

89%

of Americans  
live within  
five miles of  
a pharmacy

*AN OPPORTUNITY  
FOR POSITIVE IMPACT*

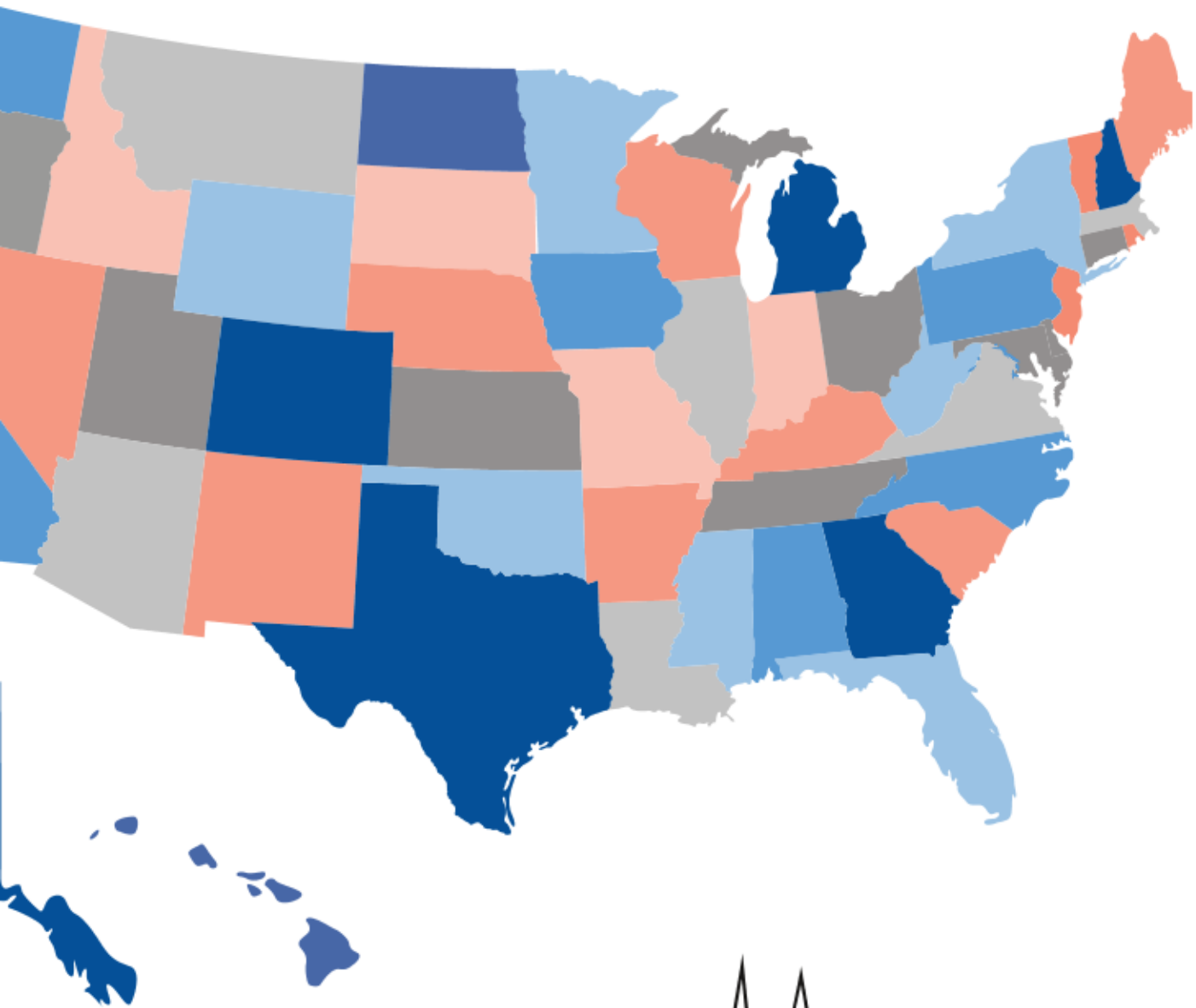
# 2017 CHAIN PHARMACY COMMUNITY ENGAGEMENT REPORT



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# COMMUNITY ENGAGEMENT— IT IS PART OF WHO WE ARE

Steven C. Anderson, IOM, CAE

National Association of Chain Drug Stores (NACDS) President and CEO

How do pharmacies and their affiliated stores engage with their communities, creating value beyond the health and wellness offerings for which they are well known? How can this engagement evolve, to continue to address societal challenges, and to continue to advance the well-being of individuals, families, neighborhoods, the nation, and the world?

The goal of this document is to help foster this discussion.

Connection to the community is one of the defining traits of pharmacies and of their affiliated stores:

- Most Americans – about 89 percent – live within five miles of a neighborhood pharmacy.<sup>1</sup>

- Chains operate 40,000 pharmacies,<sup>2</sup> and employ nearly three million people.<sup>3</sup> These include regional and national traditional drug stores, grocery stores, and mass merchants.
- Ninety percent of Americans say that pharmacies are easy to access.<sup>4</sup>
- The connection runs deeper than accessibility and convenience, as 82 percent have a favorable opinion of their pharmacist, and 83 percent say pharmacists are credible sources of information about how to save money on prescription drugs.<sup>5</sup>

This combination of availability and trust creates tremendous potential for positive impact – on issues ranging from health education ...

to disaster relief ... to charitable giving ... to environmental stewardship ... to creative solutions to pressing issues including drug abuse.

Often, chains and suppliers collaborate on innovative solutions that benefit their mutual constituencies and communities. While this report focuses primarily on chain pharmacies, NACDS also wishes to acknowledge the extraordinary efforts of supplier partners to address the pressing issues of today and tomorrow.

We appreciate your interest in this snapshot of where we stand now, and we invite your participation in this ongoing conversation.

1 National Council for Prescription Drug Programs (NCPDP) Pharmacy File. ArcGIS Census Tract File. NACDS Economics Department.  
2 NACDS estimates based on IQVIA and NCPDP data.  
3 Occupational Employment Survey, Bureau of Labor Statistics, May 2016.  
4 Poll conducted by Morning Consult and commissioned by NACDS, January 16-29, 2018, among a national sample of 20,429 registered voters. Margin of error +/- 1 percentage point  
5 Ibid.

# EXECUTIVE SUMMARY

In 2017, NACDS chain members reported their total annual community giving at nearly **\$630 million** and their employees volunteered for more than **1.5 million hours**.



However, the complete story of NACDS members' community engagement is even more than those numbers suggest as NACDS members go beyond the traditional pharmacy role of prescription education and dispensing medications to meet the needs of their local communities on a daily basis.

NACDS undertook an initiative to understand what its member traditional drug stores, grocery stores and mass merchants do to help local communities. Together, Deloitte & Touche LLP (Deloitte & Touche)<sup>6</sup> and NACDS interviewed members of the NACDS board, researched member initiatives and sustainability reports, and conducted a survey aimed at understanding the broad impact NACDS members have on their local communities.

## REPORT HIGHLIGHTS



**100% of survey respondents actively engage with local communities. This engagement includes:**

- 97%** giving financially
- 94%** volunteering
- 86%** conducting various programs
- 86%** giving in-kind

**Community engagement is focused on:**

- 49%** under-served children
- 46%** medically under-served
- 31%** veterans
- 20%** children with disabilities
- 20%** homeless

**NACDS members play a significant role in disaster relief:**

- Donating over \$50 million in cash and in-kind contributions
- Sending truckloads of water and food to disaster areas
- Opening mobile pharmacies to serve patients in need
- Facilitating one-time refills of emergency medications

<sup>6</sup> A team from Deloitte & Touche facilitated the report development by conducting survey of NACDS members, reviewing NACDS members' websites, interviewing NACDS members, and working with the NACDS management to summarize and refine content at the request of NACDS. The accuracy of the information contained herein should not be attributable to or otherwise considered the opinion of Deloitte & Touche and is solely those of the NACDS members who participated in this survey or provided the information.



