Healthcare Professionals and Their Perceptions of Medication Access Barriers

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BACKGROUND

- Medication access, deemed a right to health by the World Health Organization, is an individual's right to receive medicines needed for their health and wellbeing.
- The Pharmacy Quality Alliance's Medication Access Patient Journey framework (MAPJ) was used to identify potential medication access barriers. Organizational health literacy and insurance were chosen to be assessed.[1]

Figure 2. Common Barriers Across the Conceptual Framework*

DeStefano A, Niles A, Renda A, et al. 2019 PQA access to care report. Accessed May 25, 2021 from https://www.pqaalliance.org/assets/Research/PQA-Access-to-Care-Report.pdf

OBJECTIVE

- The purpose of this study was to investigate healthcare professionals' knowledge, experiences, and perceptions of medication access and medication access barriers. Specifically, organizational health literacy and insurance were the two medication access barriers assessed.

METHODS

Study Design
- Descriptive Survey

Inclusion Criteria
- Age 18 years old or older.
- Healthcare professional that includes pharmacist, physician, physician assistant, nurse practitioner, nurse, pharmacy technician, certified nursing assistant, medical assistant, or other.
- Partial completions of the survey were included in the results.

Study Measures
- 23 question survey that assessed the participant's knowledge, perception of importance, their experience, and how well their site of employment address medication access barriers.

Distribution
- Survey was distributed through SIU School of Medicine Family Medicine Clinics and social media (ex. Facebook).
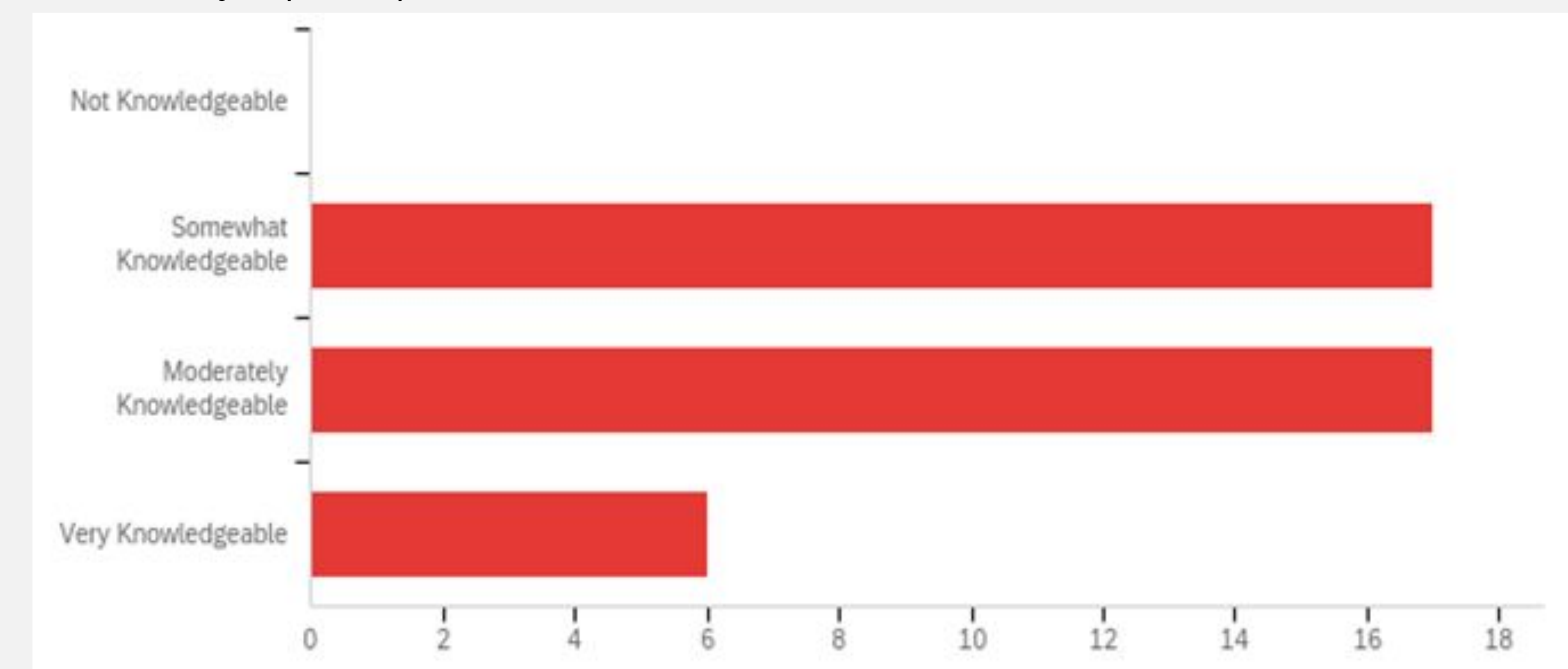- Survey period was eight weeks long.

