



**JZS-Patient Access to Pharmacy
Care Survey Conducted July 12 -
July 13, 2022**

Methodology

- John Zogby Strategies was commissioned by the Future of Pharmacy Care Coalition to conduct a nationwide, online survey sampling 1,000 adults age 64 and older. John Zogby Strategies conducted this survey from July 12, 2022 to July 13, 2022.
- Each invitation for the nationwide survey was password coded and secured so the IP addresses were not tracked as well as to prevent each respondent from taking the survey more than once.
- The margin of error for the sample of the 1,009 64+ year olds is +/- 3.1 percentage points. (The total sample was actually 1009. Sometimes there is a lag between the command to lock the survey and respondents' ability to access. We included in our analysis the 9 respondents on top of the 1,000 sample.) **Subsets of the data have a larger margin of error than the whole data set.**
- While additional factors can create error, such as question wording and question order, JZS took steps to reduce such error. Slight weights were applied to age, gender, and race.

Sample Characteristics

Demographics	Americans Age 64+ (N= 1,009)
Gender	Men = 448 Women = 561
Race Group A	White = 760 Black = 90 Hispanic = 90 Asian = 50 Other = 14
Race Group B	White = 760 Not white = 245
Income Level	<\$25K = 164 \$25K - \$35K = 144 \$35K - \$50K = 184 \$50K - \$75K = 189 \$75K - \$100K = 117 \$100K - \$200K = 148 \$200K+ = 31
Geographic Region	East = 220 West = 225 South = 365 Central (Great Lakes) = 199

Executive Summary/Analysis of Findings

The main purpose of this survey was to gauge patient experience accessing pharmacy care during the Covid-19 pandemic. We wanted to measure senior Americans' (age 64+) overall opinions and perceptions of pharmacists' ability to meet care needs, especially in the context of the pandemic. We also wanted to discover whether an expectation for pharmacies to take on a broader role in care has been created because of the pandemic. With such a shift in expectations there should be a matching shift in policy for covering pharmacy care costs.

Patient Experience Accessing Pharmacy Care During Covid-19 Pandemic

- More than 4 in 10 respondents (45%) noted an overall greater reliance on pharmacists (much more and somewhat combined) to receive Covid/other viral treatments such as testing, vaccination, etc. (Q3 Frequencies)
- Greater than a third (34% - representing the overall plurality) of respondents stated they rely on their pharmacist to stay safe from infectious diseases because their pharmacist is the most accessible provider to them. This response bumped up to 4 in 10 (40%) among non-white respondents. The second most widely-selected option to explain why respondents rely on pharmacists for safety from infectious diseases was because respondents trust their pharmacists to provide the best care for them – 30% of the sample provided this explanation. **Hispanic respondents stated they rely on their pharmacist to stay safe because of accessibility at a rate of 45%. (Q12 Frequencies)**