A prevalent theme arose that NACDS members work closely with their local communities well beyond day-to-day business. Chain pharmacies' products and services, geographic accessibility, as well as pharmacists' unique qualifications position pharmacies to play a valuable role in local communities. Beyond the direct impact of providing access to medications and helping patients manage their treatment options, chain pharmacies truly integrate into their local communities by supporting them in myriad ways including, but not limited to, running educational events, sponsoring scholarships and sports teams, helping children and under-served populations, and providing support during times of natural disasters.

Three high-priority initiatives emerged among those responding to the survey:

- **Access to affordable medicines and vaccines**
- **Preventing diabetes and promoting healthy meals**
- **Preventing opioid abuse**

This report includes examples of the initiatives NACDS members have undertaken to help their local communities with these issues.

In looking forward, many believe the current focus on these three priority initiatives will continue for several years to come. Continued collaboration within the industry and its members, suppliers, and patient advocacy organizations, to name a few, are vital to NACDS' work in preserving and advancing patient care. The chain pharmacy industry is well-positioned to advance these and other causes. The footprint of NACDS members within the local communities, and globally, is expanding through the work NACDS members already do beyond business as usual.



# INTRODUCTION TO NACDS

For 85 years, NACDS has represented traditional drug stores, supermarkets, mass merchants, and supplier partners. Chains operate over 40,000 pharmacies, and NACDS' member companies include regional chains, which have a minimum of four stores, and national companies.<sup>7</sup>

Chains employ nearly three million individuals, including 152,000 pharmacists. They fill over three billion prescriptions yearly, and help patients use medicines correctly and safely, while offering innovative services that improve patient health and healthcare affordability. NACDS members also include more than

900 supplier partners and over 70 international members representing 21 countries.<sup>8</sup>

For the ultimate benefit of the consumers served by NACDS members, the mission of NACDS is to advance the interests and objectives of the chain pharmacy industry, by fostering its growth and promoting its role as a provider of healthcare services and consumer products.

With their diverse health and wellness offerings throughout the store, chain pharmacies play a vital role in the healthcare experience. Consumers rely on pharmacies for prescription and over-the-counter medications essential to their everyday health, and for an array of newer services –

including vaccinations, health tests, disease state management, and more – that are increasingly being provided in pharmacies today. With its direct access to the public, the industry is often literally face-to-face with the communities they serve. This connection point has cultivated NACDS members' community involvement.

NACDS members play an important role in their local communities. NACDS membership ranges from companies with a national and global reach to smaller businesses. Each NACDS member contributes to overall community well-being as a part of doing business and by being engaged and responsible corporate citizens.



<sup>7</sup> <https://www.nacds.org>

<sup>8</sup> Ibid.

# ABOUT THIS INITIATIVE

Pharmacies are best known for their commitment to medication safety and effectiveness, providing accurate prescriptions, helping patients take medications as prescribed and safely, and sharing knowledge on drug topics. Innovative pharmacy services do even more to improve patient health and quality of life. Increasingly, pharmacies provide vaccinations, health education, and disease state testing and management. The nature of the chain pharmacy business is focused on providing important health-related services to the surrounding communities. In addition to the business model of pharmacies, NACDS members dedicate resources to extending their positive value to local communities by sharing financial resources, running community assistance projects, and engaging and helping in countless other ways.

As a part of its ongoing dialogue with members, NACDS is taking a holistic look at the industry's role in the communities in which its members operate. NACDS is advancing the discussion on the community involvement of its members by launching this report and starting the dialogue on ways the industry can innovate and accelerate positive change for the communities where NACDS members operate beyond the day-to-day business of the pharmacy.

In order to tell a more comprehensive story of chain pharmacies' daily impact on health and wellness issues in the community, NACDS undertook a project with Deloitte & Touche to inventory and quantify the current state of activities prioritized by members in 2017. As part of the project, Deloitte & Touche gathered information from online materials such as sustainability and corporate responsibility reports of NACDS members, interviewed NACDS board members, and surveyed the entire membership base.<sup>9</sup>

The survey was sent to all NACDS members: 40 percent of chain member companies participated through the survey or through an interview. Efforts of all chain member companies were considered through review of publicly available information.

The feedback gathered through the survey and subsequent interviews has helped inform this report, which quantifies and describes the NACDS members' aggregated work around community engagement initiatives.

<sup>9</sup> A team from Deloitte & Touche facilitated the report-writing process by conducting survey of NACDS members, reviewing NACDS members' websites, interviewing NACDS members, and working with the NACDS management to summarize and refine content at the request of NACDS. The accuracy of the information contained herein should not be attributable to or otherwise considered the opinion of Deloitte & Touche and is solely those of the NACDS members who participated in this survey or provided the information.







## NACDS CHAIN MEMBERS

Ahold Delhaize USA  
Albertsons Companies  
Associated Food Stores, Inc.  
Astrup Drug, Inc.  
Balls Food Stores  
The Bartell Drug Company  
Big Y Foods, Inc.  
Brookshire Brothers, Inc.  
Brookshire Grocery Co.  
CarePro Health Services  
CARE Pharmacies  
Coborn's, Inc.  
Community Pharmacies, LP  
Concord Pharmacy  
Costco Wholesale  
CVS Health  
Dierbergs Pharmacies  
Discount Drug Mart, Inc.  
Drug Emporium of West Virginia  
Drug World Pharmacies  
Eaton Apothecary  
Fairview Pharmacy Services  
Family Pharmacy, Inc.  
Felder Pharmacy, Inc.  
Food City Pharmacy  
Food Lion, LLC  
Fred's Pharmacy  
Fruth Pharmacy

Genoa Healthcare  
Giant Eagle, Inc.  
Gibson Sales, LP  
Good Day Pharmacy  
Good Neighbor Pharmacy  
Group Health Associates Pharmacy  
Hannaford Bros. Co.  
Harmon City, Inc.  
Harps Food Stores  
Harris Teeter, Inc.  
Hartig Drug Company, Inc.  
Health Mart  
H-E-B  
Hi-School Pharmacy  
Hometown Pharmacy Partnerships, LLC  
HomeTown Pharmacy, Inc.  
Horton & Converse Pharmacies  
Humana, Inc.  
Hy-Vee, Inc.  
Ingles Markets, Inc.  
King Kullen Pharmacies Corp.  
Kinney Drugs, Inc.  
Klingensmith's Drug Stores, Inc.  
Kmart Pharmacy  
The Kroger Co.  
Lewis Drug  
Marc Glassman, Inc.  
Market Basket Pharmacies  
Martin's Super Markets & Pharmacy  
Medicine Shoppe International, Inc.  
Meijer, Inc.

Nucara Management Group, Inc.  
Osborn Drugs, Inc.  
Owens Healthcare  
Park Nicollet Health Services  
Pharmaca Integrative Pharmacy  
PPOK-GCP  
Price Chopper Supermarkets  
Publix Super Markets, Inc.  
Quick Chek Corporation  
Raley's  
ReCept Pharmacies  
Rite Aid Corporation  
Ritzman Pharmacies, Inc.  
Rosauers Supermarkets, Inc.  
Sam's Club  
The Save Mart Companies  
Sav-Mor Drug Stores  
Sav-Mor Pharmacies  
Schnuck Markets, Inc.  
Shopko Stores Operating Co., LLC  
Southeastern Grocers, LLC  
SpartanNash  
Stay Local Health, LLC  
SUPERVALU INC.  
Thompson Pharmacy  
Thrifty White Pharmacy  
TOPS MARKETS, LLC  
United Supermarkets, LLC  
Wakefern Food Corp./ShopRite  
Walgreen Co.  
Walgreens Boots Alliance, Inc.  
Walmart  
Wegmans Food Markets, Inc.  
Weis Markets, Inc.  
Zitomer/Thriftway Drug Corp.

