



Outcomes Innovative Pharmacy Grant - Final Report

Applicant Information

Applicant Name	Fabiola M. Gallardo Penchi
Project Title	Evaluation of a Community Pharmacist Provided Hormone Replacement Therapy (HRT) Consultation Service
Funding Amount	\$2,000
Funding Amount Spent	\$2,000

Outcomes Innovative Pharmacy Grant Feedback

This section is intended for IPA staff and the IPA Foundation to gain a better understanding of the grant webpage, grant application, and feedback provided. Please be as detailed as possible with your responses so we can improve the outcomes grant process.

The grant webpage was easy to find on the IPA website:

☒ Strongly Agree ☐ Agree ☐ Disagree ☐ Strongly Disagree

The information on the grant webpage was organized well:

☒ Strongly Agree ☐ Agree ☐ Disagree ☐ Strongly Disagree

The grant webpage provided a detailed overview of the requirements that must be met throughout the course of the project timeline:

☐ Strongly Agree ☒ Agree ☐ Disagree ☐ Strongly Disagree

The grant webpage provided a detailed description of the grant cycle (including the deadlines for applications, interim reports, final reports, and presentations):

☐ Strongly Agree ☒ Agree ☐ Disagree ☐ Strongly Disagree

The grant webpage provided a detailed overview of the application process:

☐ Strongly Agree ☒ Agree ☐ Disagree ☐ Strongly Disagree

The grant webpage provided a detailed overview of the review procedure following application:

☒ Strongly Agree ☐ Agree ☐ Disagree ☐ Strongly Disagree

If you ranked any of the above as “Disagree” or “Strongly Disagree,” please provide feedback on how



we can improve the grant webpage:

The application form was organized well:

☒ Strongly Agree ☐ Agree ☐ Disagree ☐ Strongly Disagree

The application form was user friendly:

☒ Strongly Agree ☐ Agree ☐ Disagree ☐ Strongly Disagree

The application form was easy to understand:

☒ Strongly Agree ☐ Agree ☐ Disagree ☐ Strongly Disagree

If you ranked any of the above as “Disagree” or “Strongly Disagree,” please provide feedback on how we can improve the grant application form:

Reviewers/evaluators provided constructive feedback throughout the application procedures, after reviewing the interim report, and when evaluating the poster presentation:

☐ Strongly Agree ☒ Agree ☐ Disagree ☐ Strongly Disagree

Reviewers/evaluators were respectful and professional with their feedback throughout the application procedures, after reviewing the interim report, and when evaluating the poster presentation:

☒ Strongly Agree ☐ Agree ☐ Disagree ☐ Strongly Disagree

If you ranked either of the above as “Disagree” or “Strongly Disagree,” please provide feedback on how we can improve the quality of feedback recipients receive:

Any questions I had regarding the grant (e.g., use of funds, requirements, application procedures, review procedures, interim reports, presentations, feedback, cycles, etc.) were answered in detail:

☒ Strongly Agree ☐ Agree ☐ Disagree ☐ Strongly Disagree

Any questions I had regarding the grant (e.g., use of funds, requirements, application procedures, review procedures, interim reports, presentations, feedback, cycles, etc.) were answered in a timely



manner:

☒ Strongly Agree ☐ Agree ☐ Disagree ☐ Strongly Disagree

If you ranked either of the above as “Disagree” or “Strongly Disagree,” please provide feedback on how we can improve the quality of our responses to your questions regarding the outcomes grant:

Please provide any additional information or feedback you think may be important for us to know regarding the outcomes grant:

Final Report

- **Please describe the progress made towards meeting the goals and objectives of your project. Include results or outcomes if possible.**
 - Specific Aim 1: Describe patient use and results from a informed HRT service.
 - Obtained questionnaire data from the HRT service consultation. This helped assess patients main concerns and symptoms that led them to participate in pharmacist led service. This helped with demographic data, personal and familial health history, and plan out the consultation session.
 - The most selected were aches, anxiety, fatigue, memory fog, mood swings, night sweats, sleep disturbances, vaginal dryness, weight disturbances, and food cravings.
 - The medium age was 55 years old with a BMI of 30.44
 - Specific Aim 2: Describe pharmacist recommendations and patient acceptance of recommendations from the HRT service
 - Once the consultations were completed and the pharmacist recommendation was submitted to the prescribing individual of choice the investigator would keep track of the approvals, denials, and other changes.
 - The recommendations varied between compounded HRT product, commercially available product, and other. The other options included lifestyle changes, vitamins, and supplement use. The pharmacists presented the possible treatment options available and provided education.
 - Compound HRT recommendation approved: 1, Commercially available HRT approved: 2, and other approvals: 2.
 - Specific Aim 3: Assess patient satisfaction and feedback of the pharmacist lead consultation service
 - When the consultation service was completed participants received a survey via mail. The survey was also attached with the medication bag for completion. Calls to the participants were made to have survey completed via phone.
 - \$25 dollar certificate was provided to participants that completed the survey as an incentive.
 - Total of 2 surveys where completed. Full questions and answers will be