Overall Opinions and Perceptions of Pharmacists' Ability to Meet Care Needs

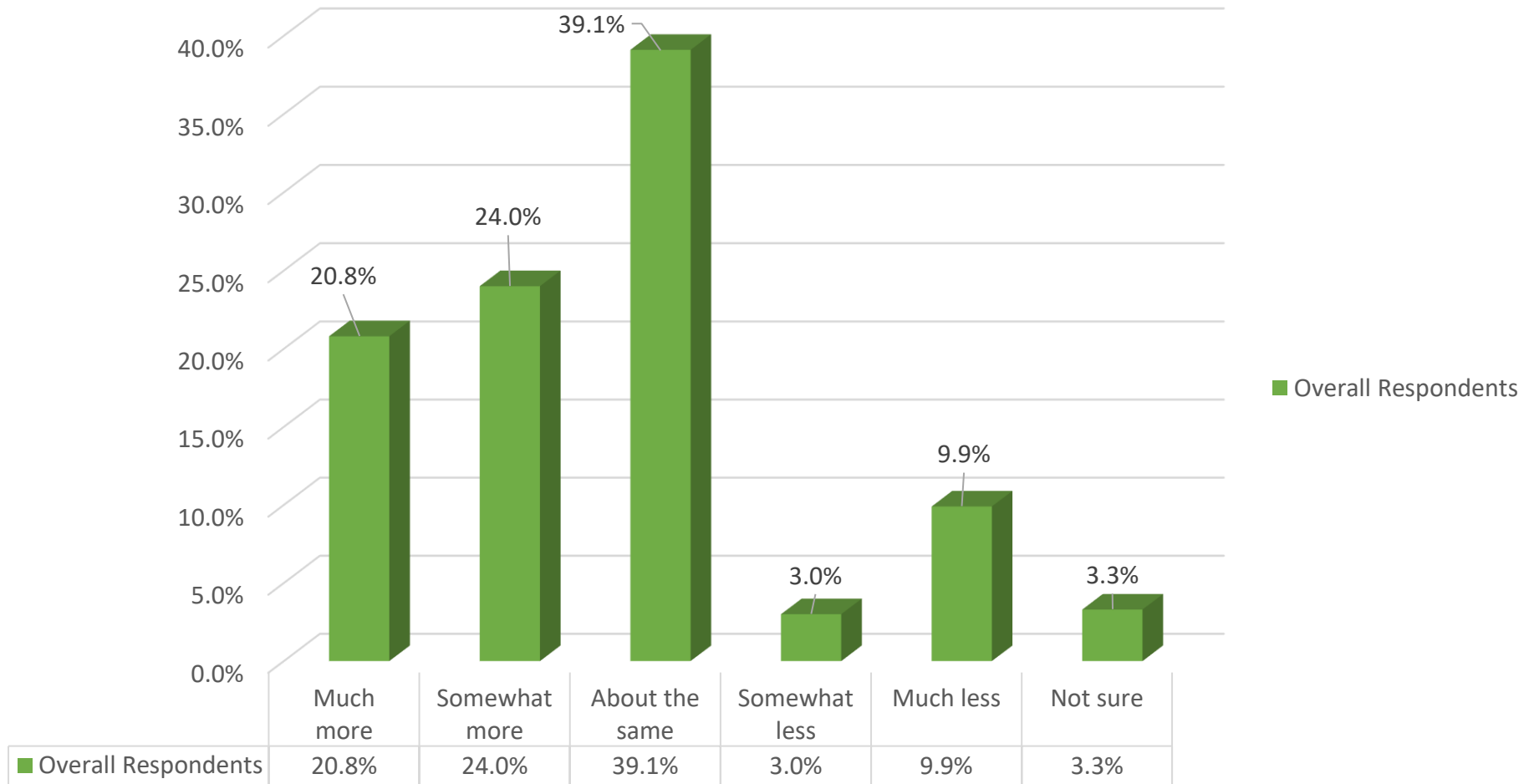
- Above 6 in 10 (65%) respondents agreed overall (strongly and somewhat combined) that they're more likely to go to their local pharmacist to get treatments (e.g., vaccines, testing, and prescriptions) for Covid-19 and other infectious diseases. **Nearly three-quarters (73%) of Hispanic respondents agreed overall (strongly and somewhat combined) that they're more likely to go to their local pharmacies for such treatment. (Q6 Frequencies)**
- A figure approaching 9 in 10 (85%) respondents agreed overall (strongly and somewhat combined) that they want Congress to ensure older Americans have access to a broader array of pharmacist services, including testing, vaccination, etc. for infectious diseases like flu, strep and RSV. The intensity of this opinion was on display as among those in overall agreement, 54% strongly agreed. Meanwhile, easily fewer than 1 in 10 (only 7% overall) disagreed with the view of wanting Congress to ensure such access. (Q7 Frequencies)

Executive Summary/Analysis of Findings (Cont'd)

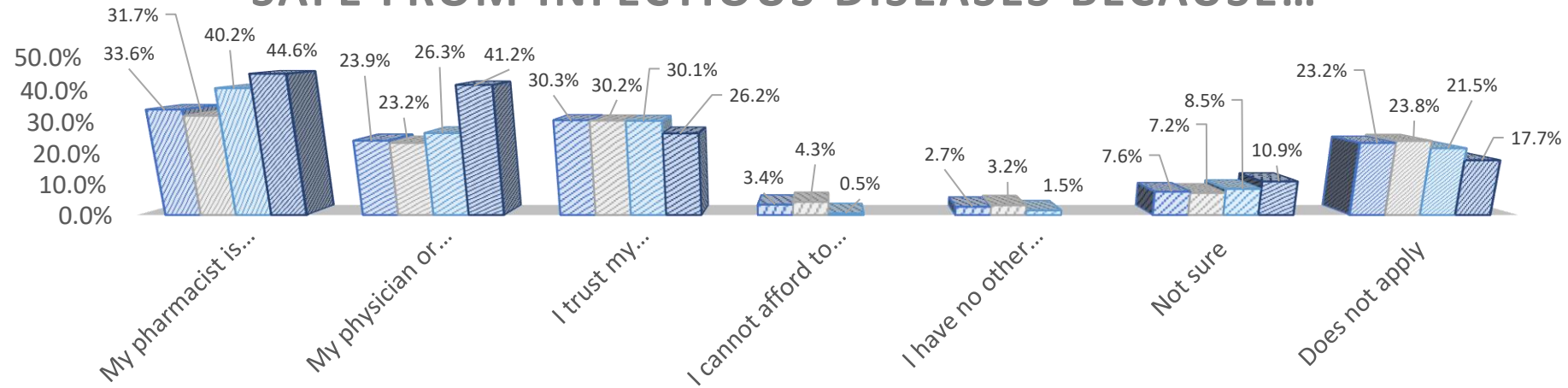
Greater Expectations for Pharmacies to Take on a Broader Role in Care

