



UNIVERSITY OF SASKATCHEWAN

College of Pharmacy  
and Nutrition

USASK.CA/PHARMACY-NUTRITION

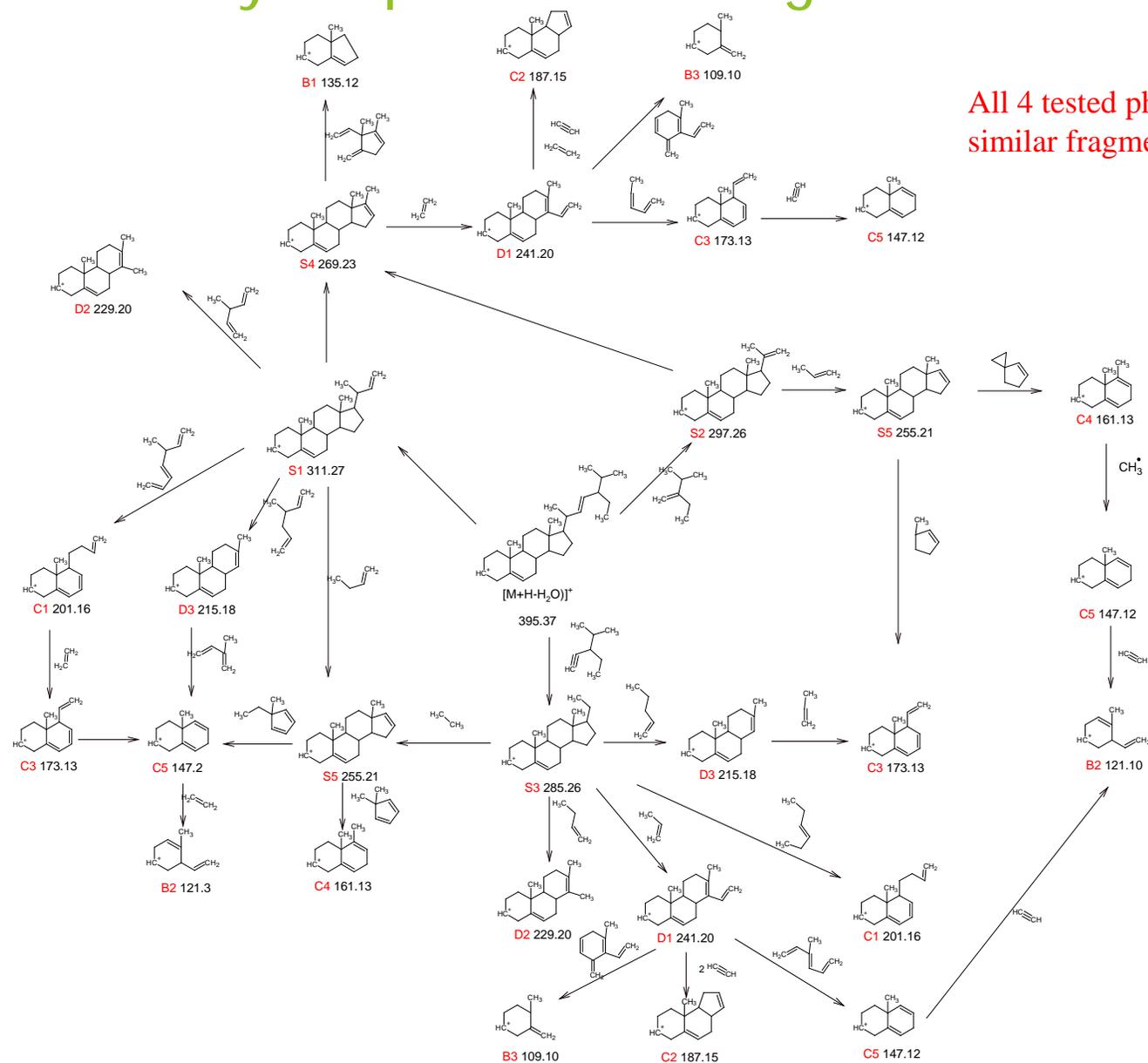


# Barriers to Accessing Care and the Potential Role of Community Pharmacists

Sarah Fatani & Anas El-Aneed

[www.usask.ca/pharmacy-nutrition](http://www.usask.ca/pharmacy-nutrition)