provided in the manuscript. Highlights from the survey:

- Education – The information provided by the pharmacist was well received and participants are in agreement of the service and satisfied.
 - Service – The duration of the service was allocated to one hour with each individual and the participants selected that they didn't agree with the length of the session. The survey statement was "The pharmacist spent enough time going over HRT with me".
 - Management – Follow-up was an important part of the service and patients would of liked more. The consultation service was not built for multiple follow-up sessions or calls in its pay for service model. That could be a barrier in regards to dose adjustment needed or re-evaluation of the treatment selected.
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- **Which, if any, of your goals and objectives were not achieved as intended? Please explain these and what impact you believe it has on the overall project success.**
 - We had a goal of reaching more individuals for the HRT consultation service and survey. We still reported on all our objectives for the study but with a much smaller population.
 - Multiple limitations and barriers have been addressed such as:
 - Pay for service model limits individuals that have financial challenges. The HRT service, lab work, and medications can be quite costly.
 - Despite having promotional information on display outreach was low. Participants mainly came from referral from prescriber offices or word of mouth.
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- **Do you expect this project and its results to be sustainable at your practice and reproducible in other pharmacy settings? Do you anticipate any barriers to sustainability and/or reproducibility? Please explain.**
 - This service is sustainable at the practice site and will be continue to be offered as an option to the community. The main barrier will continue to be cost as mentioned above and promotional outreach.
 - I do not foresee any issues with being able to be reproduced at other pharmacies. There are great resources to enable pharmacist to feel more comfortable HRT consultations (CEimpact and others).
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- **What impact will the outcomes of this project have on pharmacy practice in Iowa?**
 - Now with the Standards of Practice Act a pharmacist can provide multiple steps of a consultation with minimal intervention from a participants prescriber. There is a bunch of types of consultations that can be offered. For this research we focused on HRT and menopause individuals but HRT can help other individuals/concerns.



Final Budget Report

Based on the funded amount from the IPA Foundation, please complete the grant budget in the table format below. Grant budgets must include all costs as well as any matching funds or in-kind support. Please include items from the entire project interval (pre- and post- interim report)

Budget Line Items	Total Costs	Source if outside grant (e.g., in kind or other funding)
Educational handouts and or Functional medicine resources	\$550	
- Other printing		
- Mail and postage of survey		
Poster materials (fabric, printing)	\$200	
Survey incentive (\$25 compensation per completed survey)	\$50	
Methodological and Statistical consulting, and pharmacy student assistance with manuscript preparation	\$1,200	
- Data analysis		
TOTAL	\$2,000	



Summary of Project

Please provide a summary of your project to be published in the Journal of IPA. (300 word maximum)

As women age, hormonal levels decline, leading to irregular menstrual cycles that ultimately cease entirely. Menopause is defined as the natural and permanent cessation of menstruation due to decreased estrogen production. Prior to menopause, there is a transitional period, referred to as perimenopause which may occur between the ages of 45 and 56 years in most women. Hormone replacement therapy (HRT) is used primarily to treat symptoms of menopause. Vasomotor symptoms are the most common symptom and affect up to 80% of women during menopausal transition.

Making decisions about HRT can be overwhelming for these individuals. This provides an opportunity for pharmacists to provide education and tailored recommendations to those seeking treatment.

Pharmacists can inform about the different types of HRT, their benefits and risks, and assist patients in making informed decisions about their care. A pharmacist consultation service with a focus on HRT can include education, medication review, laboratory test review, treatment recommendation, and follow-up care.

This study aims to evaluate a recently initiated consulting service at Osterhaus Pharmacy located in Maquoketa, Iowa. The objectives of this study are to: describe the service process, describe patient needs and pharmacist recommendations, and assess patient satisfaction and feedback of the pharmacist lead consultation service.