

Results of the Arkansas Association of Health-System Pharmacists' (AAHP) Needs Survey

Introduction

AAHP serves its membership by pursuing common goals; through representation to private and public agencies and to the other health care organizations; and by promoting pharmacy as an essential component of the health care team.

In effort to better understand and meet the needs of AAHP members a survey was recently developed and distributed to all active members.

Purpose

The purpose of this analysis is to provide AAHP with the results of the *AAHP Needs Survey*.

Methodology

A survey was developed consisting of 23 questions. The survey was designed to evaluate the needs and viewpoints of AAHP members. The survey was mailed to all active AAHP members. All data was entered into a Microsoft Access[®] database for analysis.

Results

Participants completed a total of 133 surveys. The results are provided in order of the survey questions.

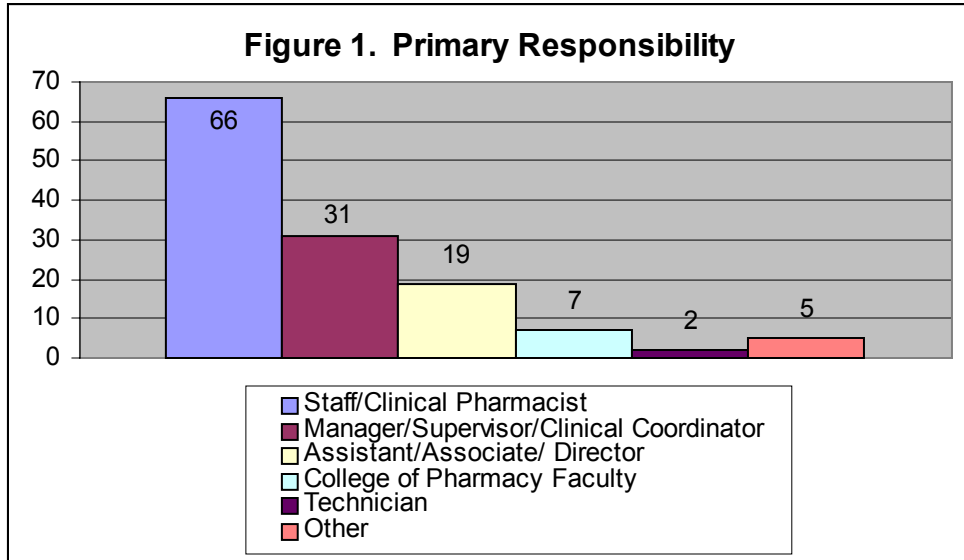
Questions 1 & 2: Please list your age and gender?

Results: See **Table 1**. One hundred and eight respondents provided their age and 130 respondents provided gender information.

	<i>Average Age</i>	<i>Minimum Age</i>	<i>Maximum Age</i>
<i>Female (n=62)</i>	35 years	24	58
<i>Male (n=68)</i>	38 years	29	71

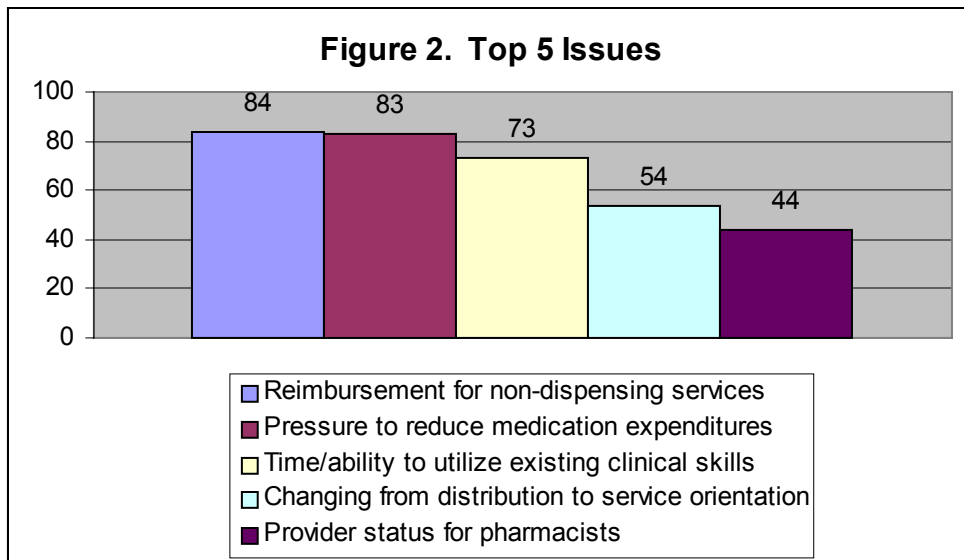
Question 3: What position most clearly describes your primary responsibilities?