10 This list reflects NACDS chain member companies as of April 10, 2018. The 40-percent participation rate in the survey and interview process takes into consideration that some companies listed here were not yet members when the survey was fielded, and that companies with a parent-subsidiary relationship were counted as one company.

# COMMITMENT TO COMMUNITY ENGAGEMENT

Chain pharmacies operate in a variety of ways. Some have started and continue to operate as family-owned businesses, while others are publicly listed companies and trade on stock exchanges. Some have a regional focus and others span the entire country, and even the world. Some are traditional drug stores, while others are grocery stores or mass merchants.

Many NACDS members publish reports that outline their efforts to address today's pressing healthcare challenges in their local communities. Some take it a step further and establish public goals in order to track performance, quantify, and evaluate the impact of their efforts. Specific examples of community engagement are listed on NACDS members' websites or separate sustainability reports available for download.

**63%** of survey responders set goals for community engagement activities.

In addition to diversity in size, operations, and format, members also bring a variety of perspectives on community engagement. NACDS members refer to the initiatives covered in this report in a number of ways. Generally speaking, these initiatives are described in five ways:



**91%**

Community involvement, engagement, and relations



**66%**

Corporate responsibility



**49%**

Sustainability



**46%**

Corporate citizenship



**11%**

Shared value

While titles of the initiatives might be different, a common theme unites them all: it is the effort undertaken to address current societal issues where NACDS members make a positive impact in the community. For the purpose of this report, these initiatives are referred to as community engagement.

The research informing this report shows that the majority of NACDS members' community engagement initiatives are focused on helping local communities develop and prosper. Therefore, this report begins with a description of these efforts. Also included is a discussion on NACDS members' efforts to support their employees, protect the environment, and meaningfully engage with supplier partners to address communities' challenges. These emerged as notable themes from the survey.

## Three high-priority initiatives emerged among survey respondents:

- Access to affordable medicines and vaccines
- Preventing diabetes and promoting healthy meals
- Preventing opioid abuse

Later in this report, a deep dive into NACDS members' initiatives in each of these three areas is taken.



# PHARMACISTS LIVE, WORK, AND SERVE PATIENTS IN EVERY STATE.

## NACDS members engage with local communities

"Local community" may mean something different depending on the scale of a pharmacy's operations. NACDS members define local communities as one of the following:

- Neighborhoods in which pharmacies operate.
- Every city, county, and state in which pharmacies operate.
- Community is first defined where there is an employee presence around the globe, and second where there is a significant need that aligns with the company's philanthropic strategy.

In many cases, NACDS member pharmacies operate in rural areas where there are few other easily accessible healthcare resources for the local community. This fact alone makes the pharmacies and the pharmacists working there an even more critical element of a local community.

Regardless of how local communities are defined, all NACDS members who responded to the survey said that they actively engage with the local community. This section of the report describes how NACDS members engage with their local communities, including identifying the activities undertaken and targeted groups NACDS member seek to help.

# 100%

 of survey respondents actively engage with local communities.

## NACDS members engage in various ways

Inspired by every day in-store interactions, NACDS members' community engagement initiatives take many forms. The survey results indicated four primary ways NACDS members engage with their communities.

### COMMUNITY ENGAGEMENT ACTIVITIES BY NACDS MEMBERS

Respondents indicated they participate in the following:



**97%** Financial giving

**94%** Volunteering



**86%** In-kind giving

**86%** Sponsoring community programs and projects

Average distance **within** region based around urban center

 = **1.36 miles**

Average distance **outside** region based around urban center

 = **5.08 miles**

Nearly all Americans (**88.8%**) live within five miles of a community pharmacy.

(NCPDP Pharmacy File, ArcGIS Census Tract File. NACDS Economics Department)



In 2017, NACDS members reported annual community total giving at nearly **\$630 million** and their employees volunteered for more than **1.5 million hours**.<sup>11</sup>

Examples of financial giving by NACDS members can be seen in the hundreds of organizations that receive financial support from NACDS members. The following national organizations were among the most frequently cited by respondents to the survey, though local organizations across the nation also were commonly included among the lists of organizations supported:

- ALS Foundation
- Alzheimer’s Foundation
- Autism Speaks
- Goodwill
- Mental Health First Aid
- National Alliance on Mental Illness
- Red Cross
- Relay for Life
- Salvation Army
- Second Harvest
- St. Vincent’s
- Susan G. Komen Foundation
- The American Cancer Society
- The American Diabetes Association
- The American Heart Association
- United Way

Volunteering activities include company-wide initiatives to support volunteer time off. Outside of work-related activities, many employees of NACDS members serve on local boards and chapters of organizations whose mission is to support local communities.

In-kind giving is common across diverse initiatives. It comes in the form of in-kind support to first responders aiding in disaster relief, vaccines for needy children and families, and food donations to schools and food banks, to name a few examples.

Community programs cover a variety of initiatives

Eighty-six percent of survey respondents indicated they sponsor their own specific community programs and projects. Community engagement initiatives are often spearheaded by an executive/owner and implemented at the store level. The efforts are prioritized based on the most pressing issues facing their local communities. It is not unusual for the community engagement initiatives to be informed directly by day-to-day conversations within the community. In many cases, store managers and employees gather feedback from customers. Pharmacists interact with patients every day, and are well-positioned to learn about the challenges they face and where even modest improvements can make a big difference. In many cases, those responsible for setting companies’ strategies for community engagement spend time at the stores talking to people, gathering feedback, and observing patient-pharmacist interactions to generate innovative ideas on how to better serve local communities. Based on this engagement, NACDS members sponsor a wide variety of activities.


## COMMUNITY ENGAGEMENT PROGRAMS RUN BY NACDS MEMBERS


- 83%** Granting scholarships and apprenticeships
- 77%** Supporting local arts and artists
- 74%** Supporting local schools
- 74%** Serving on local boards/chapters
- 69%** Donating clothing and toys to children in need
- 51%** Youth sports and athletic programs and events
- 37%** Nutrition education
- 37%** Free “brown bag” prescription counseling
- 34%** Food donation and hunger eradication
- 34%** Disaster relief/emergency response and assistance
- 26%** Supporting various healthcare causes and organizations
- 17%** Health fairs or wellness events
- 11%** Filling free prescriptions

<sup>11</sup> Total giving and volunteer hours were obtained from NACDS member websites and/or sustainability reports where available as of February 12, 2018.


Food donation and hunger eradication is a priority for NACDS members that operate grocery stores. They regularly work with food banks and shelters supplying them with nutritious meals for those in need.

## FOOD BANK ASSISTANCE

 *One NACDS member supports 21 regional food banks across its 10-state area, donating \$3 million annually, and more than \$46 million over the last 20 years.*

 *Another NACDS member donates six million pounds of food annually to area food banks, pantries, and shelters.*

Supporting local schools is one of the most prevalent and impactful ways NACDS members improve and grow healthy local communities. In addition to donating school supplies, local school support programs include free fruit, vitamins, and other merchandise contributions; athletic team sponsorships; and educational programs to increase test scores and classroom attendance. Others take advantage of the wealth of knowledge local pharmacists have and organize prescription drug abuse education and outreach, and poison prevention programs taught by pharmacists at the schools. Eighty-three percent of survey respondents grant scholarships and apprenticeships to local youth. Many NACDS pharmacies offer scholarships to those pursuing pharmacy degrees or to any eligible student up to a certain dollar threshold per year. One NACDS member has provided \$2 million in scholarships to approximately 430 children of disabled and fallen military personnel through partnership with the Folds of Honor Foundation.

