

Integration of Pharmacy Faculty and Learners into a Health Center serving Low-Income, Immigrant, Refugee Patients

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Objective

To design and implement an interprofessional pharmacotherapy service and learning experience at a federally qualified health center (FQHC) serving low income, immigrant, and refugee patients.

Background

Jericho Road Community Health Center (JRCHC)

Overview

Medical Care Clinic Locations	Community Pharmacies	Additional Services
<ul style="list-style-type: none">Barton St.Breckenridge Clinic (Family Medicine Residency)Broadway St.City MissionDoat StreetHome Health	<ul style="list-style-type: none">Barton St.Broadway<ul style="list-style-type: none">340 BDeliveryCompliance Packaging	<ul style="list-style-type: none">Language ServicesCommunity Health WorkersDieticianGymSpiritual CareDoula ServicesFinancial AssistanceAssimilation Services, including legal, jobs, and English language

JRCHC Patient Population

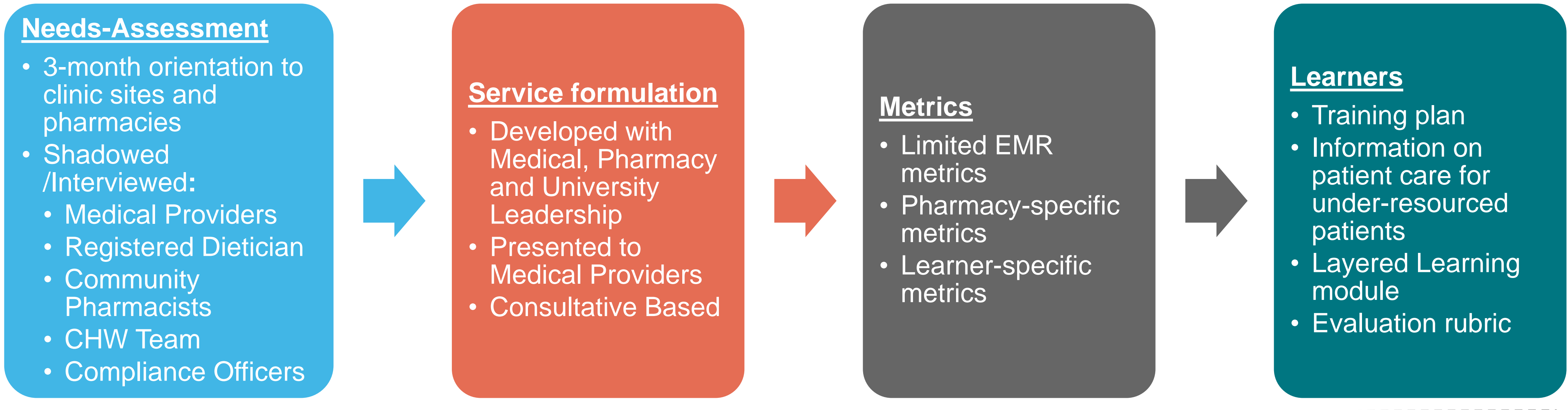
2023 UNIQUE PATIENTS:	TOTAL NUMBER OF PATIENT VISITS:	AGES:	PAYER MIX:
24,387	86,990	0-18 41% 19-64 53% 65+ 6%	Medicaid 77% Private Insurance 12% Medicare 7% None/Uninsured 4%
11,533 at Barton St.	46,974 at Barton St.	Race:	
6,259 at Broadway	22,617 at Broadway	Asian 38.3%	
3,606 at Doat St.	6,959 at Doat St.	Black/African American 31.1%	
2,599 at Breckenridge St.	7,829 at Breckenridge St.	White 15.7%	
390 at City Mission	1,780 at City Mission	More than one race 9.0%	
	2,054 at Virtual Visits	American Indian / Alaska Native 0.3%	
		Unreported / Unknown 5.6%	
PRIMARY LANGUAGE: 53% of patients best served in a language other than English*			
English 47.3%	Nepali 3.1%	Kinyarwanda 1.6%	Rohingya 1.6%
Burmese 8.5%	Arabic 3.8%	Pashto 1.3%	All Others 6.3%
Bangla 6.5%	Swahili 3.1%	Tigrinya 1.0%	Unreported 4.1%
Spanish 4.0%	Somali 2.0%	French 1.0%	
Karen 5.0%	Karenni 1.7%	Dari 1.2%	

