

Using Secret Shopping to Verify Naloxone and Nonprescription Syringe Access in Community Pharmacies: the Respond to Prevent Study

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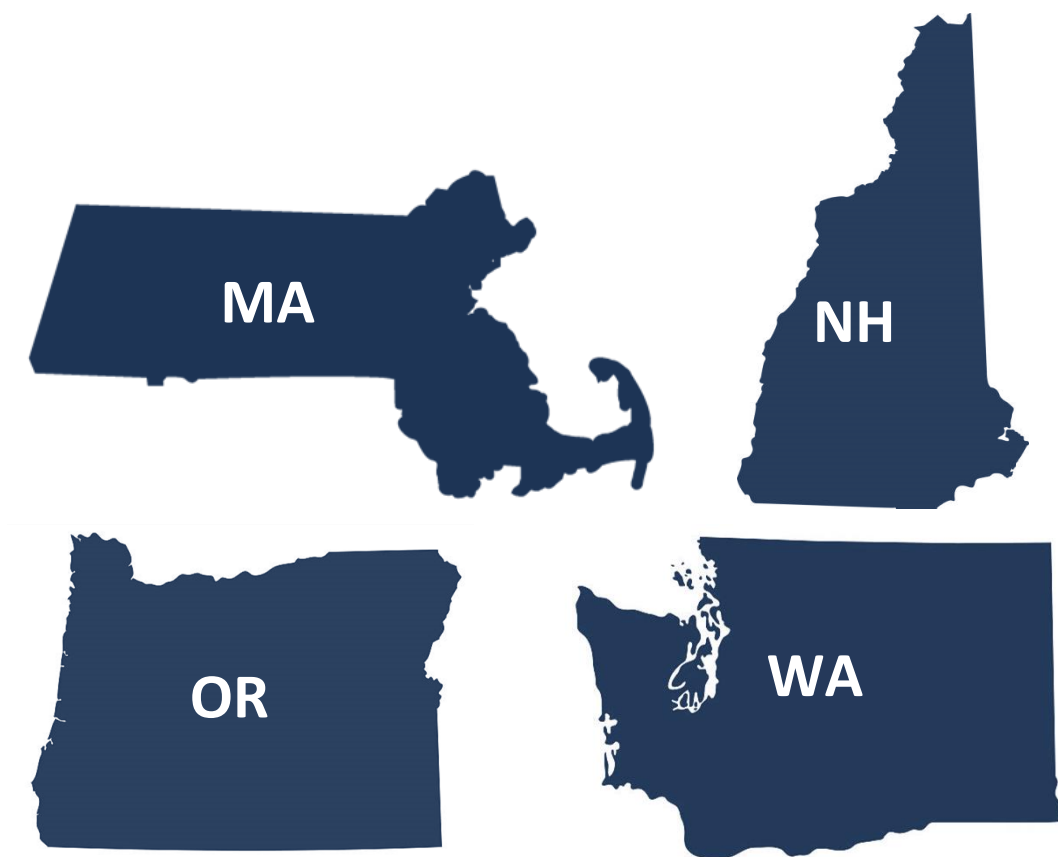
Background

Respond to Prevent is a four-state randomized controlled study designed to increase naloxone, buprenorphine, and non-prescription syringe (NPS) provision in community pharmacies.



The intervention included:

- online continuing education;
- posters,
- counter display pads,
- NPS naloxone stickers,
- free syringe disposal containers,
- safe injection education flyers;
- a visit from a trained, peer academic detailer.



Secret shopping (fidelity checking) was performed to determine the real-world uptake and quality of these interventions, provide feedback to corporate partners, and determine the need for additional steps.

Methods

- 3 modalities of fidelity checks were performed:
 - 175 walk-in
 - 74 drive-thru
 - 47 phone-call (COVID protocol)
- Fidelity checkers used a **standardized script** that was further adapted for pharmacy drive-thru visits and phone calls due to COVID-19 restrictions.
- Fidelity checkers **documented** the following via online survey immediately post-visit:
 - Visibility of intervention materials;
 - Key verbal and non-verbal elements of the conversations;
 - Documentation of negative interactions;
 - Ability to purchase NPS and naloxone;
 - Availability and stocking status of naloxone and NPS;
 - Successful purchases of NPS with or without a disposal container.

Fidelity checking was most useful to verify that intervention components were performed correctly, however additional pharmacy supports were needed to ensure syringe and naloxone education and syringe disposal safety materials were provided.



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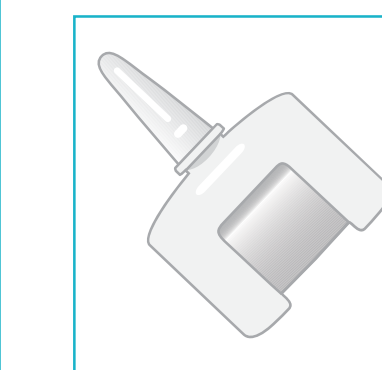
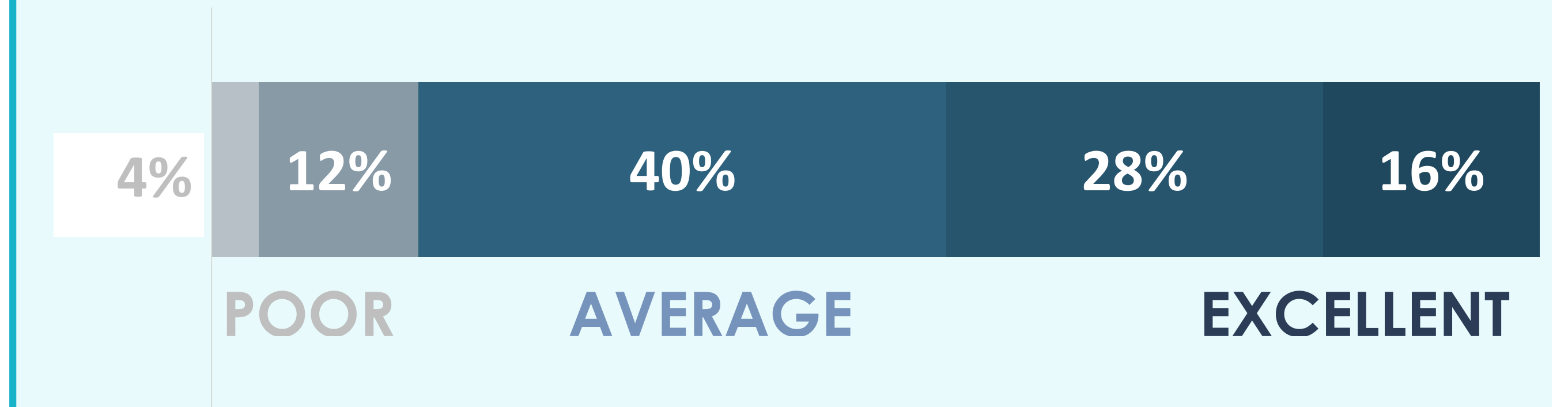
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Results



Data presented below represents **first time walk-in** fidelity checks from **141 participating community pharmacies**.

Fidelity checker's rating of the **overall experience of the interaction** with the pharmacist or pharmacy technician:



93% of stores had **naloxone in stock**

92% explained the **correct legal status** of naloxone



81% explained the **correct legal status** of non-prescription syringes

75% sold non-prescription syringes

Conclusion



For every **10 community pharmacies** that received a fidelity check:

7 implemented most of the Respond to Prevent **intervention components correctly**, whereas...

3 required more guidance.

Following a secondary academic detailing visit, a fidelity re-check was performed at these stores.