 *One NACDS member uses its rewards card to tie a customer's account to its school of choice. Each scan of the rewards card earns the school a percentage of rewards points based on the purchase. Through this program, over \$1 million is donated each year to local schools.*

## Community programs target those in need

NACDS members' community engagement initiatives target several vulnerable community groups in need of assistance.

## NACDS MEMBER PHARMACIES TARGET VULNERABLE GROUPS

**49%** Children from under-served families


**46%** Medically under-served population or communities

**31%** Veterans


**20%** Homeless

**20%** Children with disabilities

There is a variety of programs that NACDS members sponsor that target children from under-served families. NACDS members have sponsored programs that aim to increase enrollment in and nutritional content of school breakfast programs and "backpack" programs that provide children with breakfast foods for the weekend.

 *In 2017, employees of one NACDS member volunteered to pack lunches for the Feed My Starving Children, packing 3,000 meals to be distributed to children in need.*

Beyond nutritional support to children from under-served families, NACDS members also give in other ways. Programs aimed at children range from toy drives like Toys for Tots to specific campaigns collecting and donating children's clothes and shoes during winter months. Also during the holidays, some NACDS members "adopt" children in Child Protective Services or sponsor "giving trees" where children's Christmas lists are included on a tree for employees or customers to choose.

 *NACDS members supported 24 local baby organizations with donations of food, diapers, supplies, and clothing and raised \$6 million through an annual Miracle Balloon Campaign to Support Children's Miracle Network.*

In addition to children, NACDS members also do a lot to help the entire under-served family. The Brown Bags of Hope program provides school districts, food banks, and law enforcement with food, school supplies, and hygiene products to help those who are struggling day-to-day to make ends meet. Members hold coat drives during the holiday season. One NACDS member helped collect 10,000 winter coats in 2017 for under-served families.

Health fairs and wellness events are presented by pharmacies to reach those who otherwise do not have access to healthcare. Almost 80 percent of NACDS members provide services, such as flu shots for the homeless, and run diabetes and senior health fairs that offer screening and preventive services.



## Disasters affect everyone

Consistent with the theme of helping those in need, NACDS members provide significant relief to those affected by natural disasters. Hurricanes Harvey, Irma, and Maria made 2017 a particularly challenging year. NACDS members helped rally their local communities to collect over \$50 million in cash and in-kind donations to support disaster relief efforts.

Recognizing that it takes time for these charities to turn dollars into supplies, one NACDS member company has begun partnering with airlines. For recent disaster relief efforts, the NACDS member assembled various products from bandages and antibiotic ointment to basic sanitary products and tooth brushes. They then worked with partner airlines to fly the products directly to the affected area. The partnership works well as the NACDS member has the essential products on hand and the airlines are able to determine where the products can be

delivered based on what airports are still open near disaster areas. To help protect the volunteers on the ground in affected flooded regions, volunteer pharmacists have administered vaccines that protect against water-borne illnesses. These efforts not only support NACDS-member customers, but also the communities as a whole.

Another example of NACDS member pharmacies taking community involvement a step further is one member's initiative to not send any products to landfill. When products are removed from shelves for reasons such as new branding, instead of being thrown away, they are sent to an international nonprofit that coordinates the response to major disasters. The nonprofit manages the stock and uses it to benefit someone in need.

Disaster relief did not stop there, as NACDS-member pharmacies used their resources on hand to provide other assistance:

## EXAMPLES OF NACDS MEMBERS' DISASTER RECOVERY ASSISTANCE



Sending over **1,700** truckloads of **water, food, and other ESSENTIALS** to disaster areas with first responders



Facilitating a **process** that allows pharmacists to provide one-time **EMERGENCY refills** of **medications**

Activating Emergency Operations Centers, which operate **24 HOURS** a day to track storm impacts and **support** employees' needs and well-being



Opening mobile pharmacies located in safe areas to continue **serving patients** by answering calls and filling and delivering **PRESCRIPTIONS**

Delivering essential items to potentially **IMPACTED** stores



Sending Emergency Response Teams to provide **RELIEF** to affected communities, which include disaster relief units and mobile kitchens



## Taking care of employees

Collectively, NACDS members employ nearly three million individuals, including 152,000 pharmacists. They fill over three billion prescriptions yearly and help patients use medicines correctly and safely, while offering innovative services that improve patient health and healthcare affordability. It goes without saying that NACDS members' employees are integral to the local communities, and the care that pharmacies provide often starts with their own employees. Many NACDS members attributed low turnover to the sense among their employees that their workplace gives them the opportunity to make a positive impact. Having a meaningful job and high job satisfaction in turn encourages pharmacists and employees to play a greater role in their communities.

There are many ways NACDS members work to improve the quality of life for their employees. Some of the current efforts around employee satisfaction and development among NACDS members include health and wellness coaching, retirement planning benefits, employee training and development, flexible working hours, scholarships, and free flu shots.

One of the most effective ways to extend local community initiatives is to engage and inspire employees to continue giving back, just as NACDS members' employees have done by volunteering 1.5 million hours, as previously mentioned. This report addresses the role of pharmacy employees in diabetes prevention and management as well as preventing opioid abuse; highlighting that the most valuable and unique resource that pharmacies have is their employees.

One of the most **effective** ways to extend community initiatives is to **engage** and **inspire** employees to continue giving back, just as NACDS members' employees have done by volunteering **1.5 MILLION** hours.