# Stigmasterol Primary Proposed MS<sup>2</sup> Fragmentation Pathway

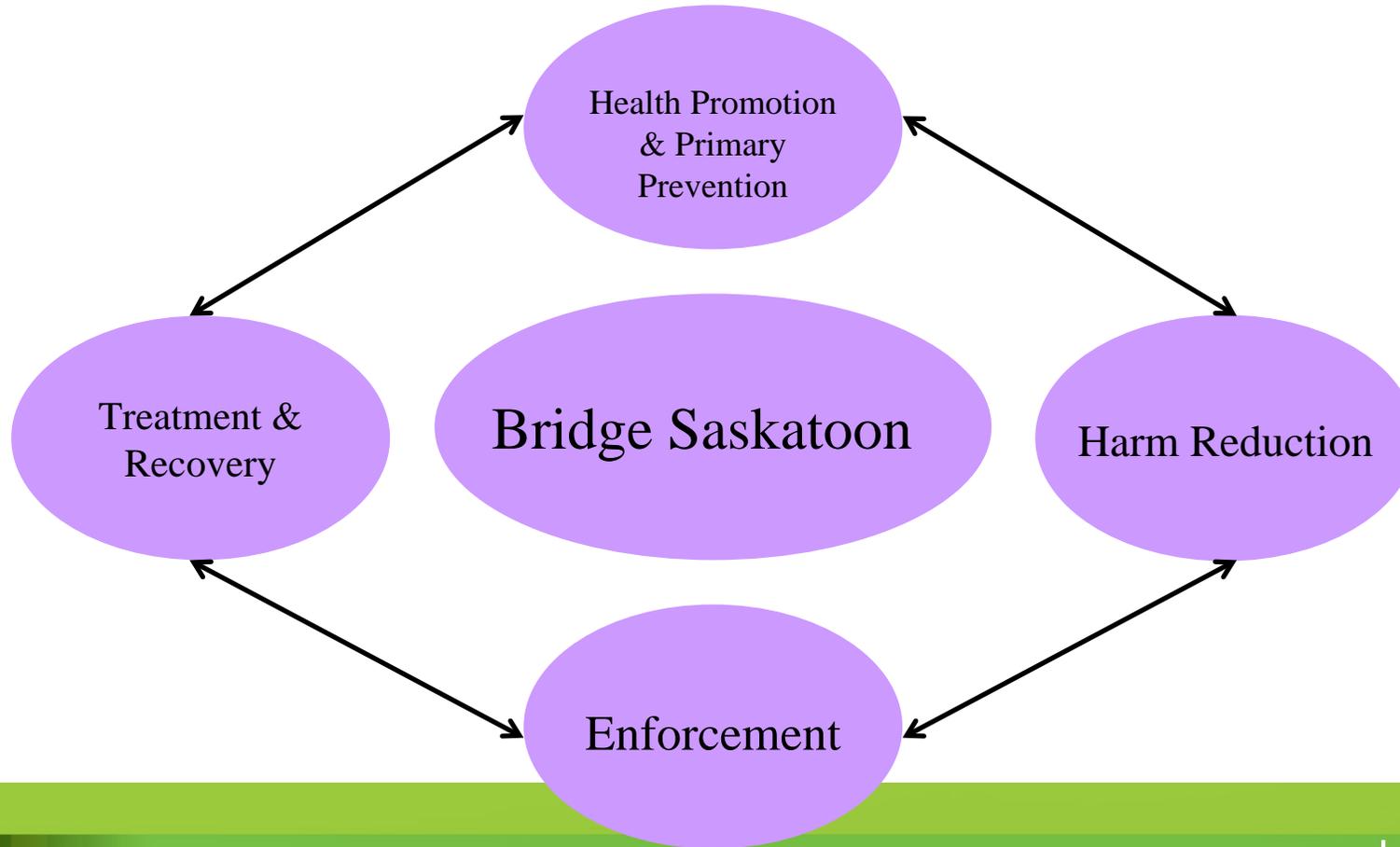


All 4 tested phytosterols share a similar fragmentation pathway

# The beginning 2008-2013

BRIDGE Saskatoon

Building Relationships with Injection Drug Users for Greater Engagement



# BRIDGE Saskatoon- Treatment and Recovery Pillar

Develop a communication strategy among current services so that injection drug users can receive the best services available during a crisis