- Just above 8 in 10 (80% overall) respondents agreed that they want local pharmacy access to vaccines, testing and treatments for flu, strep or future pandemic infections. Nearly 6 in 10 (57%) non-white respondents strongly agreed with this overall sentiment. **And that number climbed above 6 in 10 (62%) among Hispanic respondents, who, when combining “strongly” and “somewhat” reached nearly 9 in 10 (89%) in overall agreement. (Q4 Frequencies)**
- Just under one half (49%) of respondents strongly agreed that the government should reimburse pharmacists for providing testing and treatments for pandemic and other infectious diseases. Including the “Somewhat Agrees” brought those in overall agreement with this sentiment up to 82%; an overwhelming majority in favor. Only 8% disagreed overall (somewhat and strongly combined). **Among Hispanics, more than 9 in 10 (91%) respondents agreed overall (strongly and somewhat combined) with this statement. (Q5 Frequencies)**
- Almost three-quarters (72%) of respondents reported overall concern (very and somewhat combined) at the prospect of not reliably accessing vaccines, testing, or treatments from local pharmacists during future pandemic or public health threats. This prospect really hit home among non-whites as a clear majority (53%) of them felt very concerned, compared to 35% of white respondents and 39% of the total sample who felt the same level of concern about no such reliable access at local pharmacies. **The poll revealed an even greater level of intense concern among Hispanics: 56% of this group’s respondents said they were “very concerned” at the prospect of not reliably accessing these treatments from their local pharmacies. (Q8 Frequencies)**

Q3: During the ongoing pandemic, did you rely on pharmacists to get services – such as testing, vaccination, and treatment for COVID-19 or other viruses?

