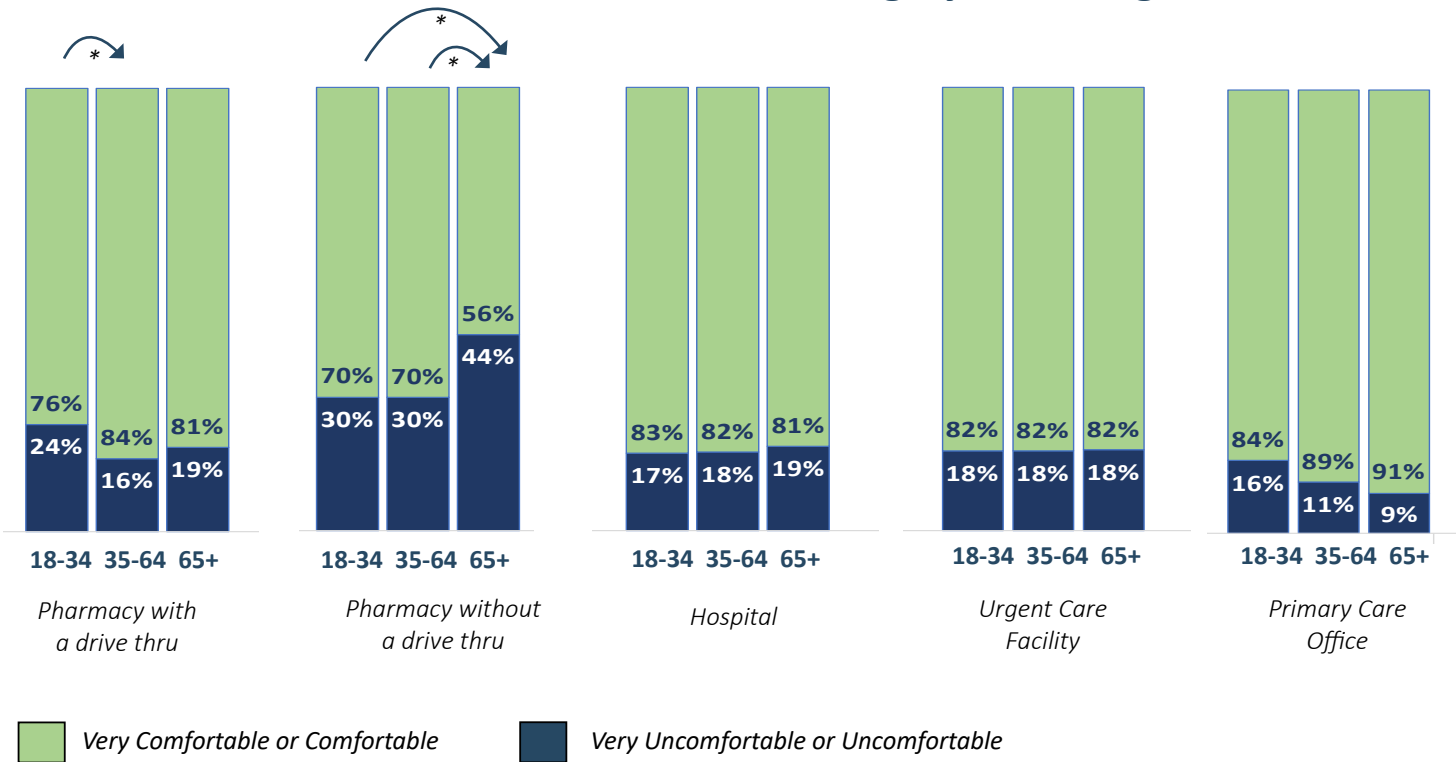
- be comfortable receiving injections from a pharmacist (4.5 times more likely compared to those who were uncomfortable)
- have some college education (1.6 times more likely than those without college education), and
- report their race as "white" (1.6 times more likely than non-white) were associated with significantly higher odds of being comfortable.

Males and females had similar comfort levels with receiving COVID-19 testing at various sites, with the exception of men being more comfortable than women receiving testing at a pharmacy with no drive-thru.

You might consider drafting two dialogue scripts for your patients, one for males and one females, to encourage COVID-19 testing.



Comfort with COVID-19 Testing by Site & Age



* $p < 0.016$ based on chi-square test of association (adjusted for multiple comparisons) between age groups and COVID-19 testing comfort at each site.

When assessing the age characteristics of respondents who rated higher levels of comfort with COVID-19 testing at different healthcare testing locations, there was a significant difference among respondents 65 years of age and older for community pharmacies as testing sites.



When differences between age groups were further assessed:

- There was no difference in COVID-19 testing comfort at hospitals, urgent care, and primary care among respondents of different ages.
- Respondents aged 18-34 were less comfortable receiving testing at pharmacies without a drive-thru vs. respondents aged 35-64. The eldest group of respondents were less comfortable than other respondents to receive testing at pharmacies without a drive-thru.

For pharmacies without drive-thrus, consider curbside or parking lot COVID-19 testing for your patients aged 65 and older.