Data Analysis
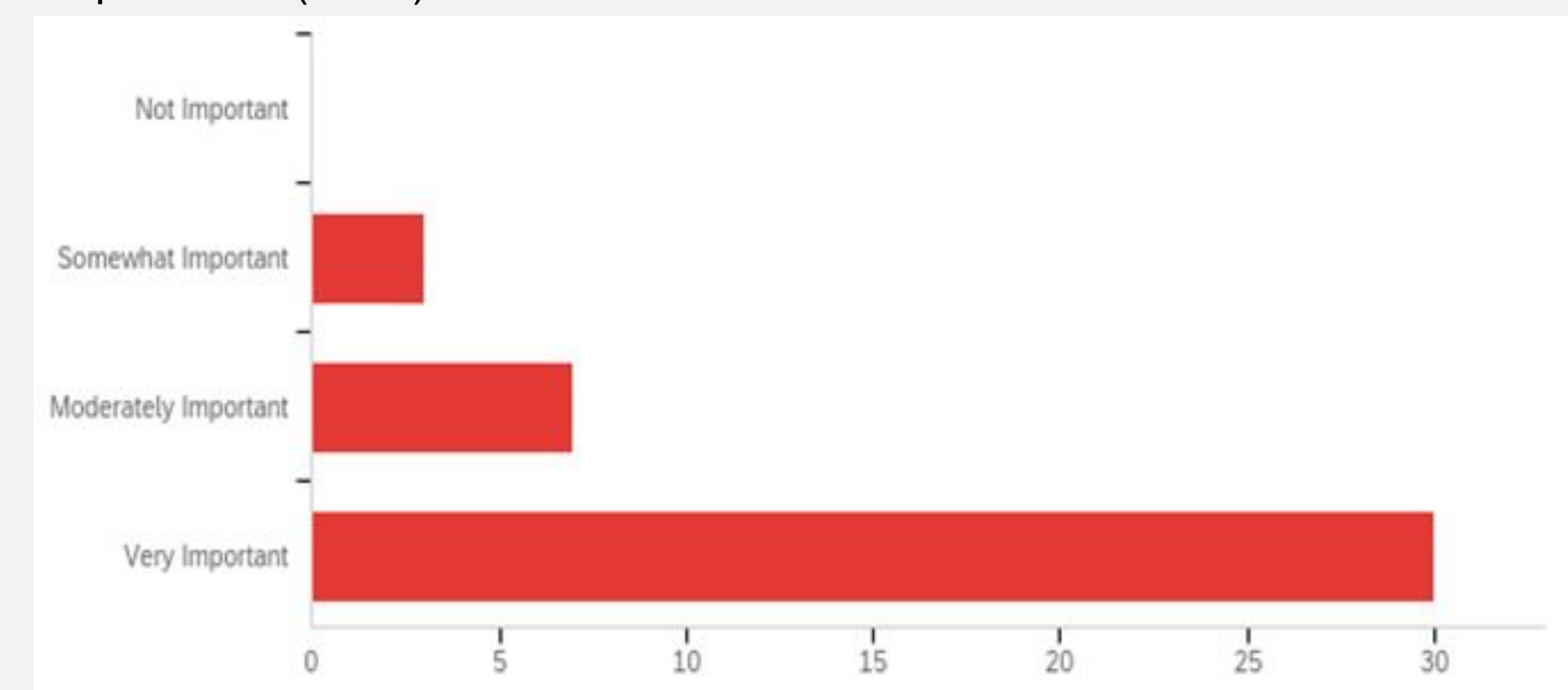- Ordinal data was analyzed using mode, percents, and counts.