Results: See **Figure 1**. There were 130 responses to question 3. The majority, 51% (n=66), of the respondents indicated *staff/clinical pharmacist* is their primary area of responsibility.



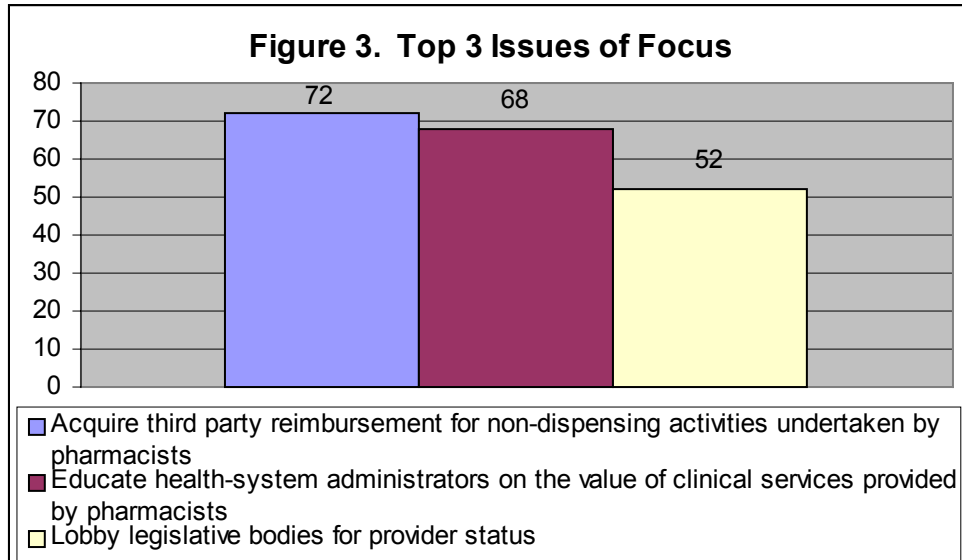
Question 4: What are the top **five** issues facing the profession of pharmacy, particularly in health-system settings?

Results: **See Figure 2.** The responses are provided in rank order and indicate that reimbursement for non-dispensing services is the top issue facing health-system pharmacists. Other responses receiving 40 or more votes but not ranked in the top five include: Chapter 797 regulations (n=43), Pharmacist/technician manpower (n=40), and Building healthcare team relationships (n=40).



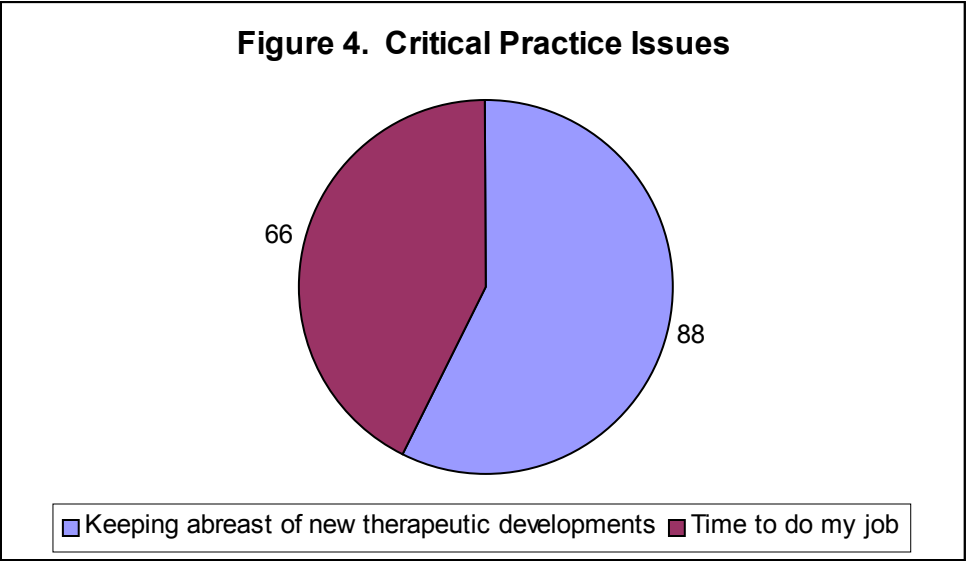
Question 5: What are the top **three** issues and priorities that AAHP should focus on for the next 12 months?

