

# 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,<sup>1</sup> 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**  
providers<sup>2</sup>



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](https://evernorth.com/prescriptionoftrust).