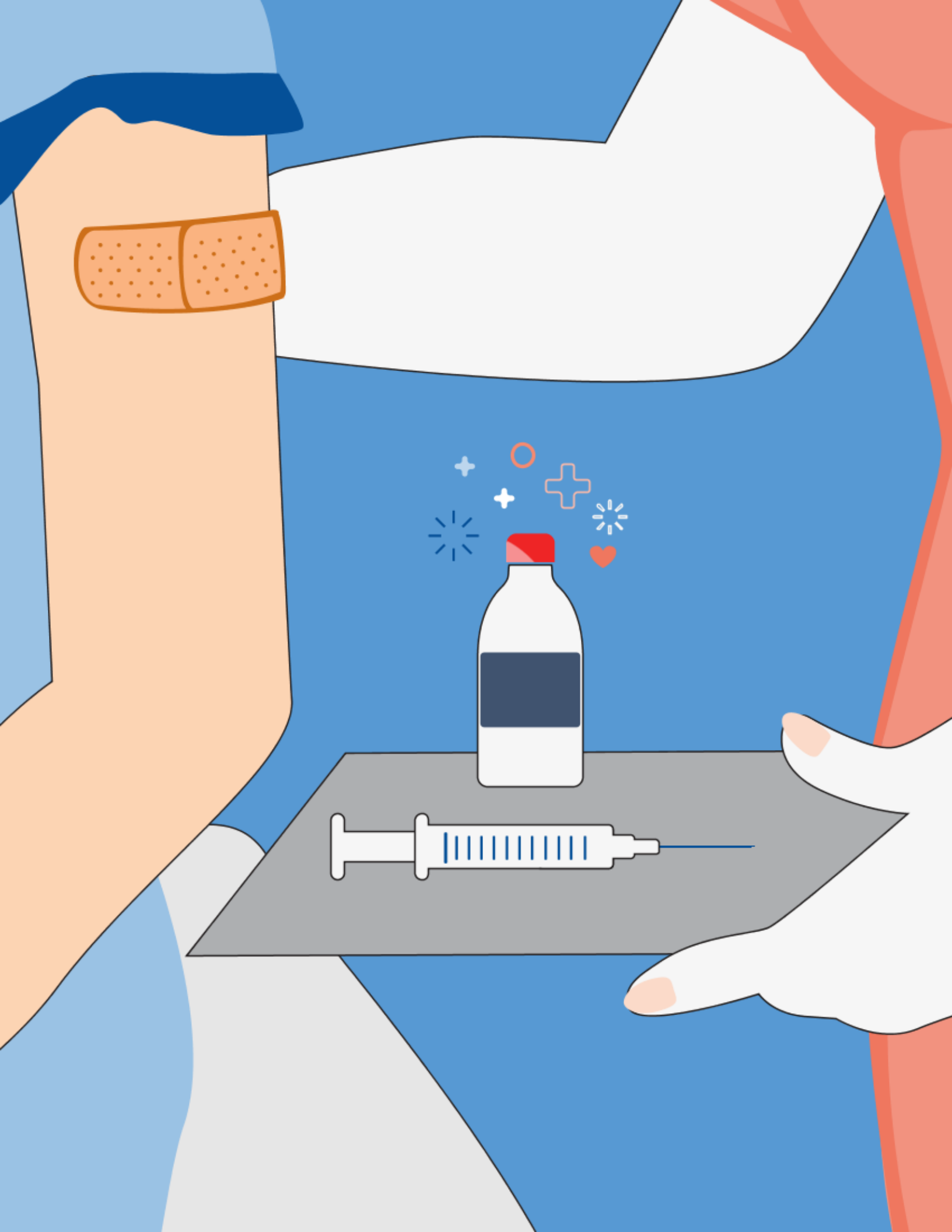
## The environmental part of community

**Seventy percent of respondents to the survey indicated that they address environmental impacts within their community engagement strategy.**

Currently, NACDS members are focusing their efforts on enhancing their operations, such as investing in energy-efficient lighting and refrigeration, and recycling products and packaging, including plastic bags. It is important to note that many pharmacies participate in and encourage both customers and employees to adopt responsible environmental practices. More and more stores are looking to optimize their operations through diversion of waste from landfill via product donations, optimized packaging designs, and recycling plastic containers and plastic bags. These efforts minimize negative environmental impacts to help promote strong and healthy communities.

## Engaging the supply chain

NACDS members have many ways of involving supply chain partners in making a positive impact within local communities. Many NACDS grocery store members source from local farmers with a focus on organic products and produce. Many products in stores are being replaced to meet more rigorous standards, such as sustainable seafood, fair trade certified, and compliant with animal welfare policies.



# ACCESS TO AFFORDABLE MEDICINES AND VACCINES

One of the three high-priority community issues noted by survey respondents was access to affordable medicines and vaccines. The chain pharmacy industry has come up with solutions ranging from financial assistance and in-kind giving of critical medicines to not-for-profit organizations who work with under-served populations.

Several NACDS members offer a free medication program for some medications with a special focus on those prescriptions most often filled for children and diabetics.

When it comes to immunization assistance, NACDS members focus on two different fronts: helping those in the United States and providing global immunization assistance.

# 1 in 5



<http://shotatlife.org>

children  
worldwide lacks  
access  
to lifesaving  
vaccines

## Responding globally

Many developing countries in the world do not have vaccination programs to provide access to life-saving vaccines to children around the world.

To increase access to immunizations against diseases like pneumonia, measles, and polio for children in developing countries, funds are raised through the Shot@Life program, a campaign by the United Nations Foundation benefiting Gavi, the Vaccine Alliance, UNICEF, and the World Health Organization.<sup>12</sup> These organizations work to save lives and improve the health of millions of children around the world every day. The vaccines for these diseases have proven to be effective in reducing the number

of childhood deaths. NACDS members participate in Shot@Life program by helping to get these vaccines to those who need them most.

## Responding locally

In the United States, immunization challenges mostly affect those with limited access to medical professionals, such as under-served populations, uninsured adults, the homeless, and those living in remote areas. The Vaccines for Children (VFC) Program offers vaccines at no cost for eligible children. The VFC Program provides vaccines to children whose parents or guardians may not be able to afford them. This helps ensure that children have a better

chance of getting their recommended vaccinations on schedule. These vaccines protect babies, young children, and adolescents from 16 diseases.

Research has found that the ability to receive immunization through a local pharmacy greatly increases chances of those in need receiving the vaccines.<sup>13</sup>

The research found that state-level policy changes between 2003 and 2013, which allowed for pharmacists to administer influenza immunizations, were associated with a nearly eight-percent increase in seasonal influenza immunization rates within six years of such policies coming into effect. Over this period, overall seasonal influenza immunization rates rose 25 percent

<sup>12</sup> <http://shotatlife.org/>

<sup>13</sup> Drozd, E.M., Miller, L. and Johnsrud, M. (2017). Impact of Pharmacist Immunization Authority on Seasonal Influenza Immunization Rates across States. *Clinical Therapeutics*, 39(8), pp. 1563-1580

every  
20   
seconds

<http://shotatlife.org>

a child around  
the world dies  
from a vaccine-  
preventable  
disease

among those surveyed (from 32 percent to 40 percent immunized). The results suggest that pharmacies and other non-traditional settings may offer accessible venues for patients, not only for influenza immunizations, but also for other public health initiatives.

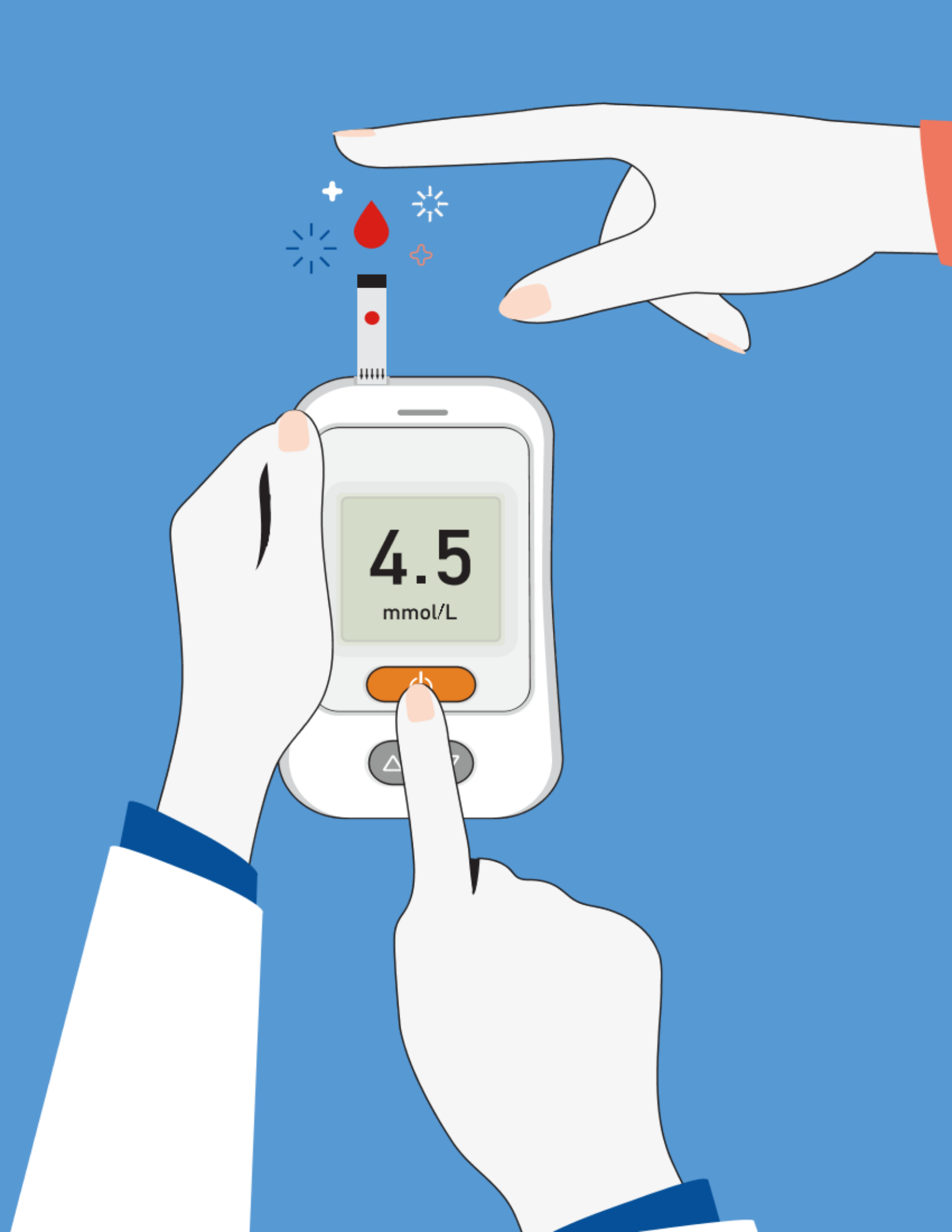
The same study also showed that lack of convenient access has been identified as a major barrier affecting whether an individual will receive the immunization.

