

fip INTERNATIONAL FEDERATION OF PHARMACEUTICAL ASSOCIATIONS **Pfizer**

An International Survey On Pharmacists' Views On Their Changing Roles

Supported by a Grant from Pfizer in Collaboration with FIP



August 2010

This survey was a collaboration between FIP and Pfizer. APCO insight a global independent opinion research company was commissioned by Pfizer and was responsible for all aspects of the conduct of this study. FIP provided guidance at every step of the research process from methodology design, development of the questionnaire and presentation of the results.

Research Objectives

This study aims to better understand the **needs, concerns and attitudes** of pharmacists, gaining **insight** into what issues are most important to them.

- Attitudes on the practice of pharmacy in general
- Favorable or unfavorable trends in their own practice
- Experience and assessment of third parties impacting pharmacist-patient relationships
- Key burdens impacting practice
- Regulations or policy which may impact on future practice
- Assessment of health policy environment
- Interest or support for reform proposals
- Assessment of potential allies in quality health care, and
- Interest/propensity to become advocates for reform

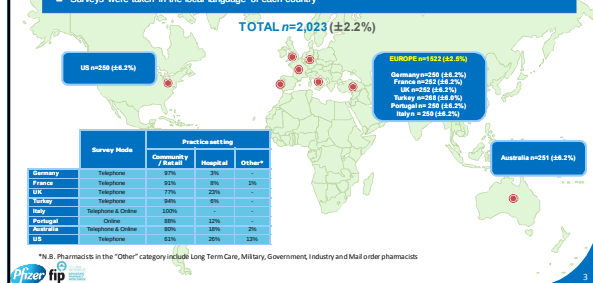


2

Methodology Overview

Quantitative Research

- Surveys in 8 countries
- Comprehensive, representative sample frames stratified among hospital and community/retail pharmacists
- Fieldwork from 26 April to 9 June 2010
- Surveys were taken in the local language of each country



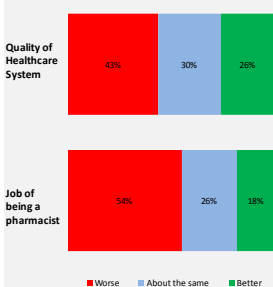
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Aggregate key findings from the 8 countries surveyed



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Evolution of healthcare system and pharmacy over the last 5 years



☐ Overall, 4-in-10 (43%) pharmacists believe that the health care system in their country is worse now than five years ago

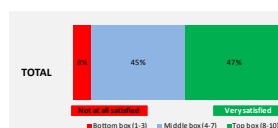
☐ While more than 5-in-10 (54%) pharmacists believe that the job of being a pharmacist is worse now than five years ago



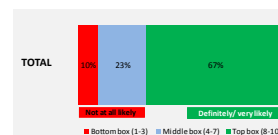
Q1: In your opinion, would you say the **quality of the healthcare system** is better, worse, or about the same today as it was five years ago?
Q2: In the quality of the healthcare system in your country better, worse, or about the same as it was five years ago?
N.B. Total n=2023 (±2.2%)

5

Generally high satisfaction with pharmacy practice



☐ Overall, 47% of pharmacists say they are very satisfied with their career in pharmacy



☐ In total, 67% of pharmacists say it is very likely they will remain in pharmacy in five years time



Q4: Thinking about your own experiences as a pharmacist, please rate how satisfied you are with your career in pharmacy by using a scale of 1-10, where a 1 means not at all satisfied and a 10 means you are very satisfied. You may choose any number between 1 and 10.
Q5: Thinking ahead to the next 5 years or so, how likely is it that you will remain in pharmacy or leave due to dissatisfaction with the profession, on a scale of 1 to 10, where a 1 means you are not at all likely to remain in pharmacy due to dissatisfaction with the profession and a 10 means you will definitely remain in pharmacy?
N.B. Total n=2023 (±2.2%)

6

Balance between favorable and unfavorable parts of their daily activities

Most unfavorable part	%
Bureaucracy and insurance contracts	47%
Workload/ working conditions	24%

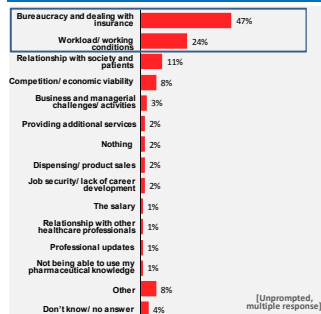
Most favorable part	%
Helping patients/ Patient contact	76%



Q5. Still thinking about your own experience as a pharmacist, what is the most unfavorable part of your job today?
N=5. Total % may not equal 100 due to rounding and exclusion of "don't know"/"no answer" responses.

Q6. And what do you see as the most favorable part of your job today?
N=5. Total % may not equal 100 due to rounding and exclusion of "don't know"/"no answer" responses.