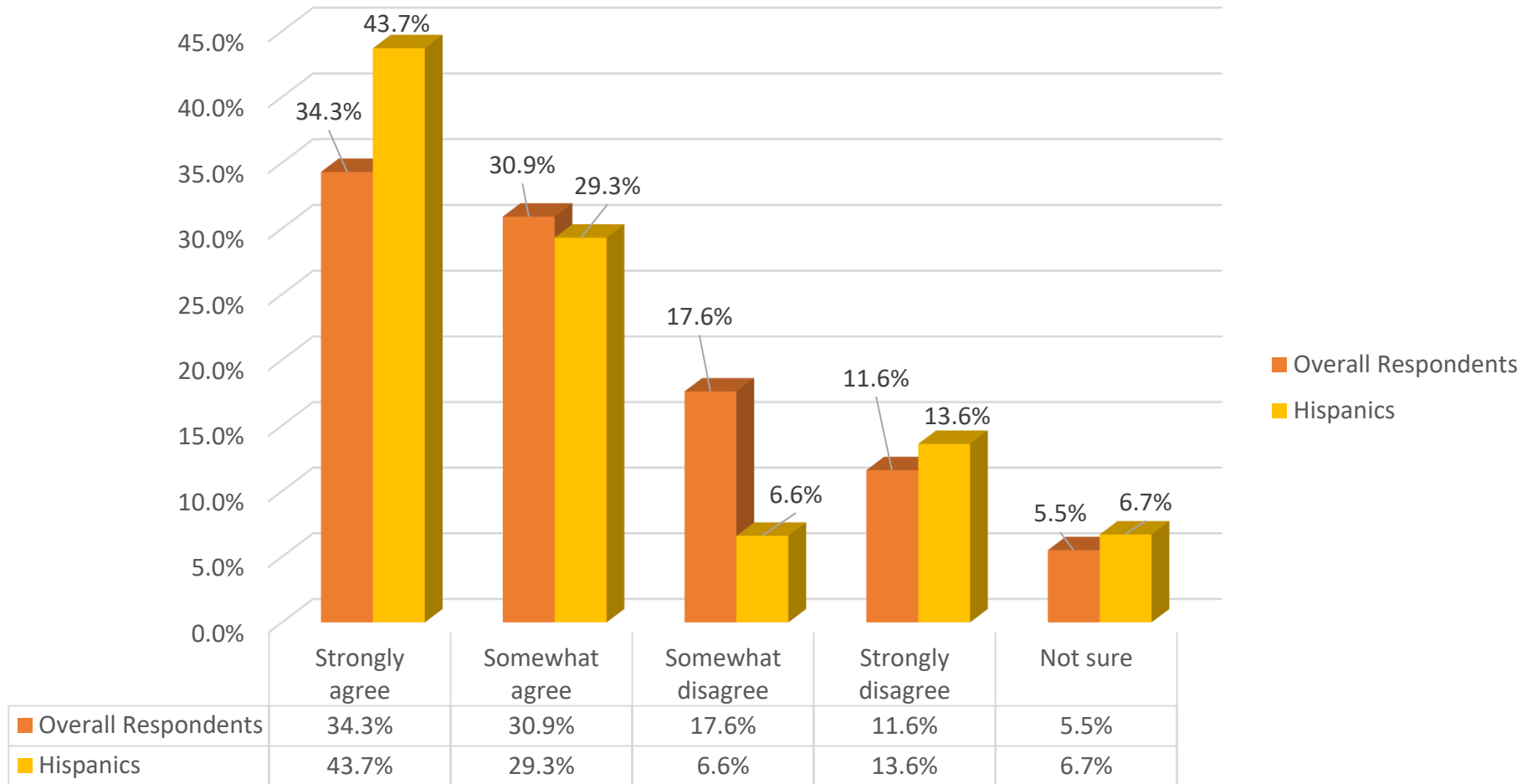


Q12: I RELY ON MY PHARMACIST TO HELP ME STAY SAFE FROM INFECTIOUS DISEASES BECAUSE...

