

Appendix 2:

Community pharmacists' characteristics associated with interventions aimed at increasing medication adherence

Community pharmacists' characteristics	% of non-adherent patients for which the pharmacist intervenes	% of non-adherent patients for which the pharmacist intervenes more than once	3 most common interventions used to promote patient adherence ^a			3 most common barriers to the intervention for non-adherent patients ^b		
	Mean $\pm$ S.D.	Mean $\pm$ S.D.	Patient counselling	Simplification of the therapeutic regimen	Use of pill organizer/pill box	Unwillingness, lack of interest or negative reaction of the patient	Lack of time	Lack of adequate training
	Mean $\pm$ S.D.	Mean $\pm$ S.D.	n (%)	n (%)	n (%)	n (%)	n (%)	n (%)
Platforms in which the pharmacist received the invitation^b								
Facebook (n=58)	65.1 $\pm$ 20.2	42.4 $\pm$ 22.4	45 (81.8)	35 (63.6)	26 (47.3)	46 (83.6)	34 (61.8)	7 (12.7)
La Dépêche (n=83)	68.2 $\pm$ 21.9	39.9 $\pm$ 19.5	61 (80.3)	44 (57.9)	35 (46.1)	71 (93.4)	50 (65.8)	8 (10.5)
Réseau STAT (n=3)	83.7 $\pm$ 7.8	66.7 $\pm$ 5.8	2 (66.7)	1 (33.3)	2 (66.7)	3 (100.0)	1 (33.3)	1 (33.3)
Email (n=204)	65.8 $\pm$ 24.3	43.2 $\pm$ 22.5	157 (76.6)	121 (59.0)	95 (46.3)	189 (92.2)	133 (64.9)	21 (10.2)
Missing (n=3)	70.0 $\pm$ 17.3	32.3 $\pm$ 18.6	2 (66.7)	2 (66.7)	2 (66.7)	3 (100.0)	1 (33.3)	0 (0.0)
p-value	0.482	0.175	0.763	0.721	0.917	0.179	0.681	0.606
Sex								
Male (n=97)	64.6 $\pm$ 23.7	42.2 $\pm$ 21.3	79 (81.4)	53 (54.6)	43 (44.3)	84 (86.6)	58 (59.8)	11 (11.3)
Female (n=245)	67.1 $\pm$ 22.8	42.5 $\pm$ 22.0	188 (76.7)	150 (61.2)	117 (47.8)	228 (93.1)	161 (65.7)	26 (10.6)
p-value	0.366	0.927	0.343	0.264	0.567	0.057	0.304	0.845
Age (years)								
<30 (n=75)	64.4 $\pm$ 23.8	40.1 $\pm$ 20.0	54 (72.0)	45 (60.0)	34 (45.3)	71 (94.7)	51 (68.0)	7 (9.3)
30 – <40 (n=117)	63.7 $\pm$ 24.8	40.7 $\pm$ 20.4	96 (82.1)	69 (59.0)	56 (47.9)	109 (93.2)	79 (67.5)	11 (9.4)
40 – <50 (n=91)	68.0 $\pm$ 21.7	46.5 $\pm$ 23.0	73 (80.2)	53 (58.2)	40 (44.0)	81 (89.0)	56 (61.5)	10 (11.0)
50 – <60 (n=49)	70.7 $\pm$ 20.0	42.1 $\pm$ 22.8	36 (73.5)	30 (61.2)	26 (53.1)	41 (83.7)	29 (59.2)	7 (14.3)
≥ 60 (n=10)	77.7 $\pm$ 17.0	43.8 $\pm$ 32.3	8 (80.0)	6 (60.0)	4 (40.0)	10 (100.0)	4 (40.0)	2 (20.0)
p-value	0.153	0.310	0.467	0.998	0.894	0.154	0.356	0.754
Number of years of experience in community pharmacies								
<5 (n=74)	64.9 $\pm$ 24.0	40.8 $\pm$ 19.7	50 (67.6)	44 (59.5)	33 (44.6)	70 (94.6)	50 (67.6)	8 (10.8)
5 – <10 (n=71)	61.5 $\pm$ 25.9	40.5 $\pm$ 21.6	58 (81.7)	42 (59.2)	32 (45.1)	63 (88.7)	48 (67.6)	11 (15.5)
10 – <15 (n=56)	65.8 $\pm$ 22.5	41.5 $\pm$ 18.2	50 (89.3)	34 (60.7)	31 (55.4)	50 (89.3)	33 (58.9)	2 (3.6)
15 – <20 (n=46)	70.2 $\pm$ 20.7	46.6 $\pm$ 25.7	32 (69.6)	27 (58.7)	21 (45.7)	44 (95.7)	30 (65.2)	5 (10.9)
≥ 20 (n=95)	69.7 $\pm$ 20.9	43.6 $\pm$ 23.4	77 (81.1)	56 (58.9)	43 (45.3)	85 (89.5)	58 (61.1)	11 (11.6)
p-value	0.152	0.549	0.018	1.000	0.737	0.500	0.768	0.318
Pharmacist's position								
Owner (n=108)	66.7 $\pm$ 23.7	46.2 $\pm$ 22.7	85 (78.7)	63 (58.3)	52 (48.1)	99 (91.7)	58 (53.7)	13 (12.0)
Staff (n=194)	65.7 $\pm$ 22.8	39.9 $\pm$ 20.6	152 (78.4)	117 (60.3)	94 (48.5)	176 (90.7)	138 (71.1)	21 (10.8)
Staff and substitute (n=28)	68.9 $\pm$ 25.3	44.2 $\pm$ 25.4	21 (75.0)	17 (60.7)	10 (35.7)	27 (96.4)	16 (57.1)	2 (7.1)
Substitute (n=12)	69.7 $\pm$ 15.5	43.8 $\pm$ 21.7	9 (75.0)	6 (50.0)	4 (33.3)	10 (83.3)	7 (58.3)	1 (8.3)
p-value	0.855	0.110	0.968	0.902	0.467	0.579	0.019	0.888