Jericho Road Community Health Center, 2023 Medical Care Impact Report

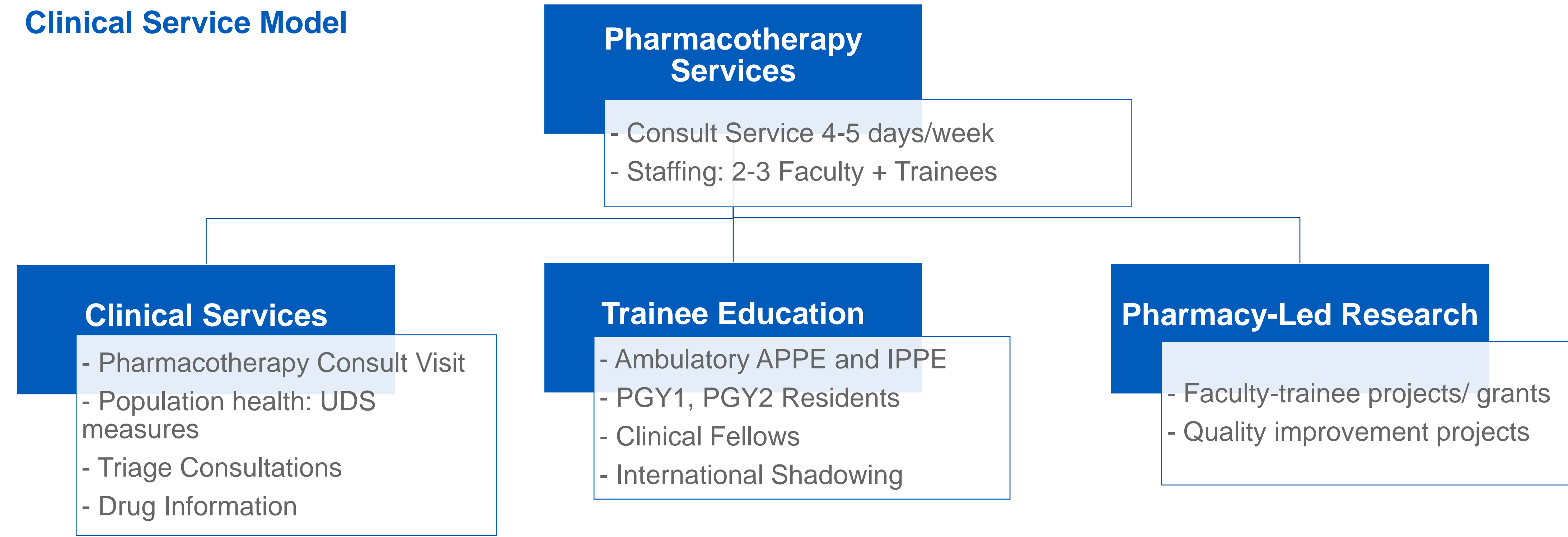
Historical Clinical Pharmacy Services

- Triages
- Prior Authorization
- Quality Improvement
- Insurance Medication Review
- Clinic Visits

