Impact of a pharmacist-extender training program to improve non-influenza vaccination rates within a single division of a large, national supermarket chain pharmacy

Percy J, Crain J, Hohmeier K, Rein L, Atchley D, Marchetti M

University of Tennessee Health Science Center – College of Pharmacy/Kroger Pharmacy

Background: Common barriers to providing successful vaccination services as identified by pharmacist-extenders include lack of time, staff engagement, and staff support. It is unknown if these barriers are actual or perceived. Engagement of pharmacy technicians as pharmacist-extenders has previously been shown to overcome implementation barriers for other patient care services in the community pharmacy setting.

Objectives: To assess the impact of a targeted training program on non-influenza (pneumococcal and zoster) vaccinations for pharmacist-extenders (technicians and pharmacy interns) on improving vaccination rates versus usual care. A secondary objective will be to measure changes in pharmacist extenders’ role perceptions surrounding vaccination services before and after the training program.

Methods: This study is a pre-post, quasi-experimental study designed to assess a formalized vaccination training program for pharmacy technicians and pharmacy interns. Study sites included twenty community pharmacies spanning from Nashville to Knoxville, TN. A pharmacist-extender focused training program was developed by an expert panel of pharmacists within the organization to assist pharmacists by identifying and expanding pharmacist-extender roles in pharmacy workflow. The study was conducted in four phases. Phase 1: An online pre-survey, via the Qualtrics survey platform, assessed pharmacist-extender’s self-described pharmacy knowledge, beliefs, and barriers to providing successful vaccine services to patients. Phase 2: Pharmacist-extenders accessed a webinar, identifying key concepts of the non-influenza training program, followed by onsite training. This training educated pharmacist-extenders on how to successfully identify patients eligible for pneumococcal and/or zoster (shingles) vaccines. Pharmacist-extenders were trained to flag vaccine eligible patients using patient counseling notes. Phase 3: A post-survey was distributed to assess perceptions after the training program. Phase 4: A series of semi-structured interviews were conducted using the Consolidated Framework for Implementation Research (CFIR) guide to assess pharmacist-extender training program implementation. Non-influenza vaccination rates were collected and analyzed from January 2018 through March 2018 and compared to the same time period from the previous year. Descriptive and inferential statistics will be reported, and a paired t-test will compare vaccination rates and survey results before and after training intervention. This research has been approved by the University of Tennessee Health Science Center (UTHSC) Institutional Review Board (IRB).

Results: Results pending

Conclusion/implications: Pending results