- Identifying barriers to accessing health services in Saskatoon

# Approach

- Focus groups with patients and health providers
- Interviews with youth patients
  - ❑ Experience when trying to get help- navigate the system
  - ❑ Interaction between IDU/health providers vs regular patients/health providers
  - ❑ Education of service providers

# Major Themes

- Injection Drug Users
  - ❑ **Lack of System Resources and Restrictive Policy**
  - ❑ Insufficient Financial Resources
  - ❑ **Discrimination**
  - ❑ Social support; Friends and Family
  - ❑ Poor Communication
- Service Providers
  - ❑ **Inefficient use of resources**
  - ❑ **Discrimination**
  - ❑ Inadequate Education
  - ❑ Working with unique and Demanding Population



# Discrimination (perceived or real)

*“They [hospital doctors] obviously thought I was a junkie, or you know, out, a piece of shit . . . like, what did I do wrong, I’m a human being . . . His job is to take care of people. Regardless of anything.”*



[http://lazerbrody.typepad.com/photos/uncategorized/stop\\_discrimination.jpg](http://lazerbrody.typepad.com/photos/uncategorized/stop_discrimination.jpg)

# BRIDGE Saskatoon- Treatment and Recovery Pillar

- Lang K, Neil J, Wright J, Dell CA, Berenbaum S, and El-Aneed A. Qualitative investigation of barriers to accessing care by people who inject drugs in Saskatoon, Canada: perspectives of service providers. *Substance Abuse Treatment, Prevention, and Policy*. 2013. 8 :35 (1 October 2013)
- Lang K, El-Aneed A, Berenbaum S, Dell CA, Wright J, Teed McKay Z. Qualitative Assessment of Crisis Services among Persons using Injection Drugs in the City of Saskatoon. *Journal of Substance Use*. 18, (1) 2013: 3-11.

# Major Themes

- Injection Drug Users
  - ❑ Lack of System Resources and Restrictive Policy
  - ❑ Insufficient Financial Resources
  - ❑ Discrimination
  - ❑ Social support; Friends and Family
  - ❑ Poor Communication
- Service Providers
  - ❑ Inefficient use of resources
  - ❑ Discrimination
  - ❑ Inadequate Education 
  - ❑ Working with unique and Demanding Population