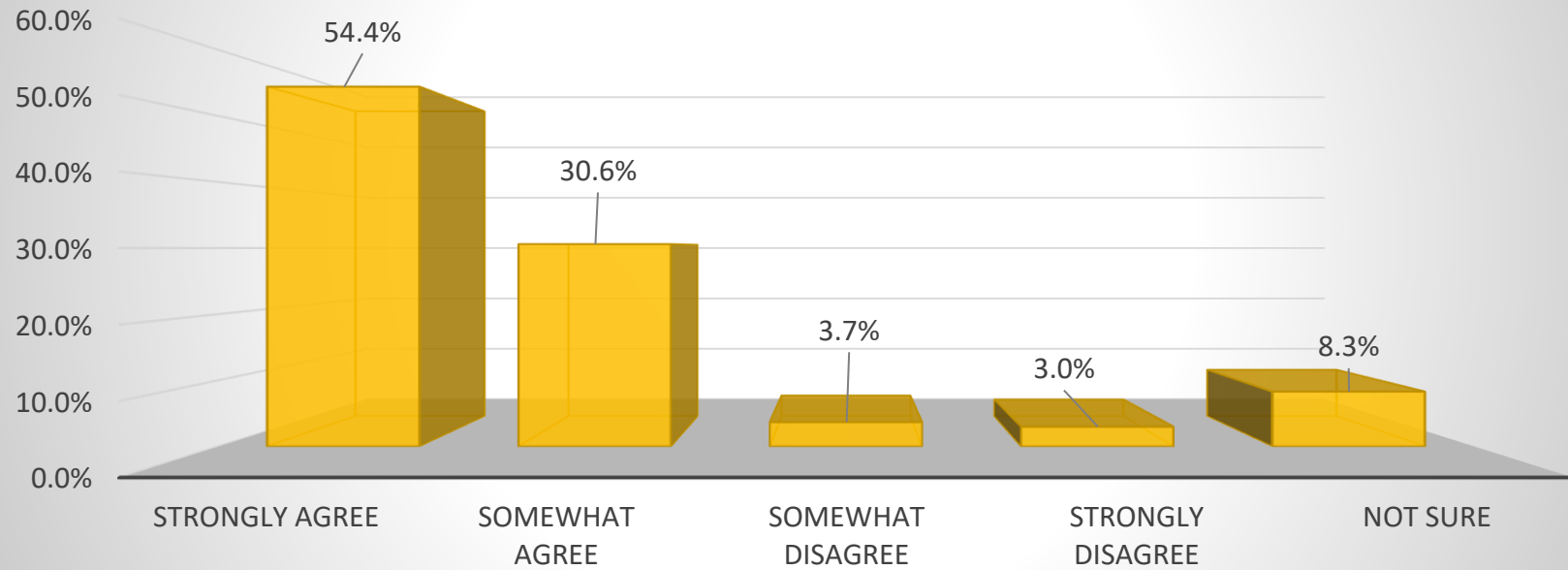


	My pharmacist is the most accessible provider for me	My physician or other health care provider recommend I get these types of services from a pharmacist	I trust my pharmacist to provide the best care for me	I cannot afford to get these services elsewhere	I have no other options for my care	Not sure	Does not apply
Overall Respondents	33.6%	23.9%	30.3%	3.4%	2.7%	7.6%	23.2%
White Respondents	31.7%	23.2%	30.2%	4.3%	3.2%	7.2%	23.8%
Non-white Respondents	40.2%	26.3%	30.1%	0.5%	1.5%	8.5%	21.5%