Most *unfavorable* part of being a pharmacist today: *bureaucracy*

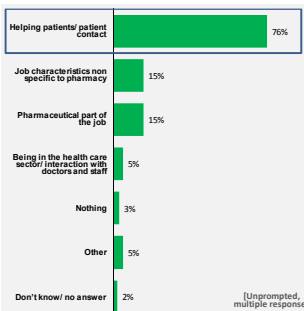


Q. When asked what the **most unfavorable** part of their job today is, pharmacists are most likely to volunteer:

- Bureaucracy and dealing with insurance
- Workload/ working conditions

Q5. Still thinking about your own experience as a pharmacist, what is the most unfavorable part of your job today?
N=5. Total % may not equal 100 due to rounding and exclusion of "don't know"/"no answer" responses.

Most *favorable* part of being a pharmacist today: *helping patients/ patient contact*

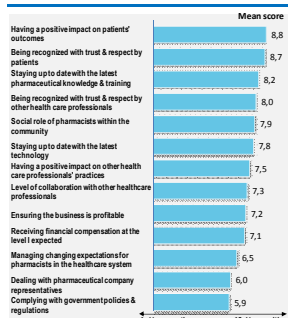


Q. When asked what the **most favorable** part of their job is, pharmacists are most likely to volunteer:

- Helping patients/ patient contact

Q6. And what do you see as the most favorable part of your job today?
N=5. Total % may not equal 100 due to rounding and exclusion of "don't know"/"no answer" responses.

The sources of satisfaction at work for pharmacists

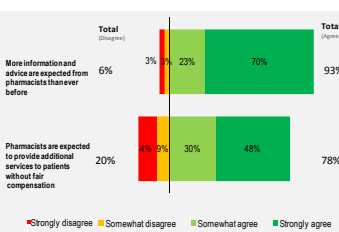


Q. When asked to rate how important various issues are to their career satisfaction using a 1 to 10 scale (1 means very negative and a 10 means very positive), pharmacists are most like to say:

- Having a positive impact on patients' outcomes (mean score 8.8)
- Being recognized with trust & respect by patients (8.7)
- Staying up to date with the latest pharmaceutical knowledge and training (8.2)
- Being recognized with trust and respect by other health care professionals (8.0)

Q8. Here are some issues that many pharmacists say are important to their career satisfaction. For each one, please tell me if your own experience of these issues has a positive or negative impact on your satisfaction at work using the same 10-point scale as before, where a 1 means very negative and a 10 means very positive.
N=5. Total % may not equal 100 due to rounding and exclusion of "don't know"/"no answer" responses.

More expectations on pharmacists... But without fair compensation



Q. When asked to rate a variety of statements about being a pharmacist and pharmacy today pharmacists tend to agree that:

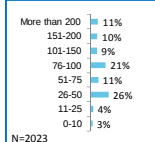
- More information and advice are expected from pharmacists than ever before (93%)
- Pharmacists are expected to provide additional services to patients without fair compensation (78%)

Q9. Please tell me if you strongly agree, somewhat agree, somewhat disagree or strongly disagree with each of the following statements about being a pharmacist and pharmacy practice today.
N=5. Total % may not equal 100 due to rounding and exclusion of "don't know"/"no answer" responses.

Patients served per day

Q. How many patients per day do you serve?

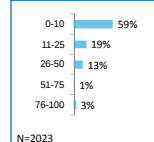
On Average:
114 patients per day



N=2023

Q. How many times per day do you give advice without selling medicines or healthcare products?

On Average:
19 times per day

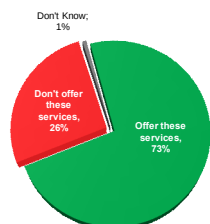


N=2023

For every 6 patients pharmacists serve every day, 1 receive advices for free

N=5. Total % may not equal 100 due to rounding and exclusion of "don't know"/"no answer" responses.

Nearly three in four offer services such as Health promotion, health management, medication reviews or compliance support

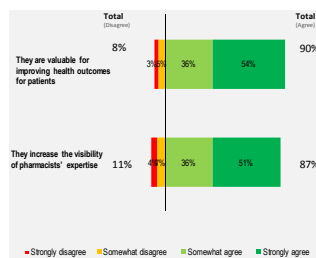


Q14. As you may know, some pharmacies and pharmacists offer health promotion, health management programs, medication reviews and/or compliance support. Have you or your pharmacy ever provided patients with such services?

N.B. Total % may not equal 100 due to rounding, and exclusion of "Don't know"/"No answer" responses.

