

What's next? Pharmacy in 2030

As the world of health care continues to evolve, Columbia University Mailman School of Public Health, in partnership with Express Scripts® Pharmacy,¹ conducted the largest study to date in order to understand:

How are pharmacists filling gaps and becoming an even more integral part of patient care?

What's the future role of pharmacists as the U.S. population continues to grow and age?



The research captured the voices of:



3,000
patients



1,000
pharmacists



500
providers²



to understand the pharmacist's potential
to improve health outcomes for patients and manage total cost of care.

✕ **Patients and providers** share a high level of trust in pharmacists as health care providers.

77.3% of patients agree the pharmacist is an integral member of the care team.

✕ **Providers and pharmacists** recognize that training will need to be a key focus for an expanded role.

35.5% of pharmacists want more knowledge on chronic diseases.

✕ **Patients, providers and pharmacists** recognize the future includes the adoption of new technologies and better connectivity of electronic medical records.

62.6% of providers agree that pharmacists will have access to electronic medical records in the future.



Key driving themes that are transforming patient care:

1 VALUE-BASED MODELS

Pharmacists can help achieve cost and quality goals on the journey to value-based payment models.

2 PRIMARY CARE GAPS

Primary care supply shortages and gaps can be filled by pharmacists.

3 PATIENT CARE ACTIVITIES

The expanded role of the pharmacist will include more patient care activities, especially disease management.

4 TRAINING AND EDUCATION

To meet growing demand and fill gaps in care, pharmacist training will be a key focus.

5 TRUST

There is a high level of trust in pharmacists to expand their role.

6 SUPPORTIVE TECHNOLOGY

Growth in use of technology will help free up pharmacist time to focus on patient care.

To view the full report, "The Prescription of Trust: Pharmacists Transforming Patient Care," please visit evernorth.com/prescriptionoftrust.