Hispanics	44.6%	41.2%	26.2%			10.9%	17.7%

Q6: I am more likely to go to my local pharmacist to get vaccines, testing, and prescriptions for treatments for COVID-19 and other infections, like the flu or strep, than any other health care provider.



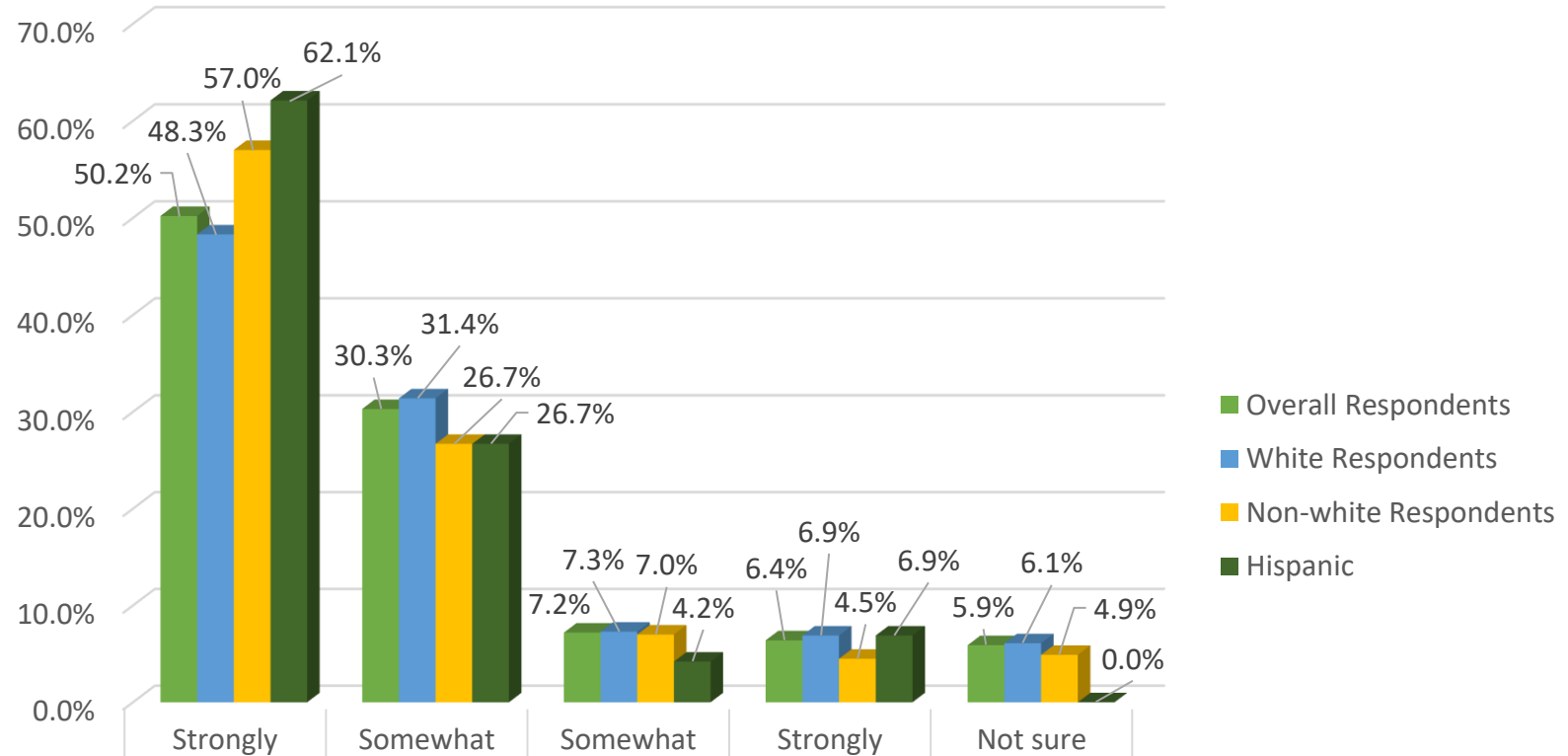
Q7: I want Congress to ensure that older Americans have access to a broader array of services from pharmacists such as testing, vaccination, and treatment for infections like flu, strep, and RSV.