# Community Pharmacists

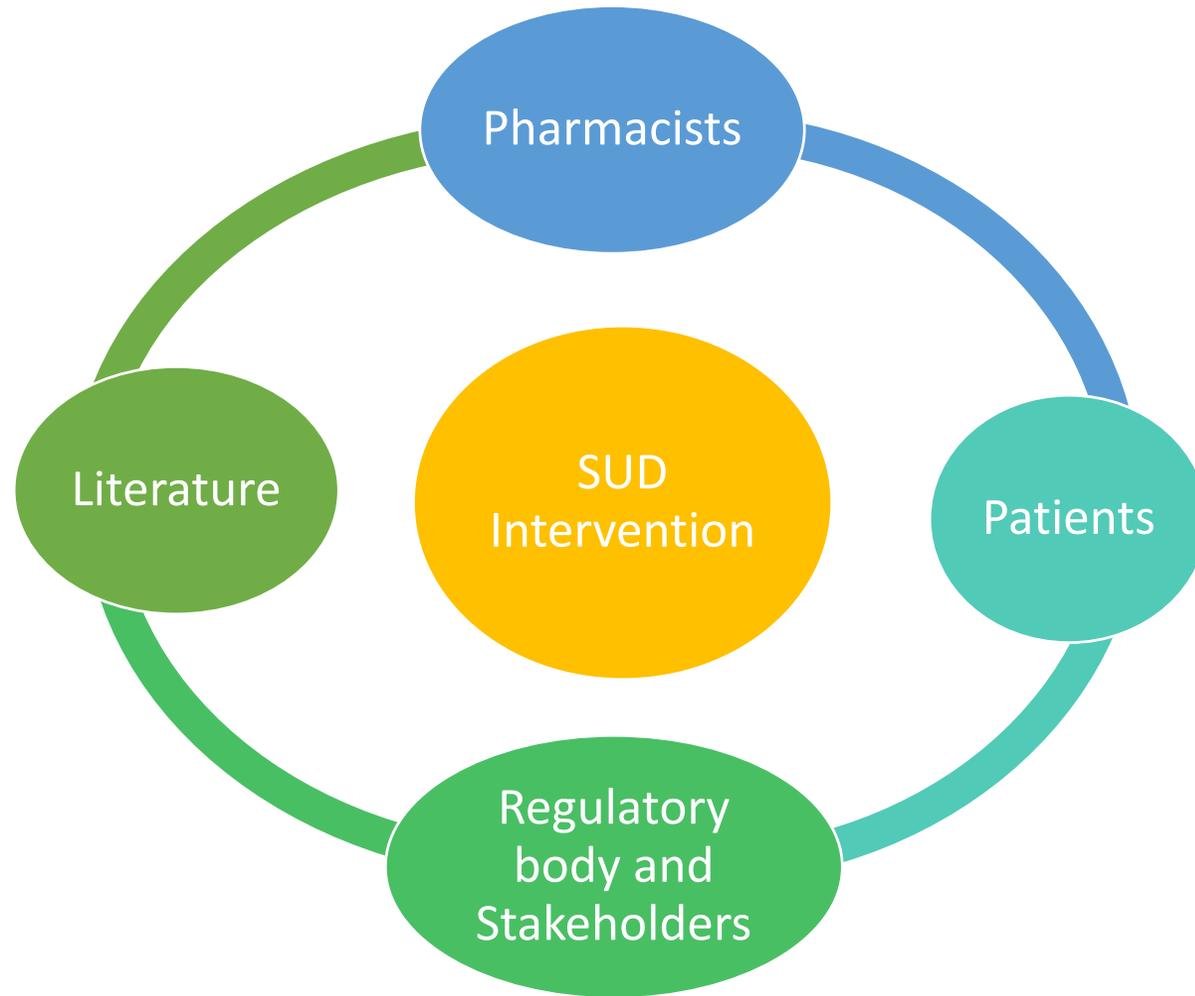
- Position and privileges.
  - Closing the gap between patients and health system
  - FIP/WHO reports “in the community setting, pharmacists should be acknowledged as health-care professionals whom patients can consult for health-related problems”.
- Endeavor to promote for public health.
  - Blood pressure control and management.
  - Smoke cessation.
- Expected role with drug addicts.



# Barriers for Community Pharmacists

- General Barriers
  - E.g. time, proper compensation, fear of losing other clients.
- Educational Barriers
  - Limited or absence in the educational hours concerning addiction.
  - Lack of confidence when dealing with drug addicts.

# Who Should be Consulted?



# Methodology

- **Universities Surveys**
  - The focus of the addiction related educational material.
- **Recruiting Surveys**
  - Recruiting research sample.
  - Provide general understanding about addiction.
- **One-to-one Interviews**
  - Allow focus, conversational two-way communication.
  - Comfortable setting to share personal experiences.

# Results: University Survey



- Newly implemented programs.
- **Education concerning addiction focus on pharmacological and law enforcement aspects of the disease.**
- Good Example,
  - Addiction is a chronic disease with different level manifestation.
  - How to assess patients with drug addiction.
  - How and where to refer drug addicts.
  - Motivational Interviewing and Wheel of Changes.

# Results: Recruiting Survey

**(40.97% response rate, n=118)**

Likert scale	Addiction is a serious disease in Canada	Addiction is a prevalent in my working area	There is a need to emphasize on addiction in the undergraduate education	I would benefit from more educational hours about addiction through CE
<b>Strongly agree</b>	50.4%	11.1%	22.2%	28.2%
<b>Agree</b>	45.3%	17.1%	71.8%	69.2%
<b>Disagree</b>	3.4%	55.6%	6%	2.6%
<b>Strongly disagree</b>	0.9%	16.2%	0%	0%

Number of encounters/month	Percentage
None	4.2
1-2 times	28
3-4 times	18.6
5 times or more	49.2

Number of educational hours received	Undergraduate education	CE hours
5 hours or more	7.1%	21.4%
4 hours	14.2%	12%
2 hours or less	51.3%	40.2%
Noun	27.4%	26.5%

# Results: one-to-one interview

Fatani S, Dobson R, El-Aneed A. Qualitative Exploration of the Education and Skill Needs of Community Pharmacists in Saskatoon Concerning Substance Use Disorder. In press, Accepted July 2018, Canadian Pharmacists Journal.