RESULTS

Healthcare Professional	%	Count
Pharmacist	14%	5
Pharmacy Technician	14%	5
Physician	31%	11
Physician Assistant	6%	2
Nurse	17%	6
Medical Assistant	3%	1
Medical/Pharmacy Resident	14%	5
Total	100%	35

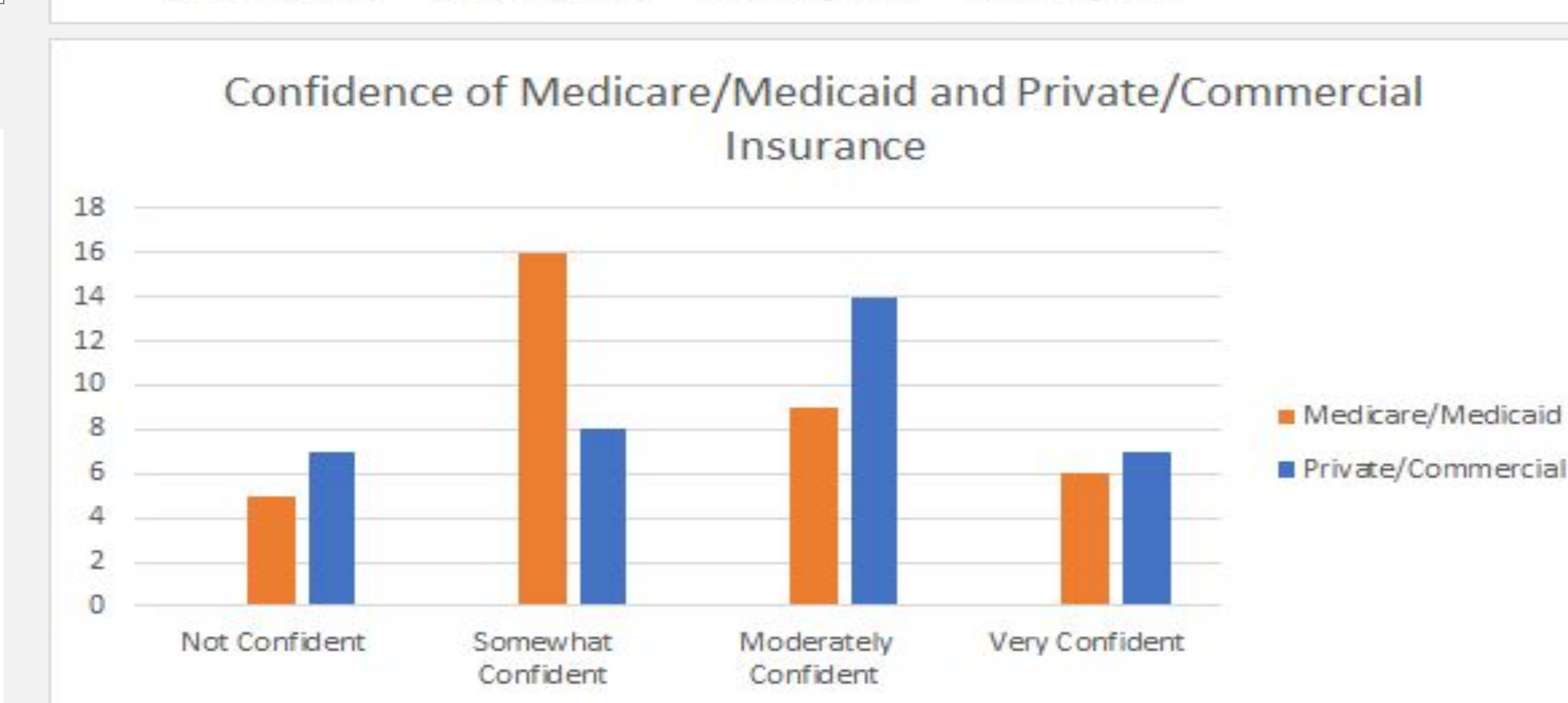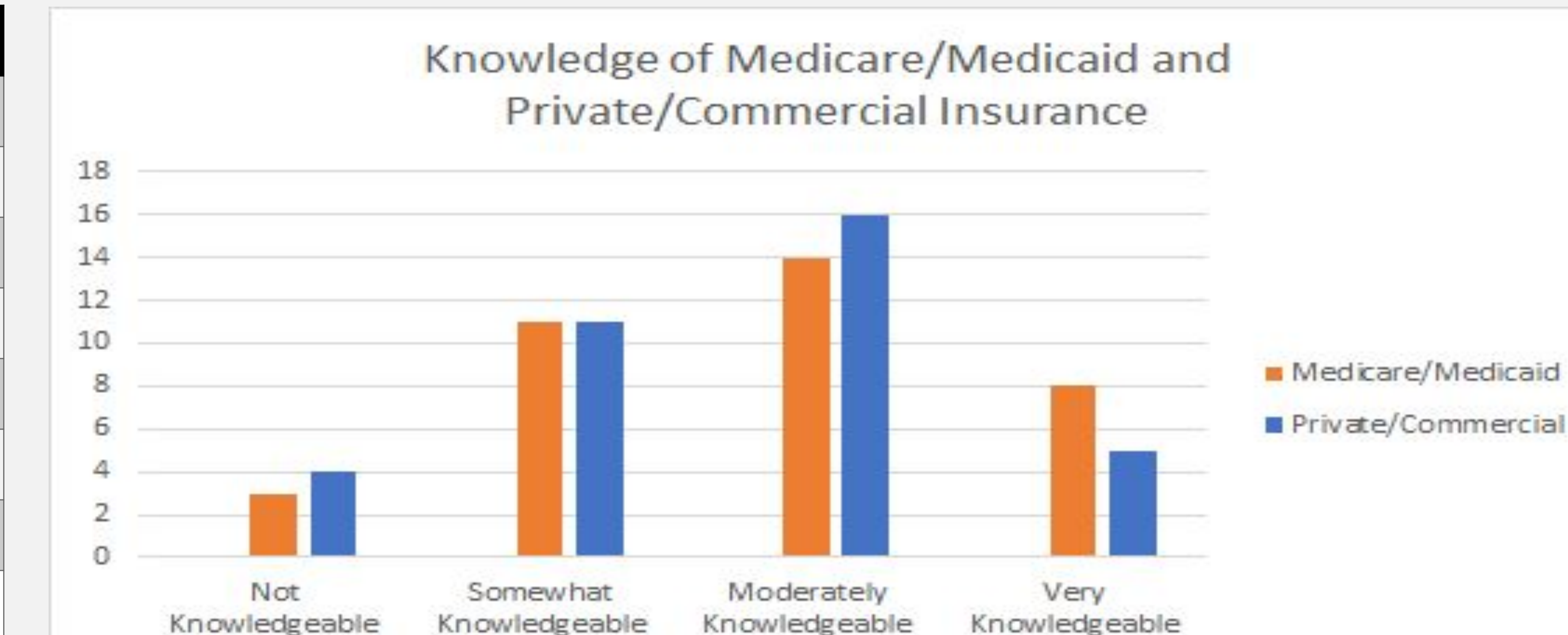1. How would you rate your overall knowledge of organizational health literacy? (n=40)

