

COURAGE Pharmacist Mentoring

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Program Team

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Objectives

- Discuss the role of pharmacists in OUD prevention and treatment and how the COURAGE Pharmacist Mentoring Program (CMP) addresses stigma considerations within rural communities
- Identify program trends, successes, and challenges in promoting OUD prevention and healing in the target counties
- Assess the overall effectiveness and impact of the program on pharmacists' attitudes, professional practices, and patient care

Community Pharmacists and OUD Treatment



Community pharmacists are highly accessible healthcare professionals



Provide access to essential medications like MOUD



Helps ensure continuity of care and reduces the risk of treatment interruptions



Stigma and negative attitudes can deter individuals with SUD from seeking treatment and receiving care

Petitjean, G., & Kanu, D. (2024, July 24). People with substance use disorders need more compassion from community pharmacy. *The Pharmaceutical Journal*. Retrieved from <https://pharmaceutical-journal.com/article/opinion/people-with-substance-use-disorders-need-more-compassion-from-community-pharmacy>

National Community Pharmacists Association. (2024, September 25). Engaging community pharmacists in improving treatment outcomes for patients with opioid use disorder. NCPA. Retrieved from <https://ncpa.org/newsroom/qam/2024/09/25/engaging-community-pharmacists-improving-treatment-outcomes-patients-opioid>