Themes	Subthemes
1. Work Environment	Red Flags
	Demographic and Location
2. Lack of Knowledge	Addiction
	Social Services and Disease Management
	Harm Reduction
3. Health System	Referring and Resources
	Promotion for Pharmacists Role
	Lack of Management Protocol
4. Educational and Training Needs	Training
	Recognizing the Social Aspects
	Directive and Interactive Education

# Results

## Patient Perspective

- Between July 2016 and August 2016, four focus groups with 20 participants in total were conducted and audio taped.
- Themes:
  - 1) Experiences with community pharmacists.
  - 2) Patients needs from community pharmacists.
  - 3) Community Pharmacy sitting.
  - 4) Harm reduction services.

Follow up study- what do patients need?

High level of agreement was observed between pharmacists and patients on the need for education concerning the social element of SUD and training on proper communication skills.

# Recommendations

- **Undergraduate Level:**

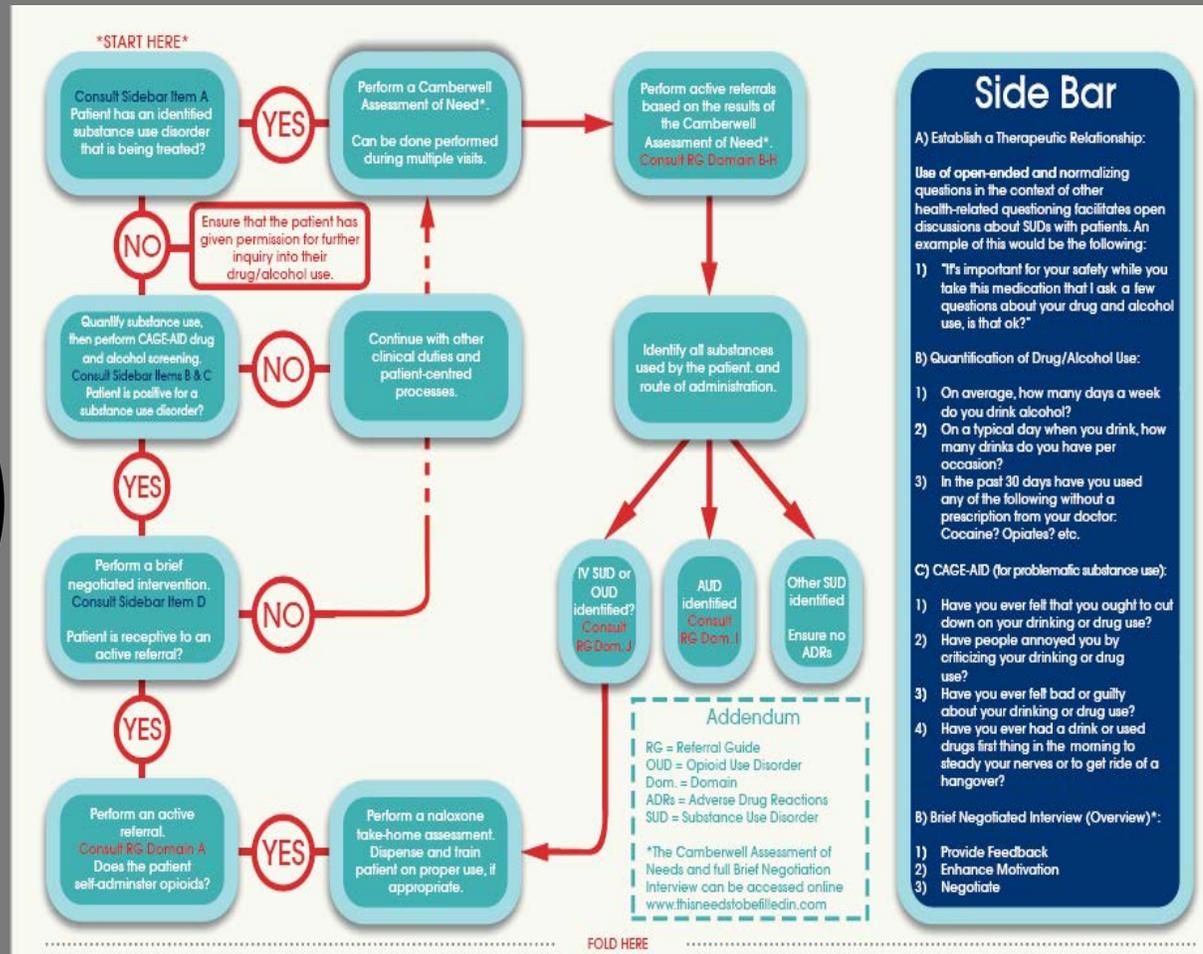
- Addressing addiction as a chronic disease with multifactorial nature (Physical & Social).
- Training on effective strategies for encounters with drug addiction e.g. motivational interviews, wheel of change, and how and where to refer when needed.