Results: **See Figure 3.** The responses are provided in rank order and indicate that acquiring third party reimbursement for non-dispensing activities is what AAHP should focus on over the next 12 months. The only other response receiving 40 or more votes and not ranked in the top three was obtaining authority to carry out prescription orders under physician protocols (n=40).



Question 6: What are the two issues below that are most critical to you each day in practice?

Results: **See Figure 4.** The responses are provided in rank order and indicate that keeping abreast of new therapeutic developments and time to do my job are the two most critical issues that face AAHP members each day in their practice.



Question 7: What factors influence attendance at AAHP sponsored CE programs? Respondents were asked to rank in order of importance with 1 indicating most important and 9 least important.

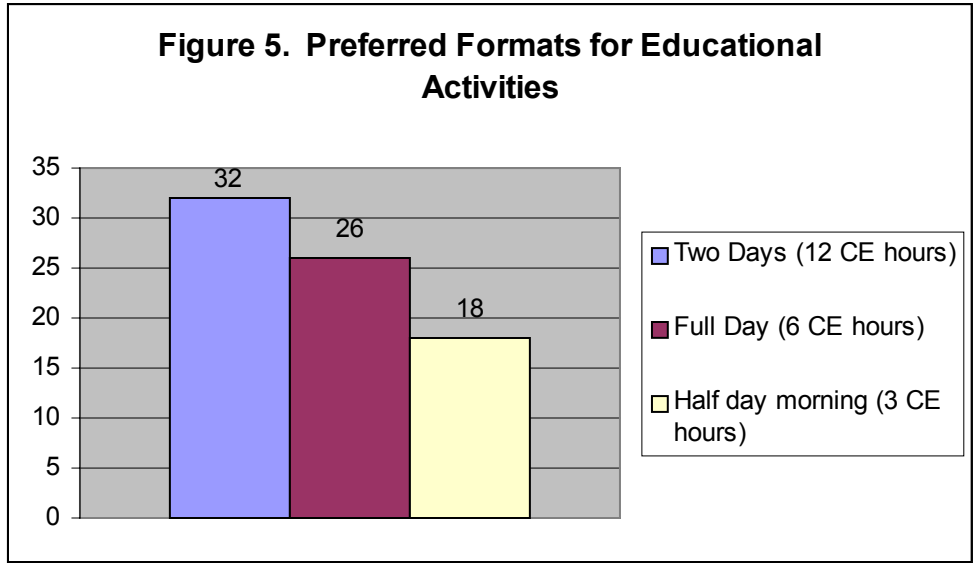
Results: See **Table 2**. The responses are provided in order of importance and indicate that location and topic/subject matter are the most important factors that influence attendance at AAHP sponsored CE programs. Surprisingly, employer support was one of the least important factors that influence attendance at AAHP sponsored CE programs.

