

## Background

- Pharmacist interns are often **underutilized** to complete clinical services in community pharmacies
- Interns may not possess a **clear job description or training**
- Interns often work **limited hours**
- Purpose of this study is to create a monthly training workshops on clinical tasks

## Objectives

- Primary Objective:** Observe the percent change in MTM effective rate following a monthly intern workshop in one regional division of a large community pharmacy chain
- Secondary Objective:** Observe the percent change in ready rate, medication synchronization, and auto-refill program enrollment

## Methods

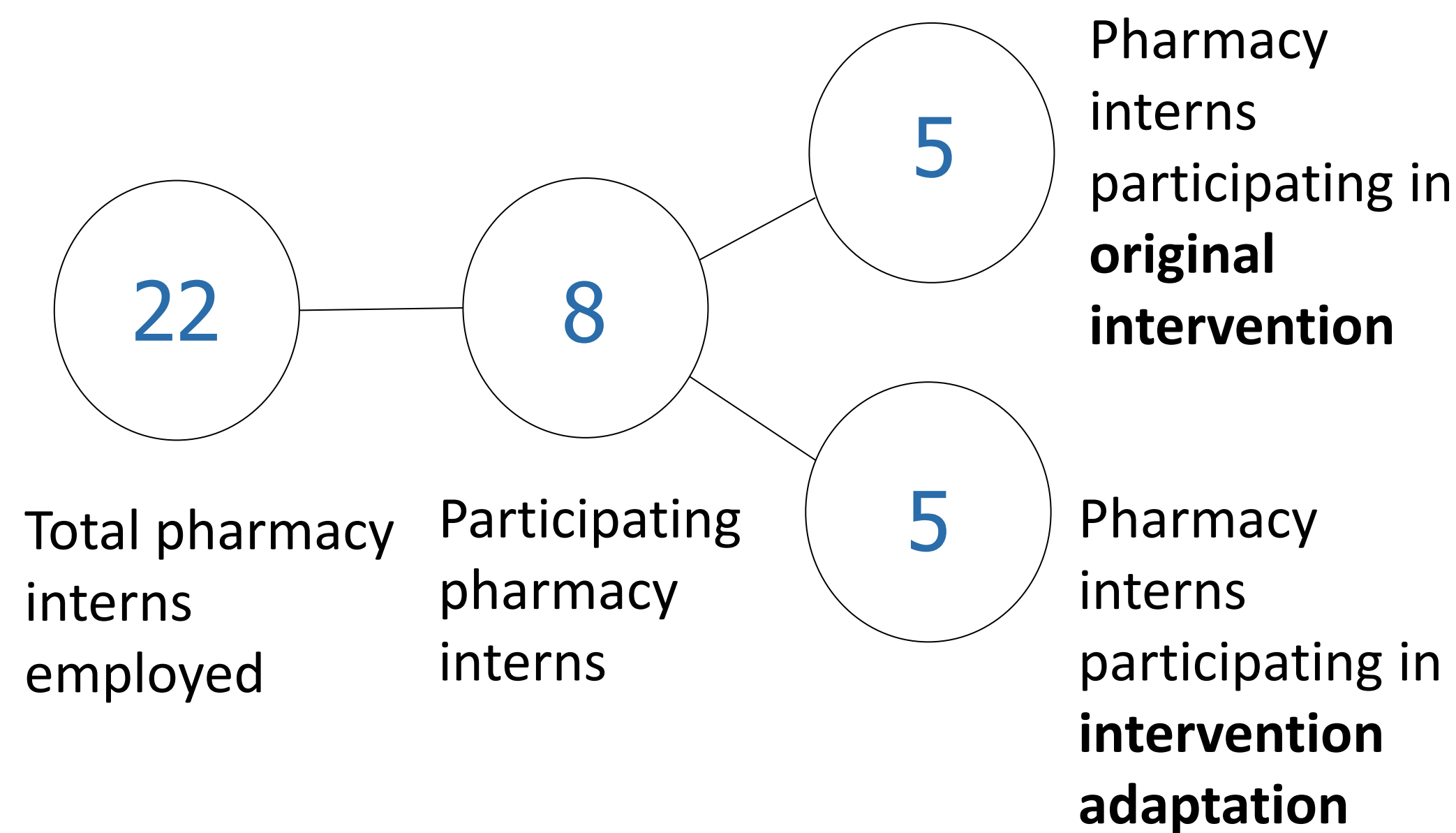
<b>Design</b>	<ul style="list-style-type: none"> <li>Quasi-experimental pre-post design</li> <li>Intervention group will consist of pharmacies with interns that are participating in the intervention</li> <li>Control group consists of pharmacies with interns that are not participating in the in the intervention</li> <li>This project has been Institutional Review Board approved.</li> </ul>
<b>Inclusion Criteria</b>	<ul style="list-style-type: none"> <li>Pharmacist interns currently working</li> <li>Surveys were provided via email to assess prior knowledge and interest in participation.</li> </ul>
<b>Setting</b>	<ul style="list-style-type: none"> <li>Market service area of a large grocery chain</li> <li>6 pharmacies</li> </ul>
<b>Evaluation</b>	<ul style="list-style-type: none"> <li>Percent change in MTM completion rate for Oct 2020-Feb 2021 was compared to Oct 2021-Feb 2022</li> </ul>
<b>Data Analysis</b>	<ul style="list-style-type: none"> <li>Student t-test</li> </ul>