Appendix 2: Community pharmacists' characteristics associated with interventions aimed at increasing medication adherence — continued

Community pharmacists' characteristics	% of non-adherent patients for which the pharmacist intervenes	% of non-adherent patients for which the pharmacist intervenes more than once	3 most common interventions used to promote patient adherence ^a			3 most common barriers to the intervention for non-adherent patients ^b		
			Patient counselling	Simplification of the therapeutic regimen	Use of pill organizer/pill box	Unwillingness, lack of interest or negative reaction of the patient	Lack of time	Lack of adequate training
	Mean ± S.D.	Mean ± S.D.	n (%)	n (%)	n (%)	n (%)	n (%)	n (%)
Number of pharmacies in which the pharmacist works								
1 (n=237)	64.6 ± 23.8	41.2 ± 21.9	182 (76.8)	143 (60.3)	114 (48.1)	214 (90.3)	155 (65.4)	28 (11.8)
2 (n=72)	71.8 ± 19.8	46.1 ± 19.9	60 (83.3)	42 (58.3)	31 (43.1)	69 (95.8)	43 (59.7)	6 (8.3)
≥3 (n=26)	65.8 ± 24.5	44.0 ± 24.6	18 (69.2)	17 (65.4)	13 (50.0)	22 (84.6)	18 (69.2)	3 (11.5)
Missing (n=7)	74.0 ± 15.8	39.1 ± 25.7	7 (100.0)	1 (14.3)	2 (28.6)	7 (100.0)	3 (42.9)	0 (0.0)
p-value	0.070	0.238	0.287	0.820	0.721	0.173	0.590	0.709
Number of hours worked in community pharmacies per week								
<15 (n=12)	67.3 ± 19.2	45.0 ± 14.1	11 (91.7)	3 (25.0)	5 (41.7)	11 (91.7)	8 (66.7)	0 (0.0)
15 – <30 (n=55)	65.8 ± 26.0	39.7 ± 23.1	41 (74.5)	36 (65.5)	25 (45.5)	52 (94.5)	35 (63.6)	8 (14.5)
30 – <45 (n=247)	66.0 ± 22.7	41.9 ± 21.4	192 (77.7)	147 (59.5)	114 (46.2)	224 (90.7)	161 (65.2)	27 (10.9)
≥45 (n=28)	70.9 ± 21.7	51.3 ± 24.0	23 (82.1)	17 (60.7)	16 (57.1)	25 (89.3)	15 (53.6)	2 (7.1)
p-value	0.753	0.120	0.576	0.081	0.703	0.806	0.679	0.450
Region of pharmacy practice^c								
Urban (n=223)	66.8 ± 23.1	43.3 ± 23.1	176 (78.9)	124 (55.6)	106 (47.5)	203 (91.0)	145 (65.0)	23 (10.3)
Rural (n=107)	65.2 ± 23.7	40.5 ± 19.0	82 (76.6)	73 (68.2)	50 (46.7)	99 (92.5)	67 (62.6)	13 (12.1)
Missing (n=12)	69.7 ± 15.5	43.8 ± 21.7	9 (75.0)	6 (50.0)	4 (33.4)	10 (83.3)	7 (58.3)	1 (8.3)
p-value	0.569	0.281	0.638	0.029	0.891	0.649	0.670	0.617
Workload for each pharmacist per hour in the pharmacy (number of prescriptions/hour/pharmacist)^c								
<15 (n=34)	67.1 ± 23.5	35.0 ± 18.6	27 (79.4)	15 (44.1)	18 (52.9)	28 (82.4)	24 (70.6)	2 (5.9)
15 – <30 (n=172)	68.2 ± 22.1	44.7 ± 22.2	136 (79.1)	105 (61.0)	80 (46.5)	160 (93.0)	105 (61.0)	22 (12.8)
30 – <45 (n=91)	64.5 ± 24.1	42.4 ± 22.1	69 (75.8)	58 (63.7)	44 (48.4)	85 (93.4)	58 (63.7)	9 (9.9)
≥45 (n=19)	57.7 ± 26.0	38.4 ± 17.7	12 (63.2)	12 (63.2)	6 (31.6)	17 (89.5)	15 (78.9)	2 (10.5)
Missing (n=26)	66.0 ± 22.2	40.1 ± 22.8	23 (88.5)	13 (50.0)	12 (46.2)	16 (80.0)	17 (65.4)	2 (7.7)
p-value	0.223	0.089	0.446	0.234	0.498	0.187	0.372	0.664
Accredited continuing education on adherence								
Yes (n=131)	71.4 ± 19.4	45.7 ± 20.8	101 (77.1)	80 (61.1)	65 (49.6)	118 (90.1)	83 (63.4)	14 (10.7)
No (n=211)	63.3 ± 24.5	40.3 ± 22.2	166 (78.7)	123 (58.3)	95 (45.0)	194 (91.9)	136 (64.5)	23 (10.9)
p-value	0.001	0.026	0.732	0.612	0.408	0.553	0.837	0.951

a CPs could provide a maximum of 3 answers

b More than one choice was possible

c The questions concerned the pharmacy in which the CP worked most

Fénélon-Dimanche R et al. Monitoring and managing medication adherence in community pharmacies in Quebec, Canada. *Can Pharm J* (Ott) 2020;153. DOI: 10.1177/1715163519902494.