2. How important is organizational health literacy in medication access for patients? (n=40)

- Regarding the respondents site of employment designing resources for patients that assist navigating the healthcare system, remove healthcare barriers, and promote health literacy, 58% reported good or better for navigating the healthcare system, 40% for removing healthcare barriers, and 53% for promoting health literacy.
- Regarding evaluating the effectiveness of the interventions stated above, 46% were good or better for navigating the healthcare system, 38% for removing healthcare barriers, and 45% for promoting health literacy.
- 78% of respondents reported that their site was good or better at providing equitable care to all patients

RESULTS

- Regarding knowledge of insurance formularies, insurance tier systems, and prior authorizations, 61% were moderately knowledgeable or better for insurance formularies, 46% for insurance tier systems, and 59% for prior authorizations.
- Regarding confidence of searching for insurance formularies, working with insurance tier systems, and resolving prior authorizations, 50% were moderately confident or better for insurance formularies, 39% for insurance tier systems, and 45% for prior authorizations.

Full Results: https://drive.google.com/file/d/1GW3yGOwvlYsRUyFkZr_tNFYIZzFxAtkQ/view?usp=sharing

CONCLUSION

- Healthcare professionals recognize the importance of organization health literacy but may have incomplete knowledge of the topic. There also may be needed improvement in designing and evaluating interventions healthcare systems offer for navigating the healthcare system, removing healthcare barriers, and promoting health literacy.
- Healthcare professionals are knowledgeable about Medicare/Medicaid and Private/Commercial insurance but may be more confident working with Private/Commercial insurance patients. There also can be improvements made in educating and improving confidence when working with insurance formularies, insurance tier systems, and prior authorizations in order to promote medication access.

REFERENCES

1. DeStefano A, Niles A, Renda A, et al. 2019 PQA access to care report. Accessed May 25, 2021 from https://www.pqaalliance.org/assets/Research/PQA-Access-to-Care-Report.pdf