- **Continuous Education and Practice Level**

- Implementation of protocol to guide pharmacists through their encounter with drug addicts.
- Design referral guide with the available services and accessibilities.
- Interactive continuous education session with other health care providers.

# Ongoing work

## Results 2) Encounter Protocol



# Results

## 2) Referral Guide

### Substance Use Disorder Screening, Intervention and Active Referral Protocol and Referral Guide for Pharmacists

UNIVERSITY OF SASKATCHEWAN  
College of Pharmacy  
and Nutrition  
SASKATCHEWAN

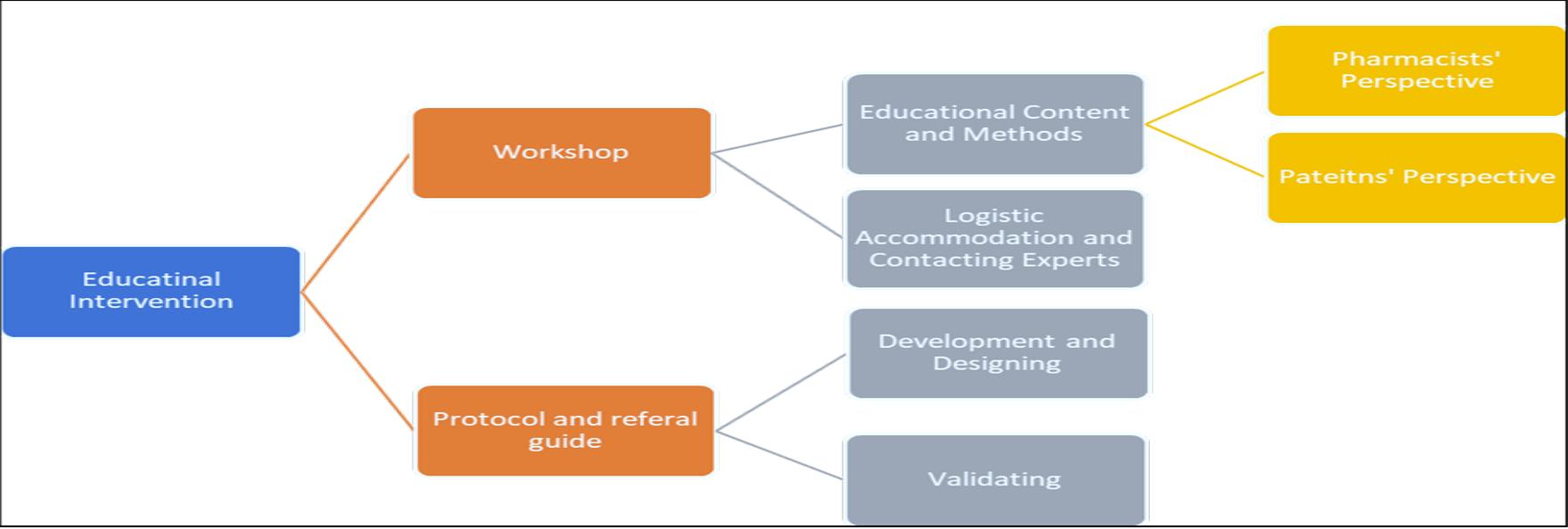
SASKATCHEWAN  
COLLEGE OF PHARMACY  
PROFESSIONALS

**Instructions:** Patient domains of unmet needs are first identified using the Combined Assessment of Need Short Appraisal Schedule (CANSAS). Once identified, a practitioner can search within the Referral Guide to make an active referral for a patient to meet a need that has been identified. Additionally, the Referral Guide can be used informally when patient needs are identified through standard patient interactions, counselling and consultations.

