

YOUTH-FRIENDLY PHARMACY SERVICES

*Bridging the Gaps: Eliminating Disparities in
Teen Pregnancy and Sexual Health*

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Don Downing, Clinical Professor
U. of WA School of Pharmacy

Disclosures

- ▶ Don Downing declares no conflicts of interest associated with his presentation.
- ▶ Support provided by Advocates for Youth
- ▶ Collaborative agreement rules pending for WA D.C. pharmacists
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Objectives

At the conclusion of this workshop, participants will be able to:

1. identify three ways to successfully engage pharmacy champions,
2. describe five essential characteristics of a youth-friendly pharmacy,
3. assess pharmacy and youth needs in order to ascertain the youth friendliness of local pharmacies,
4. define "collaborative practice" and discuss its potential value in reducing disparities in teen pregnancy and birth rates.

Engaging the Pharmacist

In Teen Pregnancy Prevention

My Engagement Philosophies

- ▶ Want it more than you're afraid of it
- ▶ See advice and cooperation, but not permission
- ▶ Seek compensation for services with value
- ▶ Don't engage in providing services just because you can; seek and provide services that are needed

Engaging pharmacists

- ▶ The “Don’ts” for NGOs
 - Don’t create a project without pharmacists & then expect them to buy-in when project launches
 - Don’t spend too much time and money searching for and “outing” pharmacists who refuse care
- ▶ The “Do’s”
 - Invite pharmacists to the table from the beginning
 - Support health policies that would incentivize pharmacists to participate
 - Direct patients/clients to pharmacists who care

Teen Pregnancy Prevention:

- ▶ Recruit pharmacists to help implement youth-friendly services



- ▶ Provide CE training to pharmacists & staff



- ▶ Collaborate with pharmacy organizations to promote pharmacists as health care resource for youth

Why Focus On Pharmacists?

- ▶ Only **15% of teens surveyed** knew pharmacists were an available resource for sexual health information and services
- ▶ Teens are interested in getting more education and services at the pharmacy (accessible and affordable)
- ▶ Youth-friendly pharmacy services can include rape referrals, contraception, LARC referrals, STI screening/referral, etc.

Why Focus On Pharmacists?

- ▶ Pharmacists are available without an appointment, on evenings, weekends and holidays
- ▶ Pharmacies are in inner cities, small rural communities and suburbs
- ▶ Perception by teens that pharmacies are safe to enter by themselves

Essential Characteristics of a Teen-friendly Pharmacy



**How can you
design a pharmacy to be
youth-friendly?**

Creating a teen-friendly culture

- ▶ The essential lessons:
 - Questioning your assumptions
 - Meeting teens where they are

Staff training:

- ▶ Consider the following regarding your personal feelings and comfort as a provider:
 - How comfortable are you talking with teens?
 - What are your feelings/beliefs about teen sexuality?
 - Are you able to separate your own values in order to educate and help treat patients?
 - How do you react when confronted with a situation that does not fit your expectations? Does the situation provoke feelings of anxiety and discomfort?
- ▶ Be prepared to refer the patient to an appropriate source of care if you are unable to provide it

Discussion case:

- ▶ A woman comes into your pharmacy and throws a prescription container at you that she found in her daughter's sock drawer. The prescription label came from your pharmacy and it was for a 1 Gram dose of azithromycin. Assuming that the youth was being treated for a chlamydia infection what do you do and say to the mom?

The Pharmacy's Environment

- ▶ Does it provide messaging that meets the needs of teens? Teen-friendly outside signs?
- ▶ Does it provide reasonable privacy at the counter?
- ▶ Does it provide a private place to talk with teens away from the prescription counter?

Preparing the Pharmacy Environment

- ▶ Post window signs welcoming teens and information about confidentiality
- ▶ Develop policies and procedures about confidential issues pertaining to youth and their families
- ▶ Offer private counseling in a separate room if possible
- ▶ Place confidentiality “tear off” sheets in aisles
- ▶ Educate ALL staff on teen care services

Separate Waiting Areas



Photo: Pharmacy Access Partnership

Confidential Consulting Room



Photo: Pharmacy Access Partnership

CONFIDENTIALITY CARDS

- Kiosk with request cards for EC (and other BTC items)
- Tear-off message to request EC non-verbally



“Dear Pharmacist, I would like to obtain emergency contraception. Please help me learn about this important back-up birth control method in a confidential way. Thank you.”



Photo: Pharmacy Access Partnership

Cultural Competence

- o Is your pharmacy providing a pharmacy environment



Assessment of Pharmacy and Teen Needs

Assess pharmacy and teen needs

- ▶ Pharmacy needs
 - Must make a profit to remain viable
 - Must depend on filling hundreds of prescriptions daily to make a profit
 - Must provide clinical care, counseling, etc. without any compensation
 - Must deal with many other patients with high care needs
 - Teen care: where on pharmacy's priority list?