## Intervention Implementation

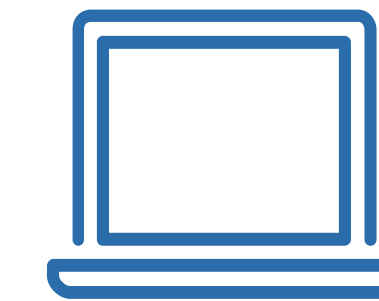
### Enrollment Strategies

- Emails to manager**
- Google Forms** used to collect information from interns
  - Workshop Interest Form** used to assess interest in participating in additional training in clinical services
  - Knowledge Check Form** used to assess current knowledge and experience level with different clinical services
- Text messages**
- GroupMe** used to engage interns and foster comradery
- Emails** used to update participants on workshop and challenge dates

### Enrollment



### Original Intervention Strategy

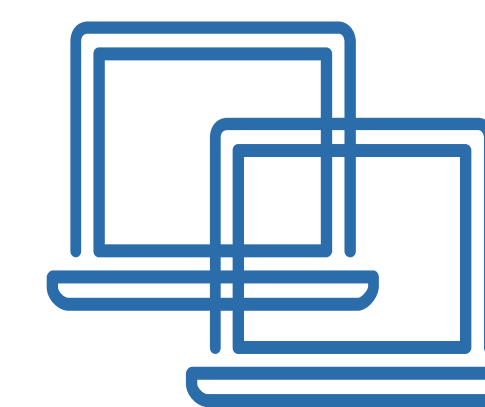


**Virtual Workshop**  
Monthly one-hour virtual workshops held with a different topic each month. Interns were compensated for their time.



**Challenges**  
Contests with monetary incentives were held each month

### Intervention Adaptations



**Increased Sessions**  
Increased the number of times workshops were available to provide more time options for participants with different availability



**In-Person Workshop**  
In-person two-hour workshop that covers past workshops with heavy focus on medication synchronization and MTM services

### Uptake of Intervention Version

	OCT.	NOV.	DEC.	JAN.	FEB.
<b>Intro to integrated clinical platform and MTMs</b>	1 intern		1 intern		3 interns
<b>Routine Immunizations</b>		1 intern each session		2 interns in 1 session	
<b>Medication Synchronization</b>			3 interns		2 interns
<b>Hypertension and Diabetes</b>	1 challenge 1 intern	3 challenges	3 challenges	3 challenges	3 challenges
<b>Cholesterol testing and Hyperlipidemia</b>					

## Lessons Learned

### Unanticipated Barriers

- We were unable to recruit a substantial number of interns and unable to test the objectives
- Many of the interns were first year pharmacy students that needed time to acclimate to school before participating in clinical services
- Due to staffing opportunities and challenges, interns were unable to dedicate as much time to clinical interventions

- Providing monetary incentives may not be adequate to motivate participation if other barriers exist
- Facilitators**
- Working with pharmacy managers ensured that all interns were present for in-person workshops

## Future Directions

- Recommend using a projected calendar with dates and times to address any time conflicts ahead of time
- Discussions with pharmacy managers to include clinical services as part of work rotation for interns
- It would be beneficial to continue to work with pharmacy managers to identify ways to motivate interns to participate the workshops and provide clinical services

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