Independent Pharmacists find patient care highly important, but reimbursement and contracting with payers and manufacturers to be barriers to good care. That said, they anticipate spending more time counseling patients, which is the #1 area they are most excited for as their pharmacy role evolves.

"Sometimes we are so busy that we don't have enough time to spend with the patients, so maybe being able to afford enough help to impact the patient’s medication therapy." - Independent Pharmacist

"The communication from the pharmacy to the providers office has greatly increased and is effective but there is very little communication from the providers office to the pharmacy with the messaging they are giving to the patients." - Independent Pharmacist

% of Time Spent On...
(in a typical week)

- Filling prescriptions: 24%
- Business operations: 13%
- Counseling patients: 8%

21% spend time educating patients on medication safety and side effects.

Time Should Spend/Expect To Spend on Activities

Current:
- Counseling patients: 53%
- Insurance/reimbursement-related: 13%

5 Years:
- Counseling patients: 57%
- Insurance/reimbursement-related: 31%

% Looking Forward to a greater role in...

- Patient Care: 79%
- Healthcare: 69%

% Feel Will Help to Mitigate Barriers to Good Care

- Building relationships w/prescribers: 72%
- Staff augmentation: 51%
Pharmacy Profiling

Occupation

Registered Pharmacists 96%

Pharmacist Profile

- Avg. # years working in occupation: 17
- Avg. # patients in past month: 1,109
- Avg. # prescriptions filled in past month: 4,364

Decision Making Authority

- Influencer: 9%
- Group of Decision Makers: 32%
- Final Decision Maker: 59%

Base: Independent (n=68)

Q100. Which of the following best describes your occupation? | Q100a. Are you also a Registered Pharmacist (RPh)? | Q101. Which of the following best describes the type of pharmacy that you work in? | Q102. Which of the following Pharmacy Benefits Managers (PBMs), if any, is your pharmacy affiliated with? | Q103. Which of the following best describes your decision-making authority with regards to drug stocking and purchasing decisions? | Q104. How many years have you been working as a [Occupation from Q100]? | Q105. Approximately how many patients did you see in the past month? | Q106. And, thinking of the past month, how many prescriptions did your pharmacy fill? | Q400. In which state is your pharmacy located? | Q401. In which of the following types of settings is your pharmacy located?
Time Should Spend/Expect To Spend on Activities

- Half of Independent pharmacists feel they should be spending more time counseling patients, followed by MTM and preventative screenings, which may be a reality in the future.

In 5 Years

- Counseling patients: 6% should spend more time, 57% will spend more time.
- Medication therapy management: 6% should spend more time, 68% will spend more time.
- Preventative care screenings: 6% should spend more time, 51% will spend more time.
- Administering immunizations: 9% should spend more time, 47% will spend more time.
- Business operations: 7% should spend more time, 40% will spend more time.
- Communicating w/ MDs/other HCPs: 16% should spend more time, 38% will spend more time.
- Managing pharmacy inventory: 24% should spend more time, 29% will spend more time.
- Helping patients manage access challenges: 12% should spend more time, 50% will spend more time.
- Purchasing-related activities: 25% should spend more time, 26% will spend more time.
- Insurance/reimbursement-related: 18% should spend more time, 31% will spend more time.
- Front-end store management: 16% should spend more time, 26% will spend more time.
- Compounding*: 26% should spend more time, 29% will spend more time.
- Data reporting: 24% should spend more time, 22% will spend more time.
- Filling prescriptions/dispensing medication*: 5% should spend more time, 40% will spend more time.
- Urgent care/on-site clinic: 12% should spend more time, 40% will spend more time.

Base: Independent (n=68) Q203. Using the scale below, please indicate whether you feel you should be spending more, less, or the same amount of time on each of the following types of activities in your current role. | Q204. And now, thinking ahead to 5 years from now, how (if at all) do you think your time spent on the following activities will change? *Registered Pharmacists Only
Barriers to Good Care

- Reimbursement and contracting with manufacturers/payers are top barriers to good care.

<table>
<thead>
<tr>
<th>Barriers to Good Care</th>
<th>Net Barrier (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reimbursement</td>
<td>65% 20%</td>
</tr>
<tr>
<td>Contracting with payers</td>
<td>60% 25%</td>
</tr>
<tr>
<td>Contracting with Manufacturers</td>
<td>62% 22%</td>
</tr>
<tr>
<td>Lack of staff/bandwidth</td>
<td>28% 51%</td>
</tr>
<tr>
<td>Medication availability</td>
<td>29% 51%</td>
</tr>
<tr>
<td>Time spent communicating w/ HCPs</td>
<td>42% 37%</td>
</tr>
<tr>
<td>Time spent managing the store/business</td>
<td>23% 56%</td>
</tr>
<tr>
<td>Inventory management</td>
<td>12% 60%</td>
</tr>
<tr>
<td>Time spent stocking the pharmacy</td>
<td>7% 56%</td>
</tr>
<tr>
<td>Dispensing medications</td>
<td>12% 43%</td>
</tr>
<tr>
<td>In-house compounding</td>
<td>9% 38%</td>
</tr>
</tbody>
</table>

- Significant barrier

Other Perceived Barriers to Good Care*

- **Cost / Price (NET)**: 41%
- **Coverage from insurance**: 19%
- **Reimbursement rates**: 16%
- **Affordable / good price**: 7%
- **Profit**: 7%
- **Customer Service (NET)**: 22%
- **Lack of Pharmacist time**: 9%
- **Communication / consultation**: 6%
- **PBM requirements**: 15%
- **Patient Related Issues (NET)**: 12%
- **Lack of patient knowledge**: 6%
- **Prescriptions / Medication Related (NET)**: 9%
- **Accessible**: 6%

*Responses <5% have been excluded from chart.

Base: Independent (n=68) | Q300. Using the scale below, please indicate the extent to which each of the following are barriers to providing good care to your patients. | Q301. What else, if anything, do you perceive as barriers to providing good care to your patients?