"Today, many people find it surprising that it was not until 2009 that pharmacists were allowed to administer the flu shot in all 50 states," said NACDS President and CEO, Steven C. Anderson, IOM, CAE. "Now, since 2015, pharmacists have been allowed to

administer at least three adult vaccines in all 50 states. That is tremendous progress, and research and anecdotal evidence supports the public health merits of improving patients' access to these highly educated health professionals."<sup>14</sup>

Apart from providing immunization services, many pharmacies have ongoing programs donating vaccines and providing free immunization services to those in need in local communities. These initiatives have a significant positive impact, especially for those who, geographically or due to employment or insurance status, cannot afford or reach alternative providers.

14 Ibid.



4.5

mmol/L

# PREVENTING DIABETES AND PROMOTING HEALTHY MEALS

Diabetes ranked among the three high-priority community issues identified by survey respondents. With more than 100 million adults in the United States living with diabetes or pre-diabetes,<sup>15</sup> promoting diabetes prevention and management is increasingly important to communities.

What makes diabetes unique in a long list of serious ailments impacting the population is that it can be

successfully managed through physical activity, diet, and the appropriate use of insulin and other medications to control blood sugar levels. Pharmacists are well-placed to help diabetics in their communities.

There are two main areas where pharmacies and pharmacists have the greatest impact when it comes to diabetes: medication management and behavior change programs to improve eating habits and increase physical activity.

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<sup>15</sup> <https://www.cdc.gov/diabetes/pdfs/data/statistics/national-diabetes-statistics-report.pdf>

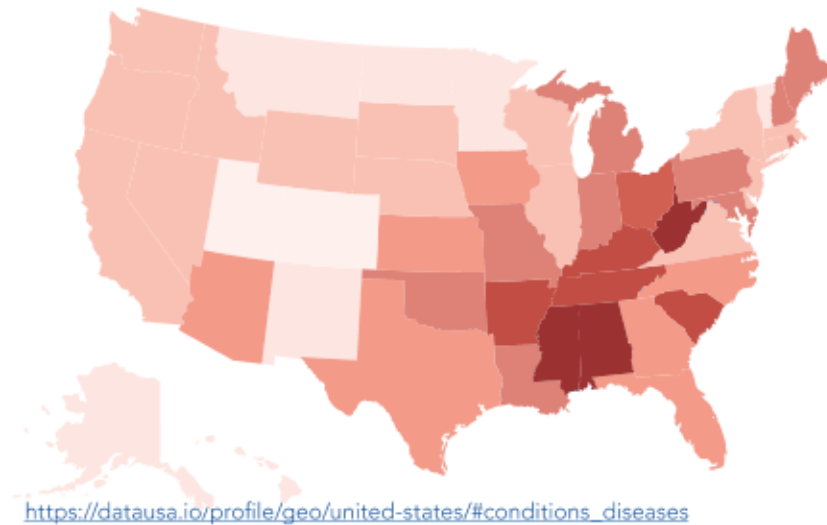
## Medication management

While seemingly straightforward, taking medicine correctly and on time appears to be one of the greatest hurdles to diabetics. There is no single, exact formula when it comes to treating diabetes. Prescriptions are tailored to an individual's circumstances and medications have time-release attributes. Following an individualized course of diabetes medication makes it more likely to work as desired. Notably, on average, fewer than 40 percent of patients with type 2 diabetes are achieving optimal levels of adherence (the extent to which a patient follows the prescribed interval and dose of a medicine regimen) and persistence (the time from initiation to discontinuation of a therapy).<sup>16</sup>

NACDS members work diligently to put together resources and events teaching patients how to handle instances of skipped medications and how to better organize their daily routines to allow for proper dosage of insulin. Pharmacists often introduce patients to new drugs and review instructions for continuing existing medications. This education on medication management is critical to patients' managing their medications.

For example, one NACDS member has introduced a program that improves the health outcomes of diabetics and decreases medical costs using aggressive trend management to improve medication adherence, "A1C" control, and lifestyle management. Diabetics receive a

## Diabetes Prevalence by State



connected glucometer that electronically shares their blood glucose levels with a pharmacist-led team. The team is able to identify potential issues and intervene with one-on-one coaching. To help reduce the complexity of daily disease management, patients receive access to digital tools within a mobile app, such as medication refill reminders and the ability to refill prescriptions via two-way text messaging. Innovative pharmacy services do even more to improve patient health and quality of life, giving faster and better access to pharmacies and promoting healthy behavior.

Over time, diabetes medications may need adjustment when a patient is losing or gaining weight, or exercising more or less. Regular monitoring of blood sugar levels is critical, further emphasizing the role of local pharmacists.

These examples show how many chain pharmacies are trying to change diabetes outcomes by becoming diabetes educators and by counseling patients on better medication management. A relationship with a local pharmacist is important where he or she becomes the first and sometimes the only choice for advice when blood sugar readings indicate a problem or a patient is experiencing other diabetes-related issues.

## Examples of diabetes testing and medication management assistance:



Providing a free online chat to quickly answer diabetes-related questions



Programs to earn points for monitoring blood glucose on time and rewarding those who earn a certain number of points

<sup>16</sup> <http://formularyjournal.modernmedicine.com/formulary-journal/news/diabetes-complications-fuel-rising-cost>



## Improving eating habits and increasing physical activity

Pharmacists who develop trusted relationships with their patients can initiate conversations to encourage their patients to make healthier lifestyle choices. There are numerous examples of what NACDS members do to address the root cause of the issues - from starting a simple conversation about workout routines and eating habits to organizing small groups of people who meet regularly with pharmacists to exchange ideas on diabetes management and discuss challenges they encounter. The value of these community-based focus groups and personal connections and conversations is extremely high, especially for those with no ready access to a doctor or with limited social support.