Pharmacists' Obstacles for MOUD

Stigma

Risk aversion

Concern for
diversion

Knowledge Gap

Common
misconceptions

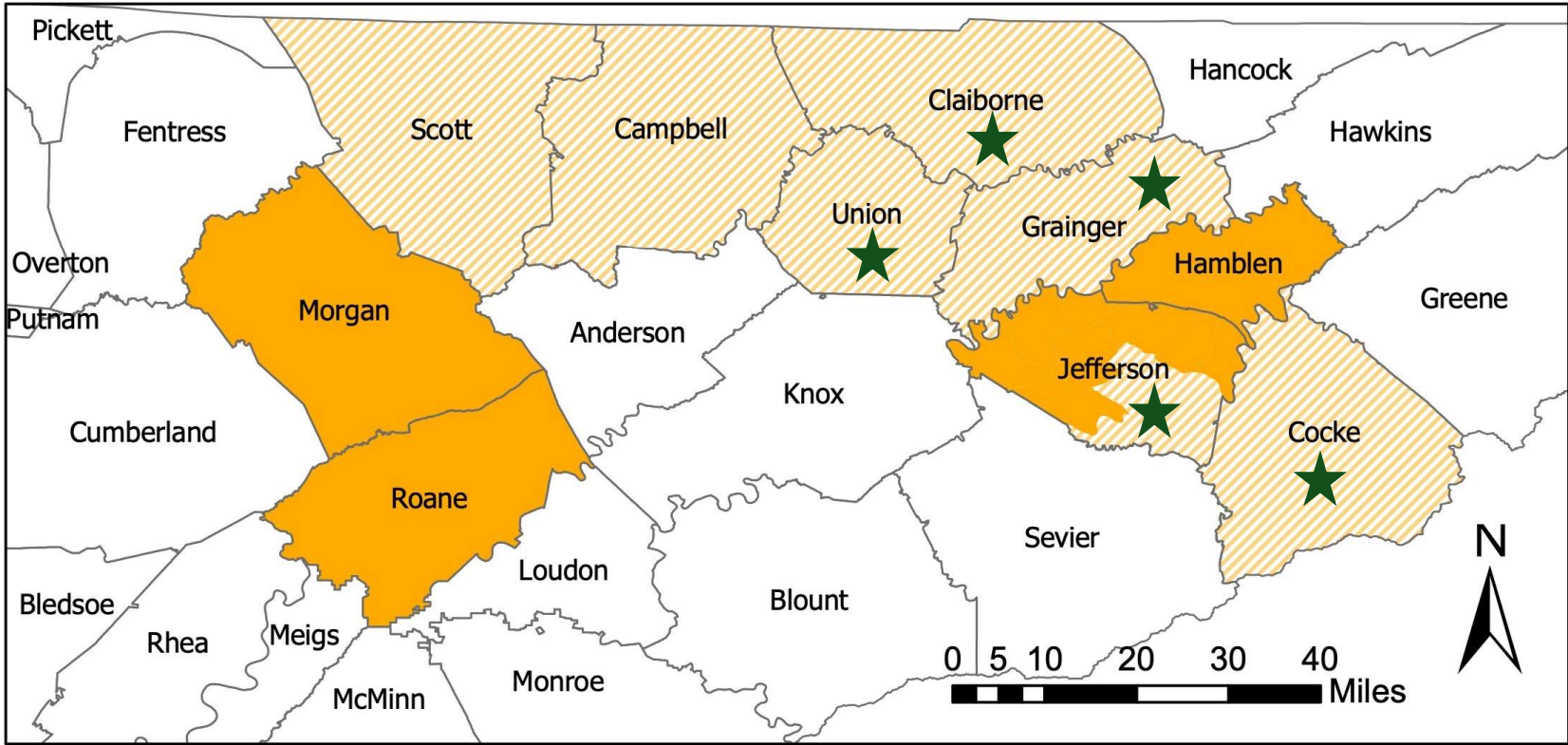
COURAGE Pharmacist Mentoring Program



Status

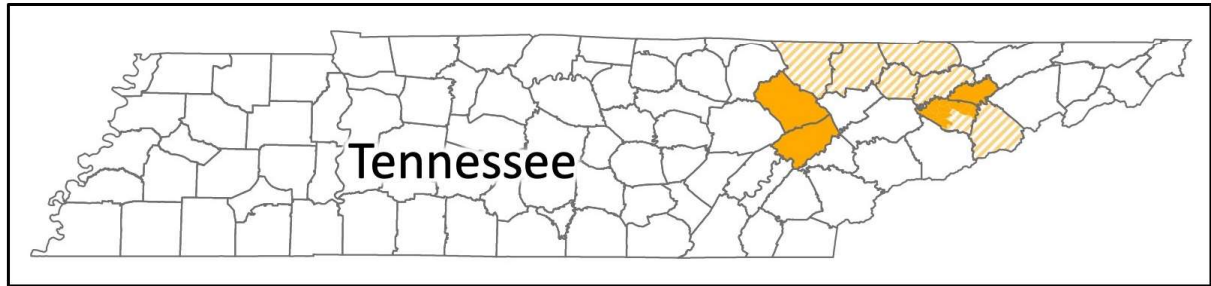
- Service area has 69 pharmacies, 6-16 per county
- 2 service area counties with ROPS to provide naloxone
- 13 pharmacist mentees to date
- Quality improvement evaluations

Structure

- 8 asynchronous training modules
- Bi-weekly mentor check-ins
- Free continuing education
- Motivational Interviewing Workshop
- Stipend upon completion



-  Service Area
-  Non-Service Area



COURAGE Pharmacist Mentoring Topics

Medications for
Opioid Use Disorder

DEA ordering policies
for controlled
substances

Recognition of
pharmacist and
patient stigma

Motivational
Interviewing
Techniques

Approaches to “red
flag” resolution

Drug Take-Back
Promotion and proper
medication disposal

Clientele perceptions
of pharmacies and
privacy
considerations

Patients with Limited
English Proficiency

Motivational Interviewing Workshop

Zoom Workshop

4 modules

- Introduction to OUD and the Healing Brain
- Summarizing Motivational Interviewing
- Practicing Motivational Interviewing Skills
- Debrief and Report-Out (Lived Experiences)

Free live continuing education

Direct mentorship and peer support

Motivational Interviewing Workshop Modules



Module 1:

Chronic effects of opioid use on brain structure and function

Importance tailored communication for effective treatment



Module 2:

Reframing questions to align with MI principles

Stages of Change



Module 3:

Role-Play

Case studies

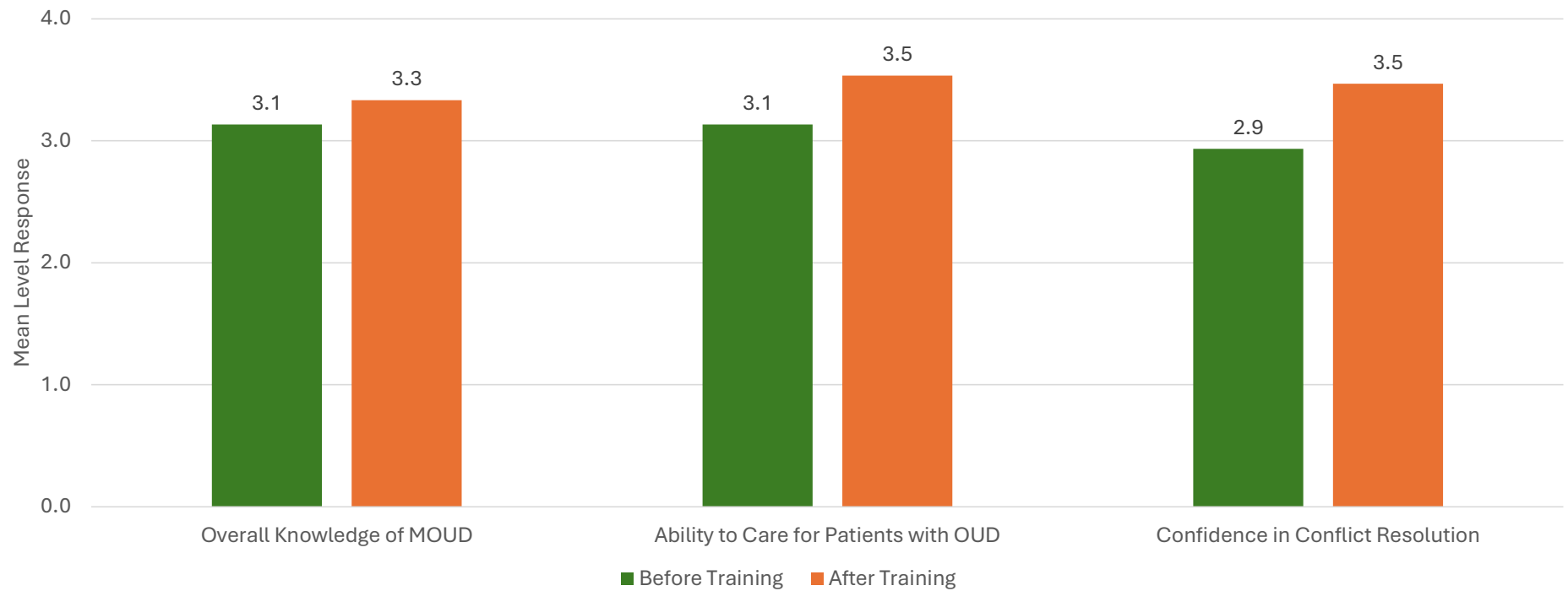


Module 4:

Reflect on personal experiences discuss inclusion of MI

COURAGE Pharmacists Mentoring Success

COURAGE Pharmacists Mentoring Success



COURAGE Pharmacists Mentoring Success



Three Key Themes

- Concepts likely to be applied in practice
 - What participants valued
 - Suggestions for improvement

Application to Practice

- “Better understanding of patient perspective when filling MOUD medications”
- “Encourage offering MOUD to more patients”
- “Utilizing communication skills to help address potential conflict with MOUD situations”
- “Recognizing bias and opportunities for MI”
- “Acquisition of Naloxone for people with no insurance was my biggest problem. I learned from the module that the local health department has a program that allows one a day at no charge, and I started to refer people that cannot afford Narcan.”

Application to Practice

- “Being more vigilant with red flags and taking necessary steps at resolving them.”
- “I would love to advocate more on drug take back events.”
- “The stigma that patients with MOUD felt was also eye opening and something that I be more cognizant of after taking this course.”
- “Motivational interviewing strategies that I was not utilizing before this training.”
- “Red flag resolution”
- “Drug Take Back Strategies”

What Participants Valued

- “It was both a refresher in some areas as well as providing a lot of new and useful information for my practice.”
- “The topics were extremely relevant.”
- “The modules were the perfect length and provided clear and concise information.”
- “I liked it was study at your own pace and there were good examples and scenarios throughout the course.”
- “It was very educational, easy to understand, and the coursework was very manageable and easy to integrate into my weekly workflow.”

What Participants Valued

- “The peer zoom discussion was very validating.”
- “I thought the case studies in the training made it easier to visualize how to implement this in everyday practice.”
- “It served as good refreshers on topics that we encounter daily in rural community settings.”
- “I liked that it was self-paced...”
- “I was able to do the training with people that I know!”

What Participants Valued

- “The relevance to my current practice was refreshing.”
- “I thought the training was very relevant to most all community pharmacy practice settings and had concise content and appropriate lengths of time to complete training.”
- “It was very educational, easy to understand, and the coursework was manageable and easy to integrate into my weekly workflow.”
- “I thought the training was very relevant to most all community pharmacy practice settings and had concise content and appropriate lengths of time to complete training.”

Suggestions for Improvement

- “I really enjoyed the Zoom portion of the program. I know this aspect would like to be expanded in the future, and I found it very thought provoking and engaging with different viewpoints and ideas from peers.”
- “More case scenarios and maybe some videos for visual learners would be greatly appreciated.”
- “Less surveys before and after each module.”
- “The Zoom breakout sessions were more challenging for me (maybe being out of the educational scene for so long).”

Suggestions for Improvement

- “More Zoom meetings to get to know others in the study. This is a great opportunity for support and sharing information with colleagues.”
- “More real-life scenarios and resolution.”

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Next Steps

Enhanced Patient Care and Access to MOUD and Naloxone

01

Equip pharmacists to provide compassionate and informed care

02

Reduce stigma, a major barrier to seeking treatment

03

Improve management and dispensing of MOUD

04

Reduce patient overdose through Naloxone distribution

05

Enhance recovery outcomes

Standardization and Consistency in Care

Create

Create a consistent framework for addressing stigma and providing MOUD in Community Pharmacies

Facilitate

Facilitate sharing of best practices and resources, enhancing program reach

Partner

Partner with Tennessee Pharmacist Association for a standardized approach

Questions