	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree	Not sure
Overall Respondents	54.4%	30.6%	3.7%	3.0%	8.3%

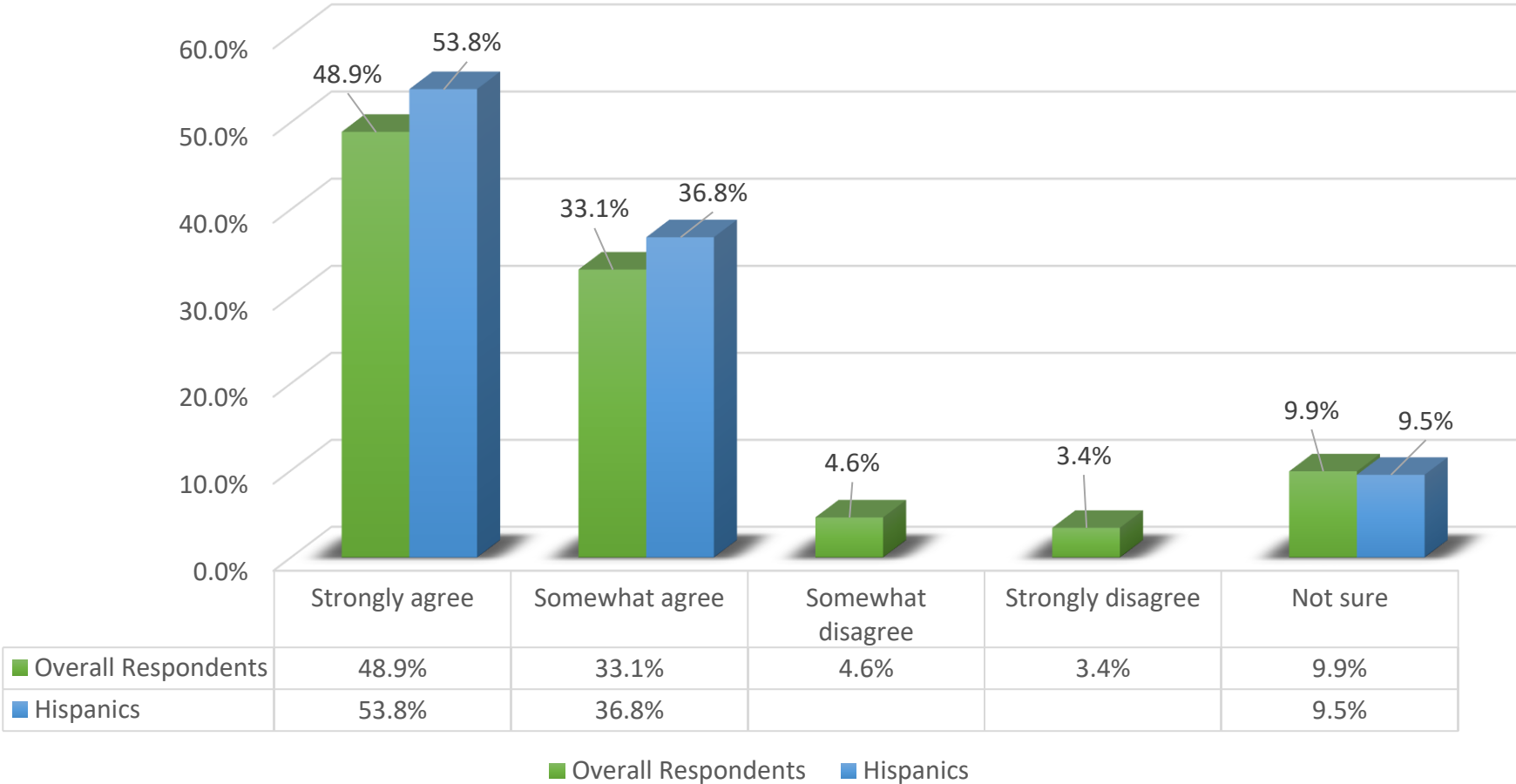
Overall Respondents

Q4: I want to be able to access vaccines, testing and treatments for flu, strep, or future pandemic infections from my local pharmacist.

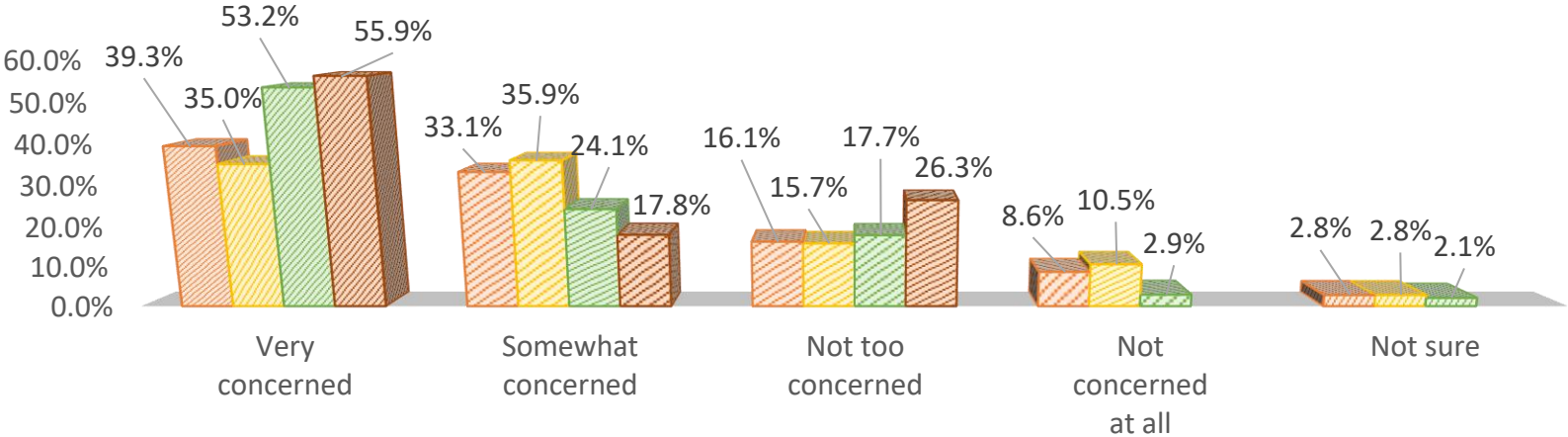


Overall Respondents	50.2%	30.3%	7.2%	6.4%	5.9%
White Respondents	48.3%	31.4%	7.3%	6.9%	6.1%
Non-white Respondents	57.0%	26.7%	7.0%	4.5%	4.9%
Hispanic	62.1%	26.7%	4.2%	6.9%	0.0%

Q5: The government should reimburse pharmacists for providing testing and treatments for pandemic- and other transmissible infections such as flu or strep.



Q8: HOW WOULD YOU FEEL IF YOU COULD NOT RELIABLY ACCESS VACCINES, TESTING, OR TREATMENTS FROM YOUR LOCAL PHARMACIST IN A FUTURE PANDEMIC OR PUBLIC HEALTH THREAT?



	Very concerned	Somewhat concerned	Not too concerned	Not concerned at all	Not sure
Overall Respondents	39.3%	33.1%	16.1%	8.6%	2.8%
White Respondents	35.0%	35.9%	15.7%	10.5%	2.8%
Non-white Respondents	53.2%	24.1%	17.7%	2.9%	2.1%
Hispanics	55.9%	17.8%	26.3%		