13

These services improve health outcomes for patients and increase the visibility of pharmacist's expertise



Ç Almost 9 in 10 pharmacists agree that:

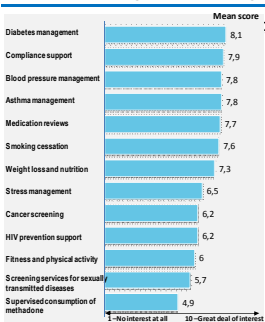
- ñ They are valuable for improving health outcomes for patients (90%)
- ñ They increase the visibility of pharmacist's expertise (87%)

Q15. Please tell me if you strongly agree, somewhat agree, somewhat disagree or strongly disagree with the following statements about health promotion and management programs.

N.B. Total % may not equal 100 due to rounding, and exclusion of "Don't know"/"No answer" responses.

14

Interest in providing specific health promotion / health management programs



When asked to rate how much interest they have in providing a variety of health promotion and management programs using a 1 to 10 scale where 1 means no interest and 10 means a great deal of interest, pharmacists are most likely to say they are interested in providing:

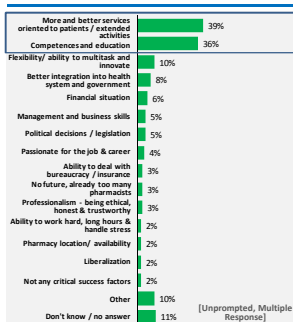
- ñ Diabetes management (mean score 8.1)
- ñ Compliance support (7.9)
- ñ Blood pressure management (7.8)
- ñ Asthma management (7.8)
- ñ Medication reviews (7.7)
- ñ Smoking cessation (7.6)

Q16. Here are some types of health promotion and management programs that some pharmacists offer. For each one, please tell me how much interest you have in providing it to your patients. Please use a 10 point scale, where 1 means you have no interest and a 10 means you have a great deal of interest. If you already provide the service or if it is not allowed, just say so.

N.B. Total % may not equal 100 due to rounding, and exclusion of "Don't know"/"No answer" responses.

15

Critical success factors for the next generation of pharmacists: services oriented to patients, competences and education



Ç When asked what the critical success factors for the next generation of pharmacists are, pharmacists are most likely to volunteer:

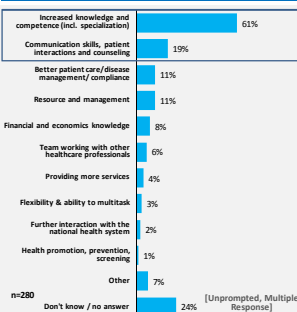
- ñ More and better services oriented to patients / extended activities (39%)
- ñ Competences and education (36%)

Q17. What would you say are the critical success factors for the next generation of pharmacists?

N.B. Total % may not equal 100 due to rounding, and exclusion of "Don't know"/"No answer" responses.

16

Increased knowledge and competence most important for hospital pharmacists in the future



Ç When asked what skills and services will be most important for hospital pharmacists in the next five to ten years, hospital pharmacists are most likely to volunteer:

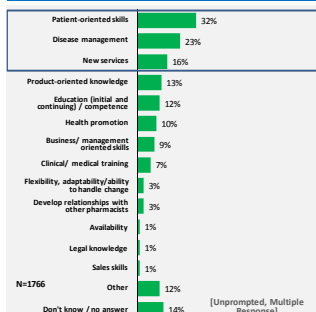
- ñ Increased knowledge and competence (incl. specialization) (61%)
- ñ Communication skills, patient interactions and counseling (19%)

Q18. What skills and services do you think will be most important for hospital pharmacists in the next five to ten years?

N.B. Total % may not equal 100 due to rounding, and exclusion of "Don't know"/"No answer" responses.

17

Patient-oriented skills most important for community pharmacists in the future



Ç When asked to volunteer which skills and services will be most important for community pharmacists in the next five to ten years, community pharmacists are most likely to volunteer:

- ñ Patient-oriented skills (32%)
- ñ Disease management (23%)
- ñ New services (16%)

Q19. What skills and services do you think will be most important for community pharmacists in the next five to ten years?

N.B. Total % may not equal 100 due to rounding, and exclusion of "Don't know"/"No answer" responses.

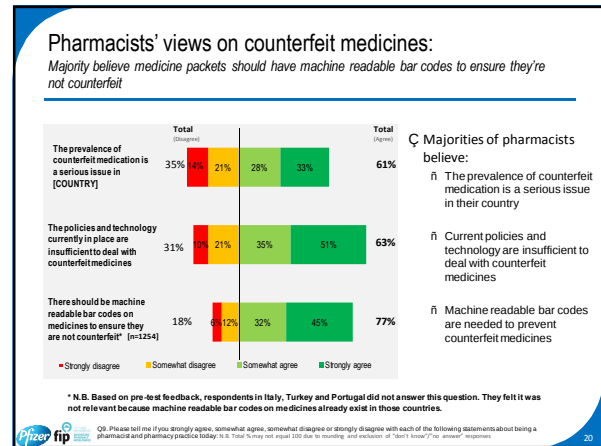
18

Counterfeit medicines





19



Any questions?





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21