## Role of healthy choices in diabetes prevention and management

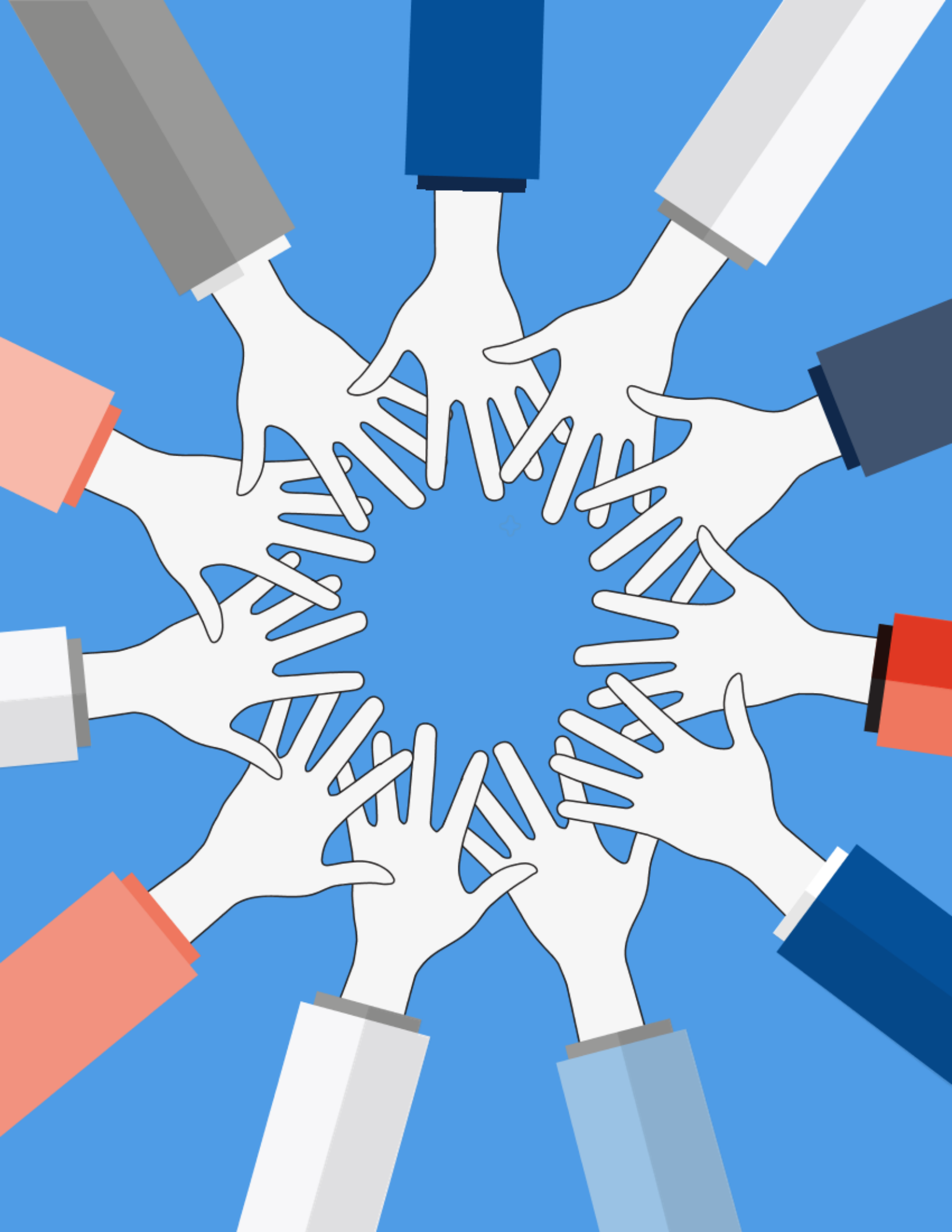
NACDS members, described several different projects aimed at educating consumers about healthy choices. Stores are rolling out programs that raise awareness of the benefits of foods high in fiber (including fruits, vegetables, beans, whole grains, and nuts). Chain pharmacies often organize dietician and pharmacist-led store tours to inspire healthy choices to feel better and achieve safer blood sugar levels.

During tours at one NACDS member pharmacy, dietitians focus on steps to carb-counting success, creating diabetes-friendly plates of food, and sharing tips on portion sizes. The store's pharmacist wraps up the tour with information about glucose meters, testing tips, vaccinations, health screenings, group classes, and other services available for diabetics.

## More examples of what NACDS members are doing to support diabetes prevention and management include:

- In-store dietitians working in conjunction with area hospitals on joint programs in support of diabetes education where patients receive customized educational material aimed at improving quality of life and helping navigate nutritional challenges
- Providing education information on diabetes, including what the disease is and the importance of how lifestyle (eating and exercise) affects treatment options
- Promoting the advancement of diabetes care, research, and new technology available in the management of diabetes
- Sponsoring diabetes clinics educating patients on how to take better care of themselves
- Providing online newsletters and resources for diabetes management

As this survey has shown, chain pharmacies actively participate in addressing diabetes. These efforts range from diabetes management and medicine planning to pre-diabetes diagnosis and prevention. Central to these efforts is the role of the pharmacist. Combined, these efforts are poised to make a meaningful impact on those whose lives continue to be affected by this, mostly preventable, disease.



# PREVENTING OPIOID ABUSE

Another high-priority community issue identified by NACDS survey respondents is opioid abuse prevention. Unique to the opioid abuse epidemic is that it concerns both legal and illegal drugs, with prescription drug diversion adding complexity to the issue. In response, NACDS member pharmacies have trained pharmacy personnel on strict policies and procedures to prevent prescription drug diversion.

Additionally, loss-prevention measures, including internal security systems, have been put in place throughout the prescription drug supply chain, everywhere from the distribution centers to the pharmacy counters.

Examples of the many initiatives that NACDS member pharmacies are undertaking directly in the communities in which they operate include those on the following pages.

## Patient education

Prevention is essential to addressing prescription drug abuse. NACDS members provide helpful materials to their customers educating them on drug abuse and misuse and how to avoid it. In fact, patients often receive a range of written materials with their prescriptions, including medication guides, patient package inserts, and other consumer medication information. In NACDS member pharmacies it is common to see posters highlighting the patient's role in preventing prescription drug abuse.

## Community partnerships

NACDS member pharmacies provide prevention education programming in partnership with other community organizations. NACDS member pharmacies have invested in prevention of opioid abuse for a number of years by creating programs that provide access to educational materials that anyone can use to help prevent the misuse of prescription drugs. The mission of these programs is to educate people of all ages about the dangers of misusing prescription drugs. The work is done in partnership with many community organizations, including various pharmacy associations, colleges of pharmacy, hospitals, clinics, and local pharmacies and pharmacists.

Furthermore, NACDS members are collaborating with various public health departments to provide patients and employees with information on how to obtain help for opioid and other substance abuse issues. As a result of this partnership, a

new 24-hour hotline has been put in place as a resource where people can get information and support from experts. This collaboration with public health departments has also resulted in the distribution of counter cards and information tear pads via pharmacy counters. Informational posters in employee break rooms are also on display to bring attention to this issue.

## Supporting recovery

It is well-known that those facing addiction have better odds of recovery when supported during their recovery efforts. NACDS member pharmacies offer scholarship programs for people completing a recovery program. The community effort is designed to provide scholarships for those in drug rehabilitation to help them pursue education and job training. This is significant to those faced with the challenge of recovery. Pursuing education and job training can help to stabilize employment prospects and incentivize recovery.

## Drug disposal

NACDS-member pharmacies have initiated drug disposal efforts in addition to working with physicians to reduce the number of opioid prescriptions. These efforts reduce the supply of prescription opioids, thereby reducing the opportunity for the drugs to be misused. Several NACDS member pharmacies are rolling out drug take-back initiatives that include, but are not limited to, the following:

### **Disposal solution:**

When the prescription is filled, patients also receive a solution that, when emptied into a pill bottle with warm water, converts the unused drug to a biodegradable gel that can be disposed of in the trash.

### **Prescription drop-off:**

Patients can drop off expired, unused, or unwanted medications at a variety of locations for safe disposal. These medications can be returned to self-service disposal kiosks located within many pharmacies or to kiosks that have been donated to law enforcement officials across the country. Special events are promoted throughout the year to encourage drop-off at appropriate venues.

### **Mail back:**

Patients can mail medications via postage-paid envelopes that can be used to mail opioids to a disposal facility.

## Providing easier access to Naloxone

Naloxone is an opiate antidote.<sup>17</sup> Naloxone is administered to people to reverse the effects of an overdose of heroin or other opioids. It has been used in emergency rooms and by first responders for a number of years.