Methods



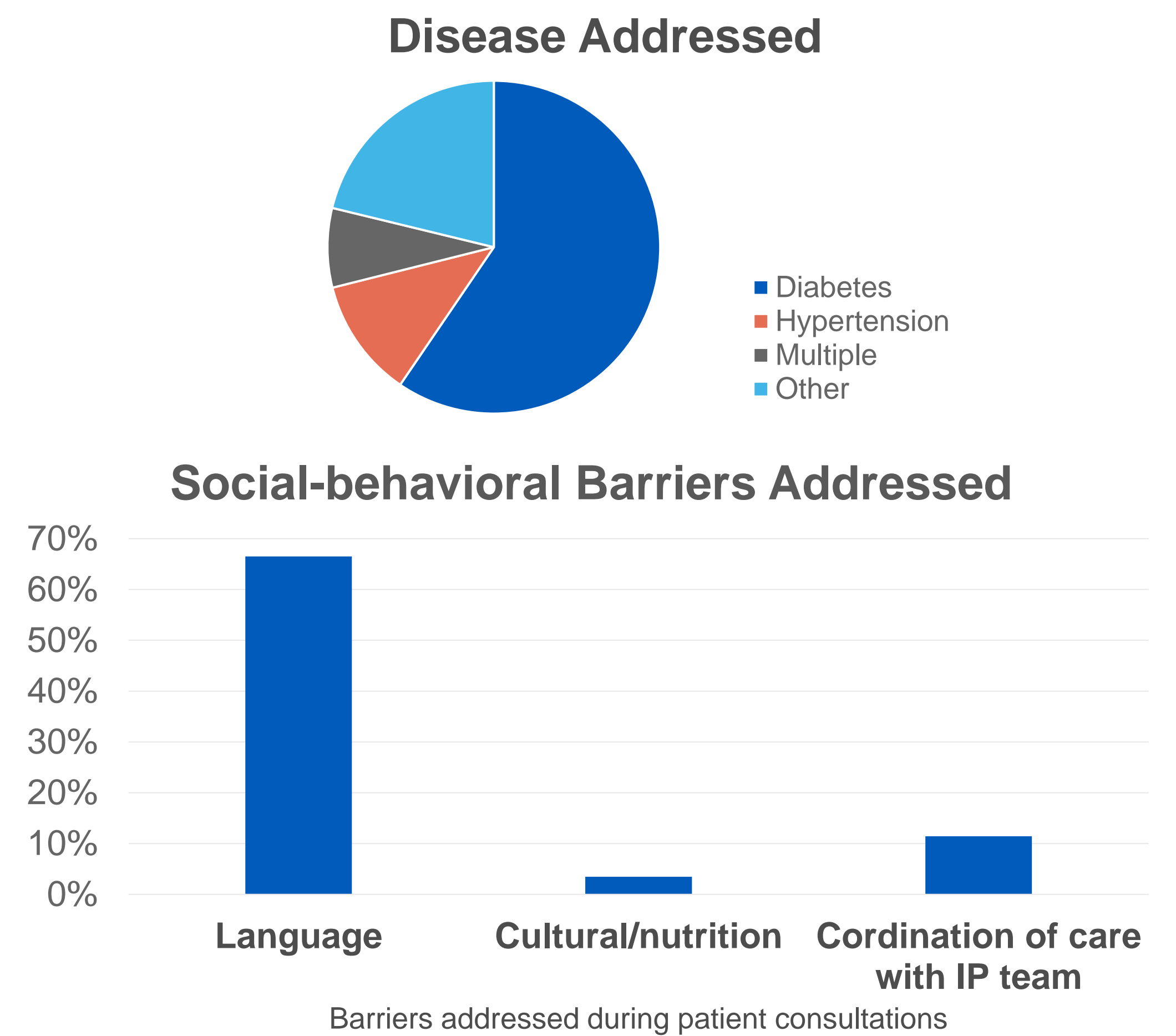
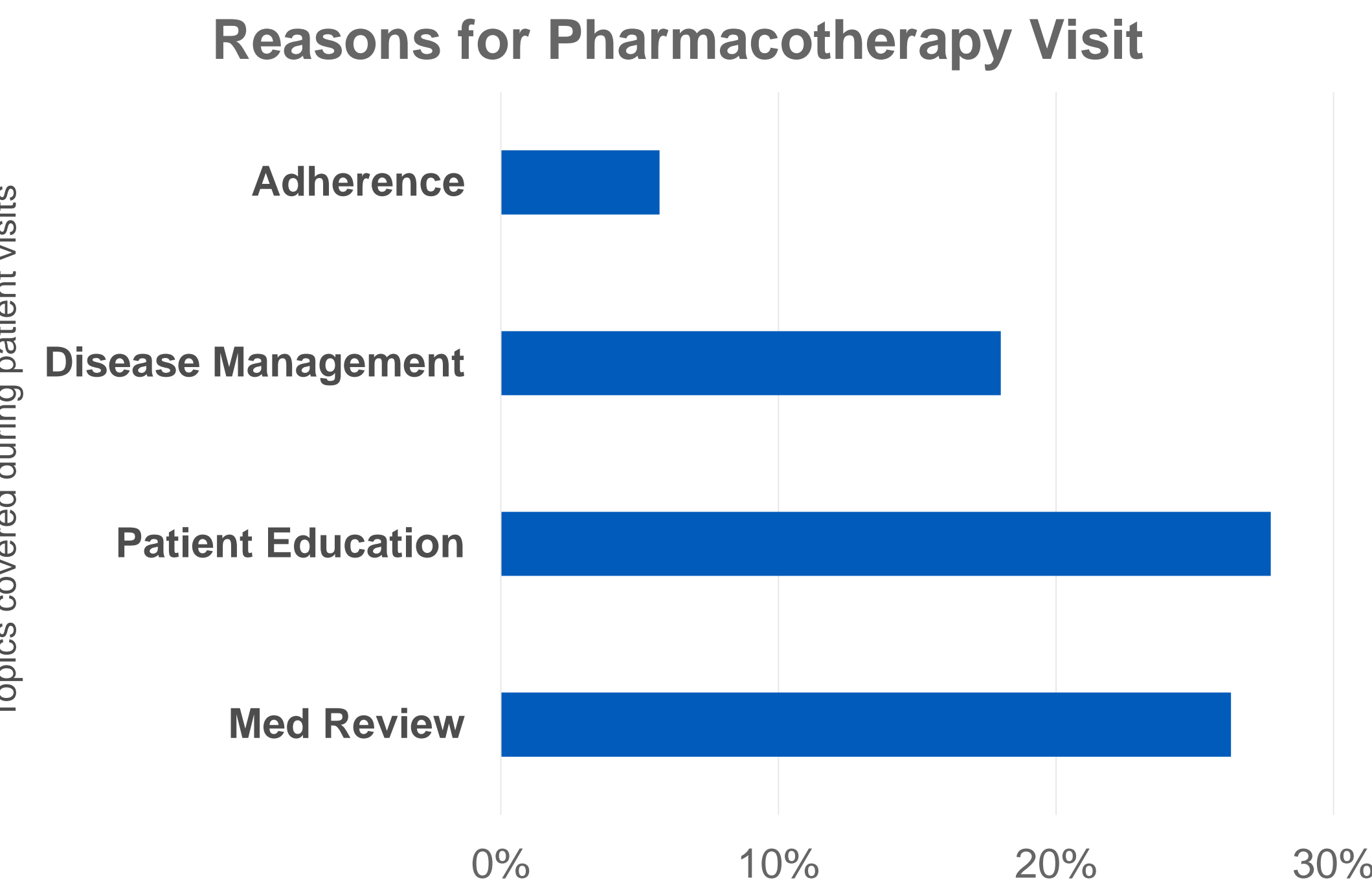
Results