Table 2. Factors influencing AAHP sponsored CE programs

<i>Factors Influencing Attendance</i>	<i>Order of Importance</i>
<i>Location</i>	1 (most important)
<i>Topic/subject matter</i>	2
<i>Time of day/day of week</i>	3
<i>Convenience/ease of participation</i>	4
<i>CE requirements</i>	5
<i>Registration fee</i>	6
<i>Speaker</i>	7
<i>Employer support</i>	8
<i>Sponsor</i>	9

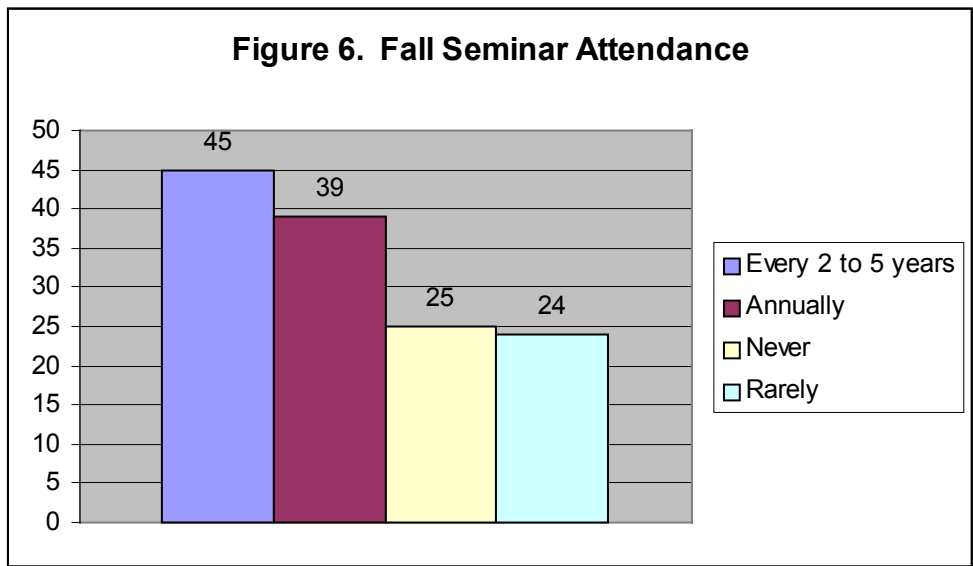
Question 8: What are your top three preferred formats for educational activities?

Results: See **Figure 5**. The results indicate that the majority of respondents prefer obtaining 12 hours of CE over a two day period followed by receiving 6 CE hours over a full day and 3 CE hours in one morning, respectively.



Question 9: How frequently do you attend the AAHP Annual Fall Seminar?

Results 9: See **Figure 6**. The responses are provided in rank order and indicate that most respondents attend Fall Seminar every two to five years or annually. However, 37% (n=49) of AAHP members indicated that they rarely or never attend Fall Seminar.



Question 10: If you have not attended the AAHP Fall Seminar in the past three years what are the reasons?

Results: See **Table 3**. Of the 96 responses, the majority of respondents are unable to travel or take time off work. Other reasons listed but not included in the table are that

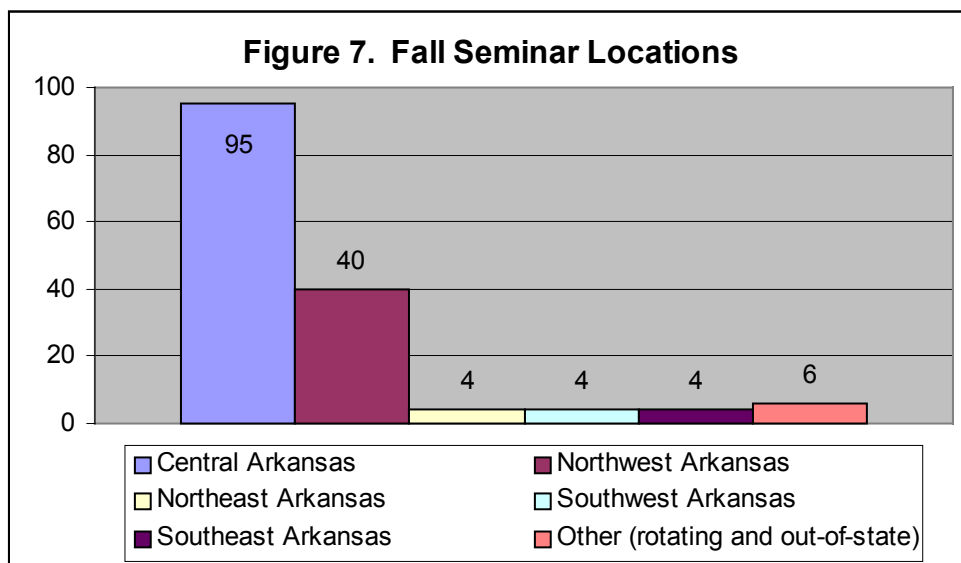
members allow other staff to attend Fall Seminar in their place so that staffing responsibilities can be fulfilled.