As of the publishing of this report, 23 states currently have laws giving pharmacists authority to increase access to the life-saving Naloxone and to provide it without a prescription.<sup>18</sup>

NACDS member pharmacies support state laws and policies that eliminate administrative barriers to pharmacist-provided Naloxone, and have taken steps to enhance its availability to those suffering from substance abuse and to their families.

## NACDS organization-wide efforts

In addition to the initiatives by individual member pharmacies, NACDS remains committed to advocating for public policy solutions that can help to solve the opioid abuse epidemic. Every day, pharmacists face a moment of truth. When presented with an opioid prescription, a pharmacist must make decisions as a provider of patient care, and as part of the drug-abuse solution. Based on these experiences, NACDS has announced four new recommendations on this complex issue, to complement pharmacy's ongoing collaboration with other healthcare professionals and with law enforcement. The four public policy strategies are intended to reduce the volume of unneeded and unused opioid medications entering the public domain, and thereby reduce the chances that they fall into the wrong hands, while taking into account the needs of those most severely affected by chronic pain. The four new public recommendations include:

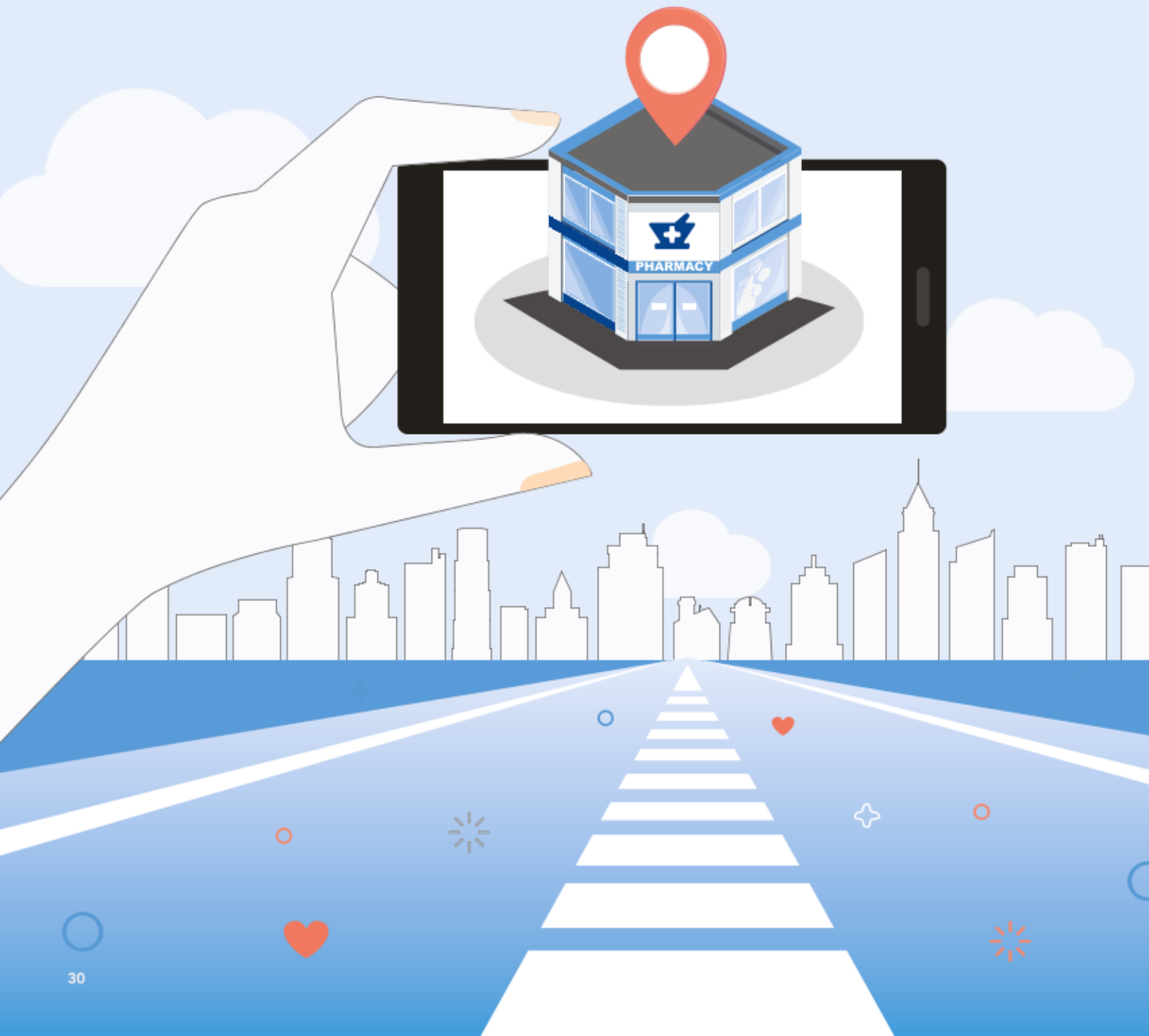
- Legislate a seven-day supply limit for initial opioid prescriptions issued for acute pain
- Legislate a requirement that all prescriptions be issued electronically, with limited exceptions, to enhance security and reduce fraud
- Create a nationwide prescription drug monitoring program through collaboration
- Provide manufacturer-funded mail-back envelopes for unused opioid drugs, available to patients at pharmacies upon request

**There is still much headway to make on preventing opioid abuse. However, both individually and collectively as a chain pharmacy industry, NACDS members are playing a part in the solution.**

<sup>17</sup> <https://www.drugabuse.gov/related-topics/opioid-overdose-reversal-naloxone-narcan-evzio>

<sup>18</sup> Nikirk, Miley, et al. Legal Issues With Naloxone Availability Conferring Authority and Insulating from Liability. Pharmacy Times website. <http://www.pharmacytimes.com/publications/issue/2017/may2017/legal-issues-with-naloxone-availability-conferring-authority-and-insulating-from-liability>. Published May 20, 2017. Accessed January 26, 2018.

# LOOKING AHEAD



This report describes the many ways that NACDS-member pharmacies do more in their communities than operate their day-to-day businesses. They contribute significantly to various initiatives that positively impact their communities, and dedicate a significant amount of effort to tackling serious issues facing society today. The initiatives of individual pharmacies together add up to a robust industry commitment to promoting healthy lives and well-being in the communities in which they operate.

These efforts are aligned with the macro themes in global development formalized under the Sustainable Development Goals by the United Nations in 2015, which presents a clear framework for governments and the private sector to address economic, social, and environmental challenges across all geographies.

Looking ahead, NACDS members overwhelmingly suggested the opioid abuse epidemic will continue

to be a priority for positive community impact.

NACDS members also anticipate healthy eating and exercise, particularly focused on reaching children early to establish good habits, as a focus going forward. Many are building on the work they already do in this area, and will continue to work on other issues important to their local communities, such as maternity health programs, providing vaccinations, supporting suicide prevention, and providing resources to decrease the number of teenage pregnancies.

Survey respondents indicated the value of engaging various partners, such as patient advocacy foundations and associations, to educate these organizations on what a pharmacy does, and can do, for patients affected by the health conditions the organizations represent. NACDS members believe that educating such organizations may lead to future collaboration opportunities that would

amplify a range of benefits to society.

This report is not the end point, but rather it aims to start the conversation on what NACDS chain members are doing today to address current challenges in healthcare that have long-term impacts on the local communities in which they operate. Continued collaboration within the industry and its members, suppliers, and patient advocacy organizations, to name a few, are vital to NACDS' work in preserving and advancing patient care. The chain pharmacy industry is well-positioned to advance these and other causes. Their footprint within the local communities, and globally, is expanding through the work NACDS members already do beyond business as usual.

Please visit [community.NACDS.org](http://community.NACDS.org) to continue the dialogue on community engagement and to obtain the latest news about what NACDS members are doing to create positive impact within their local communities.





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CHAIN DRUG STORES