UDS: Uniform Data System; APPE: Advanced Pharmacy Practice Experiences, IPPE: Introductory Pharmacy Practice Experience, PGY1: Postgraduate Year-1, PGY2: Postgraduate Year-2

Pharmacotherapy Service Pilot Data

- 359 patient consultations over 5 months
- 230 patient visits, 65 triages, 60 UDS, 4 curbside consults



Learner Training Plan and Evaluation

COEPA Subdomain	Training Module	Application
2.2 Communication	Language Line Solutions	Patient Visit/ Triage Documentation
2.3 Cultural and Structural Humility	Basic Nutritional Counseling (culturally specific) Oldwayspt.org website	Patient Visit/ Triage Documentation Referral
2.4 Person-centered care	Review of clinic resources WNY211 website	Patient Visit/ Triage Documentation Referral
2.7 Interprofessional Collaboration		Drug Information Triage Referral
2.8 Population Health and Wellness	Internal training	UDS Metrics Topic Discussions Provider Education

Domain Social-Structural Determinants	Likert Scale, Able to Identify and Assist/Address Policies that Address Structural DOH
Health and Healthcare Access	Medication related cost concerns Coordination of care with interprofessional colleagues Communicate and use translation services Provide information to patients with health literacy concerns Access to cultural food considerations Access to other cultural considerations
Economic Stability	Recommend resources to patients with food insecurity concerns Employment concerns
Education Access and Quality	Assist patients with educational programs
Neighborhood and Built Environment	Navigate transportation services for patients Delivery of Medications Crime/violence
Social and Community Context	Social and engagement with others in the community Racism Domestic Violence Legal Assistance

Conclusion

- Robust interprofessional pharmacotherapy services with a layered learning model resulted in a high-volume of engagement at a FQHC
- Additional information and tracking is needed to address social-behavioral barriers
- Further validation of evaluation tool is needed

References

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