Table 3. Reasons for not Attending Fall Seminar

<i>Reason</i>	<i>Number</i>
<i>Inability to travel/take time off work</i>	60
<i>Location</i>	19
<i>Child care issues</i>	7
<i>Not aware of Fall Seminar</i>	4
<i>Cost</i>	3
<i>Obtain information from other sources</i>	3
<i>Lack of interest in topic</i>	0

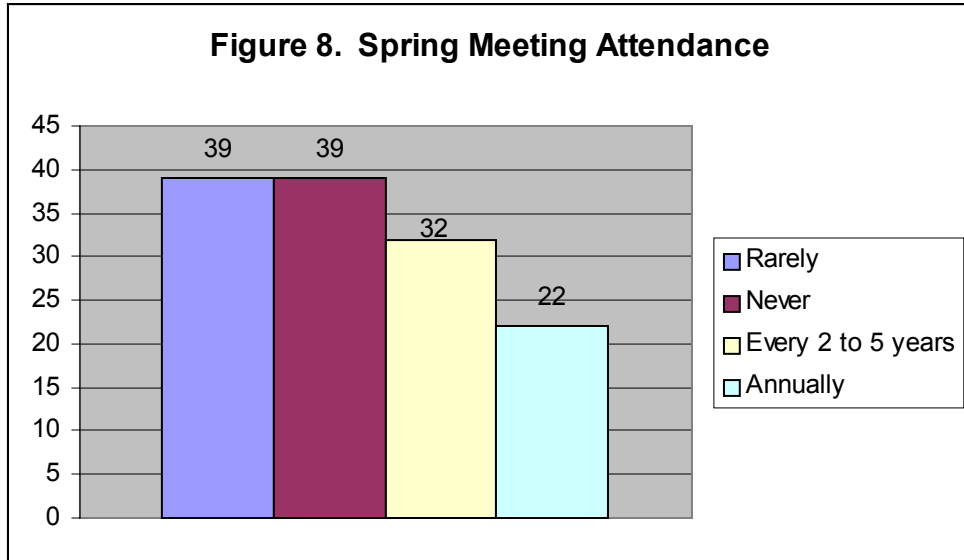
Question 11: What is your preference for the geographic location of the AAHP Fall Seminar?

Results: See **Figure 7**. Of those that responded, the majority of respondents prefer for Fall Seminar to be held in Central Arkansas. A number of respondents viewed Northwest Arkansas as an ideal location. Four respondents suggested holding the meeting out of state (i.e., Tunica, Hawaii, Mexico, Alaska). Some respondents suggested rotating between the different regions of the state.



Question 12: How frequently do you attend the AAHP Spring District Meetings?

Results: See **Figure 8**. Of those that responded, the majority (60%) of AAHP members rarely or have never attended a Spring District Meeting.



Question 13: If you have not attended the Spring District Meetings in the past three years what are the reasons?