Domain	Referral Contact Information		
	Service/Organization	Description	Primary Contact
<b>A</b> Treatment Initiation	<ul style="list-style-type: none"> <li>Primary Health and Addiction Services</li> <li>Mobile Crisis Intervention Service</li> <li>Mobile Addictions Counsel of SK</li> </ul>	<ul style="list-style-type: none"> <li>Active needs met (treatment, harm and social stress, recovery planning and support)</li> <li>Crisis intervention and assessment and need management</li> <li>Inpatient addictions treatment with holistic and cultural programming</li> </ul>	<ul style="list-style-type: none"> <li>504.466.2111</li> <li>504.960.2008</li> <li>504.960.8981</li> </ul>
<b>B</b> Accommodation	<ul style="list-style-type: none"> <li>24/7 Homeless Supportive Living Centre</li> <li>The Salvation Army</li> <li>Saskatoon Intra-House</li> <li>Saskatoon Housing Coalition</li> </ul>	<ul style="list-style-type: none"> <li>Emergency, short-term, transition and long-term housing for men and women</li> <li>A shelter, offering temporary and transitional housing to men and women</li> <li>Short-term housing for women (with and without children) escaping abuse</li> <li>Safe and affordable housing for individuals with chronic mental illness</li> </ul>	<ul style="list-style-type: none"> <li>504.960.3888</li> <li>504.586.2706</li> <li>504.588.0827</li> <li>504.588.2874</li> </ul>
<b>C</b> Food	<ul style="list-style-type: none"> <li>Service/Organization</li> <li>The Friendship Inn</li> <li>The Bridge on 33rd</li> <li>Emergency Food Bank</li> <li>Child Hunger Education Program</li> </ul>	<ul style="list-style-type: none"> <li>Emergency breakfast and lunch</li> <li>Free breakfast at 8:00am and free lunch at 12:00pm</li> <li>Free breakfast at 8:00am and free lunch at 12:00pm (Mon-Fri, and lunch on Sat.)</li> <li>Emergency winter formula and baby food, and 24-hour emergency food</li> <li>CHPE offers programs to increase access to nutritious food for everyone</li> </ul>	<ul style="list-style-type: none"> <li>504.582.8102</li> <li>504.960.2008</li> <li>504.960.2008</li> <li>504.960.8815</li> </ul>
<b>D</b> Physical Health	<ul style="list-style-type: none"> <li>Service/Organization</li> <li>Wellstate Clinic</li> <li>Saskatoon Community Clinic</li> <li>Sexual Health Clinic</li> <li>Client/Patient Access Services (CPAS)</li> </ul>	<ul style="list-style-type: none"> <li>Primary care team includes physicians, nurse practitioners, counsellors, etc.</li> <li>Primary care team includes physicians, nurse practitioners, counsellors, etc.</li> <li>Prevention, testing, treatment and referrals for sexually transmitted infections</li> <li>Eligible clients can access community therapies and other health resources</li> </ul>	<ul style="list-style-type: none"> <li>504.960.2810</li> <li>504.961.2000</li> <li>504.960.3003</li> <li>504.960.2535</li> </ul>
<b>E</b> Psychological Health	<ul style="list-style-type: none"> <li>Service/Organization</li> <li>Community Adult Mental Health Site</li> <li>Carlisle Family Services at Saskatoon</li> <li>Living Well Program - SAC Health Centre</li> <li>Saskatoon Sexual Assault &amp; Info. Centre</li> </ul>	<ul style="list-style-type: none"> <li>Free initial psychiatric and counselling for patients with mental health needs</li> <li>Free individual, couple and family counselling for people ages 6 and up</li> <li>Individual and group counselling for members of 7 First Nations communities</li> <li>Individual and group counselling for survivors of sexual assault</li> </ul>	<ul style="list-style-type: none"> <li>504.960.2772</li> <li>504.960.2606</li> <li>504.960.2100</li> <li>504.588.2204</li> </ul>