Assess pharmacy and teen needs

- ▶ Teen needs:
 - Teens need to know what services pharmacies can offer to them
 - Teens need a safe place to go for care
 - Teens need an affordable place to go
 - Teens need a pharmacist who will not deny them care, chastise or judge them
 - Teens need to know that the pharmacist will provide confidentiality and not give them away to others
 - Teens need referrals to other services they need

Using the Internet

- ▶ Great for:
 - Advertising
 - Educating
 - Advocating
- ▶ Major hot spots for youth:
 - Facebook
 - Twitter
 - YouTube
 - Reddit
 - Pintrist



TEEN RIGHTS AND CONFIDENTIALITY

- ▶ To patients:
 - Inform teens of their rights
 - Ask if messages can be left on voicemail
 - Ask if information can be shared with parents

- ▶ To parents:
 - Inform them that teens have a legal right to consent and to privacy
 - Policy applies to all teens
 - Parents should know they can still ask questions and share concerns
 - Ask parents to wait in the waiting area

Explaining Confidentiality

“I want to offer the best service I can to your teen. To do that, I’d like to talk with _____ alone for a little while. Because we want _____ to talk openly, I need you to wait outside for a few minutes. I will call you back in soon.”



Ensuring Confidentiality with Patient Profiles

- ▶ Parents often need teens' profiles printed out for insurance/tax purposes.
- ▶ To ensure patient confidentiality, EC can be placed on a separate profile.
 - Ex. Sally Smith, 17 years old, with two profiles:
 - Smith, Sally
 - ECP–Smith, Sally
 - A note should be placed in each profile to notify the pharmacist of the other profile for drug–drug interaction analysis purposes.

How do we merge these needs?

- ▶ Pharmacists can generate revenues from meeting the needs of teens...
 - Pharmacists must be able to bill for teen prescriptions without generating an EOB
 - Health policy changes can change the value equation for both pharmacists and teens
 - Pharmacist enlightenment on teen needs can generate new customers through new privacy spaces, signs, and attitudes
- ▶ Pharmacist referrals to teen-friendly clinics & vice versa

Collaborative Practice Agreements (CPAs)

A.k.a. Collaborative Drug Therapy
Management Agreements (CDTAs)

Collaborative Practice Agreements

- ▶ Collaborative practice agreements (CPAs) establish coordinated care between pharmacists and other providers of care
- ▶ Allow pharmacists to initiate specified prescriptions
- ▶ Are available in most states...but not all

CPAs and teen pregnancy prevention

- ▶ Emergency contraception (& other contraception) often cost too much for teens to purchase OTC
- ▶ A CPA allows pharmacists to initiate an Rx for OTC or Rx contraception and bill it with no deductible and no co-pay

CPAs and teen pregnancy prevention

- ▶ Teens need contraception on evenings, weekends and holidays
- ▶ Pharmacists with CPAs can provide contraception even if teen has no PCP or the PCP is unavailable
- ▶ A CPA with OB/Gyns helps provide a relationship for LARC, STI, and other referrals

CPAs and teen pregnancy prevention

- ▶ CPAs can be created that require pharmacists to acquire additional pregnancy prevention training
- ▶ That allow pharmacists to provide “Depo” injections (not to mention HPV, etc.)
- ▶ That may satisfy healthcare insurers QA needs for payment for pharmacy services

STI Prevention & Treatment

▶ At the pharmacy...

- Promote safe sex and condom use
 - Educate on condom use
 - Remind OCs do not protect against STI
 - STI treatment (ie. drug info, abstinence period to avoid transmission)
- Offer referrals for STI testing and treatment
- Promote partner treatment
 - Call provider and ask for Rx for partner
 - Collaborative protocols for pharmacist provision, if available in your state

Abuse and Neglect

- ▶ Pharmacists are mandatory reporters of child abuse
 - Legally required to report signs of abuse from a parent or legal guardian of children and/or disabled adults
 - Required reports do not violate medical confidentiality law
 - Immunity from liability for reports made in good faith
- ▶ Make a child abuse report if you discover facts that lead you to know or reasonably suspect a child/teen/disabled adult is a victim of abuse
 - Scope of performing ordinary professional duties
 - According to standards of care

Conclusion

- ▶ Teens represent a unique patient population
- ▶ Pharmacists can help
 - In the neighborhood & available evenings, weekends, and holidays
 - Provide needed information about sexual and reproductive health and medications
 - Offer no-cost contraceptives via CPAs
 - Offer tools and support to address social and health needs
 - Make effective referrals available

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- ▶ Don Downing, dondown@uw.edu; 206–616–4587; University of Washington School of Pharmacy