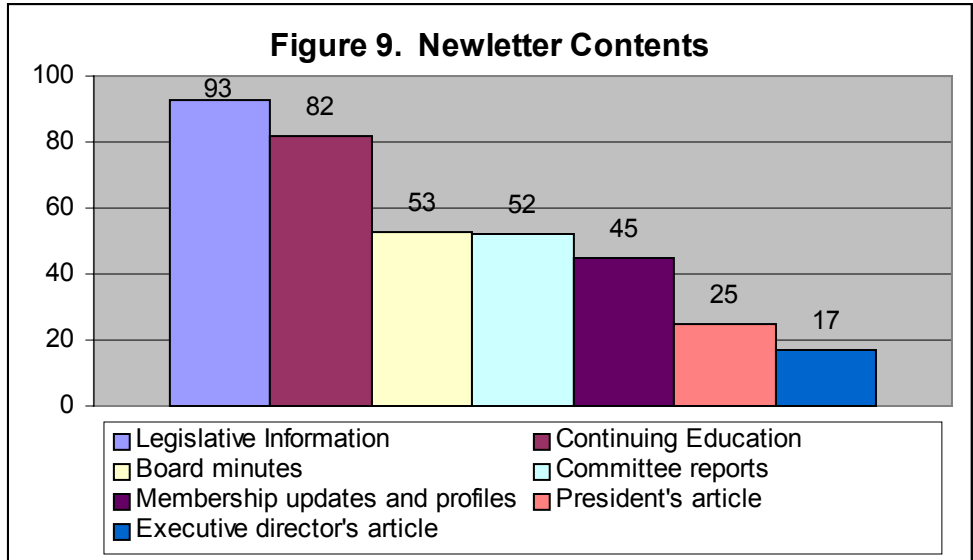
Results: See **Table 4**. Of the 105 responses, the majority of respondents are unable to travel or take time off work. The second most common reason for not attending a Spring District Meeting was a lack of awareness of the meetings.

Table 4. Reason for not attending Spring District Meetings

<i>Reason</i>	<i>Number</i>
<i>Inability to travel/take time off work</i>	47
<i>Not aware of Spring meetings</i>	21
<i>Location</i>	19
<i>Obtain better information from other sources</i>	6
<i>Child care issues</i>	5
<i>Lack of interest in topics</i>	5
<i>Cost</i>	2

Question 14: What are the top three items you would like to see included in the AAHP Newsletter?

Results: See **Figure 9**. A majority of respondents thought continuing education, legislative issues, and board minutes would be valuable additions to the AAHP newsletter. However, committee reports, membership updates and profiles, a president’s article, and an executive director’s article were also popular choices.

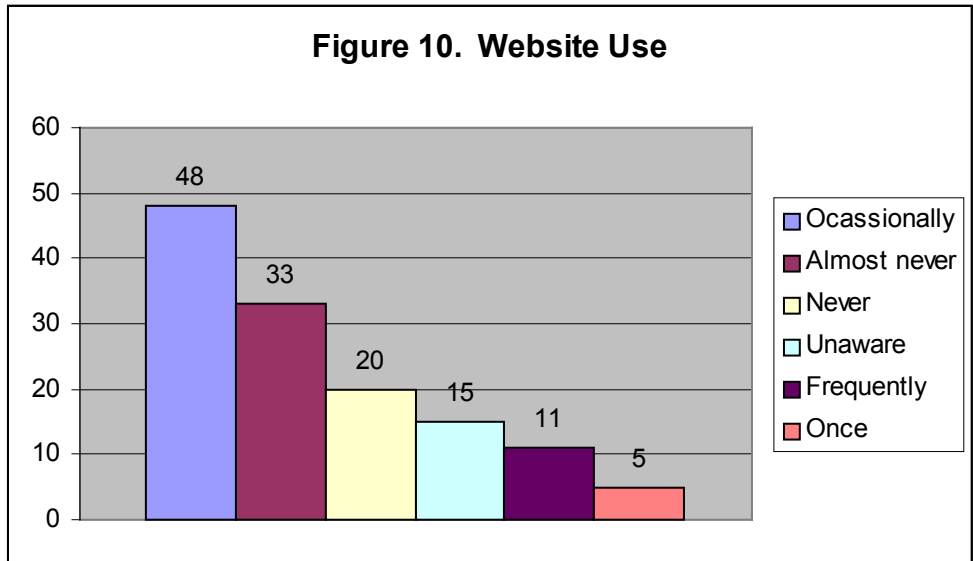


Question 15: Do you have access to the Internet?

Results: Of those that responded, 126 members have access to the Internet.