<b>F</b> Education	<ul style="list-style-type: none"> <li>Service/Organization</li> <li>AWACCI</li> <li>READ Saskatoon</li> <li>Saskatoon Food Bank</li> <li>SK Aboriginal Literacy Network</li> </ul>	<ul style="list-style-type: none"> <li>Programming topics include literacy, numeracy, culture and personal health</li> <li>Programming includes one-on-one tutoring and structured literacy materials</li> <li>Food banking, nutritious and nutritious alternatives, nutritious and literacy skills</li> <li>A holistic approach to developing life-long learning, and personal empowerment</li> </ul>	<ul style="list-style-type: none"> <li>504.960.2810</li> <li>504.960.8428</li> <li>504.960.2606</li> <li>504.960.3382</li> </ul>
<b>G</b> Legal	<ul style="list-style-type: none"> <li>Service/Organization</li> <li>CLASC</li> <li>Rapid Justice for All</li> <li>John Howard Society</li> <li>Public Legal Education Society of SK</li> </ul>	<ul style="list-style-type: none"> <li>Free legal services for low-income individuals</li> <li>Advocacy related to social assistance, Canada pension and more</li> <li>Representation for all individuals in contact with the criminal justice system</li> <li>Informs and empowers individuals through law-related education</li> </ul>	<ul style="list-style-type: none"> <li>504.967.2100</li> <li>504.960.4001</li> <li>504.588.8687</li> <li>504.960.1488</li> </ul>
<b>H</b> Financial	<ul style="list-style-type: none"> <li>Service/Organization</li> <li>Care Navigators at Work</li> <li>The Lighthouse Supported Living Centre</li> <li>Welfare Access Centre</li> <li>Saskatchewan Assistance Program</li> </ul>	<ul style="list-style-type: none"> <li>Tutoring and placement services for individuals in Saskatchewan's core communities</li> <li>Intermediary services, job postings and resume assistance are available</li> <li>Welfare Access Centre</li> <li>Financial support for seniors and individuals who cannot meet basic living needs</li> </ul>	<ul style="list-style-type: none"> <li>504.970.4001</li> <li>504.960.2889</li> <li>504.962.2910</li> <li>504.965.0300</li> </ul>
<b>I</b> AUD Programs	<ul style="list-style-type: none"> <li>Service/Organization</li> <li>Alcoholics Anonymous (AA)</li> <li>Al-Anon - Al-Anon</li> <li>Recovery Organizations for Sobriety</li> </ul>	<ul style="list-style-type: none"> <li>A 12-step program designed to help individuals recover from alcoholism</li> <li>A 12-step program for alcoholics, compatible with all spiritual beliefs</li> <li>A non-religious support group and alternative to traditional 12-step programs</li> </ul>	<ul style="list-style-type: none"> <li>504.588.2727</li> <li>504.960.8888</li> <li>www.recoveryforsoberity.ca</li> </ul>
<b>J</b> IV SUD Programs	<ul style="list-style-type: none"> <li>Service/Organization</li> <li>Narcotics Anonymous</li> <li>201 Outreach</li> <li>Mobile Needs Exchange</li> </ul>	<ul style="list-style-type: none"> <li>A 12-step program designed to help individuals recover from drug addiction</li> <li>Free drug equipment, safer sex supplies and needle exchange</li> <li>Free needle exchange Mon, Tue, Wed, 7-9pm and Thu, Fri, Sat, 8-9pm</li> </ul>	<ul style="list-style-type: none"> <li>504.962.8214</li> <li>504.582.8008</li> <li>N/A</li> </ul>

# Ongoing work

- Validating SUD encounter protocol and referral guide (Delphi).
- Working on the workshop and finishing the evaluation plan.



# Acknowledgment

- Ms. Sarah Fatani
- Ms. Katherine Lang
- Ms. Jaycie Neil
- Mr. Daniel Bakke

- Dr. Peter Butt
- Dr. Colleen Dell
- Dr. Roy Dobson

## Saskatchewan College of Pharmacy Professionals

- Mr. Ray Joubert
- Ms. Lori Postnikoff

## College of Pharmacy and Nutrition

Dr. Jeff Taylor

Dr. Shawna Berenbaum

Dr. Kerry Mansell

Dr. Jason Perpilkin

Mr. Rob Pammete

Dr. Holly Mansell

Dr. Waseam Alsabagh

- AIDS SASKATOON
- Indian & Metis Friendship Ctr
- Communities for Children
- White Buffalo Youth Lodge