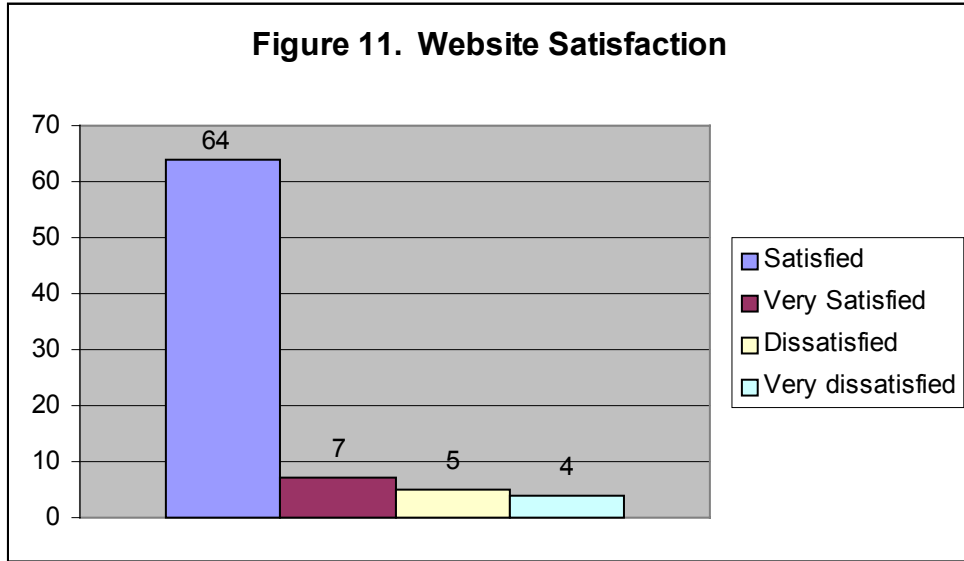
Question 16: How often do you use the AAHP website?

Results: See **Figure 10**. Approximately one-third (36%) of respondents indicated that they occasionally use the website. Overall, the website is not used frequently.



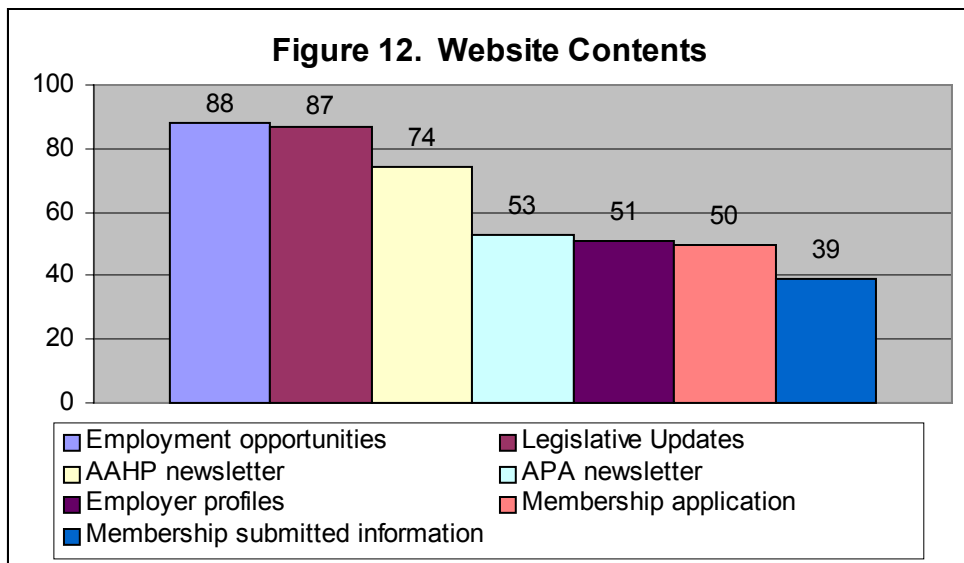
Question 17: How satisfied are you with the AAHP website?

Results: See Figure 11. The majority of respondents indicated that they are satisfied with the website. However, this is surprising considering most responses to question 16 indicate that members infrequently use the website.



Question 18: What information would you would like to see included on the AAHP website?

Results: See Figure 12. The top three responses were employment opportunities, AAHP newsletter, and employer profiles, respectively. Other responses not listed in the graph included issues pertaining to JCAHO, continuing education opportunities, networking opportunities, and a current calendar of events.



Question 19: Does AAHP provide sufficient opportunities regarding your ability to meet with colleagues, network and share ideas?

Results: A majority of respondents (n=91) believed AAHP provided sufficient opportunities for members to meet with their colleagues, network, and share ideas.

Question 20: What two things does AAHP do best?

- Results:*
1. Continuing Education Programs (n=36)
 2. Fall Seminar (n=30)

Note: AAHP was also noted to do a good job in recognizing members, communicating with members, and representing hospital pharmacists.

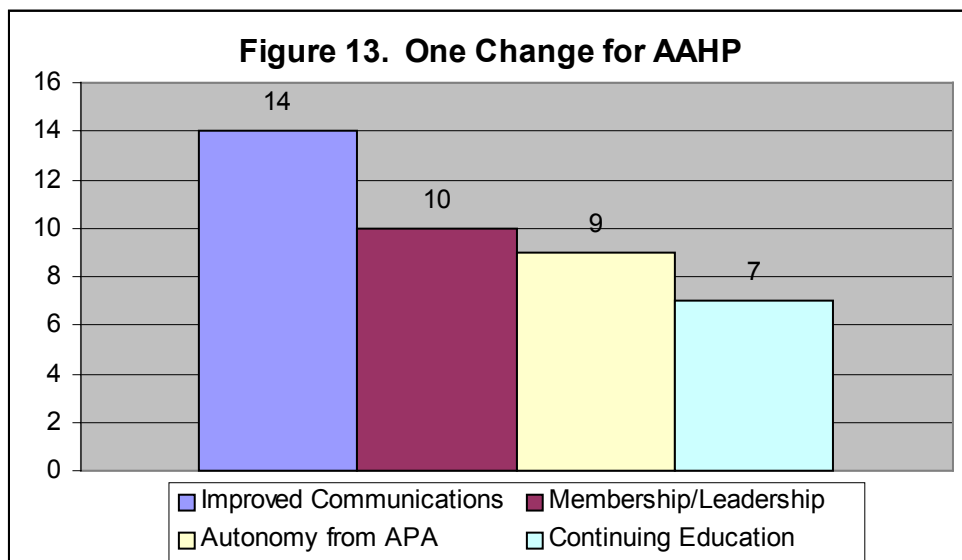
Question 21: What two things does AAHP do worst?

- Results:*
1. Communication (Newsletter, website, and public relations)
 2. Legislative/APA

Note: Many respondents indicated that AAHP needs to provide more effective lobbying for hospital pharmacists and have more autonomy from APA.

Question 22: What one change would you like to make in AAHP?

Results: **See Figure 13.** This was an open-ended question and responses were categorized in order to summarize the vast array of responses. As indicated in question 21, AAHP members believe that communications within the organization need to be improved. Some responses indicate a concern about AAHP's relationship with APA. Other respondents indicate that they would like to see more opportunities in the areas of membership and leadership.



Question 23: What top three additional services can AAHP provide that would benefit you?

Results: See **Table 5**. The responses are provided in rank order and indicate that members are interested in online continuing education, specialized continuing education conferences, and USP Chapter 797 information.

Table 5. Additional Services provided by AAHP

<i>Services</i>	<i>Number</i>
<i>Online Continuing Education</i>	74
<i>Specialized, central continuing education conferences</i>	68
<i>Information on USP Chapter 797 Requirements</i>	52
<i>More frequent communications</i>	48
<i>Professional practice assistance</i>	39
<i>Placement services</i>	34
<i>Additional Opportunities for involvement in AAHP</i>	21
<i>Insurance services</i>	10
<i>Online chat rooms</i>	8
<i>Child care at CE programs</i>	2

Discussion

AAHP has approximately 400 members; therefore, a response rate of approximately 30% (n=133) to the survey is very good. The survey provided member demographic information and provided insight into the needs and viewpoints of AAHP members. More thorough discussion pertaining to specific questions is presented in the results section of this report. A limitation to this survey is that it was only distributed to AAHP members and therefore may not reflect the needs and viewpoints of health-system pharmacists who are not AAHP members.

Recommendations

Consideration should be given to using these results to help AAHP engage in strategic planning that will meet the needs of AAHP members and potentially attract new members.