



Appendix C

Supplementary survey results

Evaluation of the Pharmacist Care Clinic Pilot in
New Brunswick II

Impact on health outcomes and healthcare
resource utilization, and evaluation of client, staff,
and key stakeholder perceptions

November 2025

Table C1. Clinic facilities and services (N = 18)

| Thinking about your work in the Pilot Clinic, please rate your level of agreement with the following statements: | Mean (SD)* |
|---|-------------------|
| The Pilot Clinic has a designated area in a separate space that ensures client privacy. (n = 13) | 4.84 (0.37) |
| The Pilot Clinic is adequately equipped for me to perform client assessments, including access to handwashing facilities. (n = 13) | 4.76 (0.43) |
| The Pilot Clinic is staffed with designated pharmacists. | 4.66 (0.48) |
| The Pilot Clinic is staffed with designated administrative staff. | 4.55 (0.51) |
| The scheduling of client appointments is working well in the Pilot Clinic. | 4.16 (0.85) |
| The Pilot Clinic can see clients within 5 days of them contacting us for an appointment. | 4.38 (0.69) |
| For our clients who have a family physician or nurse practitioner, our communication processes with them are effective and working well. | 4.00 (0.68) |
| When needed, our referral process to other health care providers is working well. | 2.38 (1.09) |
| The Pilot Clinic has a separate workflow from the Pharmacy dispensary. | 4.29 (0.84) |
| The Pilot Clinic is working well within the overall context of a community pharmacy. (n = 17) | 4.33 (0.84) |
| The Pilot Clinic has not had any adverse impact on other aspects of the pharmacy operations, such as the dispensary operations, prescription wait times, staffing, etc. | 3.44 (1.14) |

SD: Standard deviation. Note. Due to insufficient data (i.e., <5), counts and percentages are not presented in the table.

*Likert scale: Strongly agree (5), agree (4), neither agree nor disagree (3), disagree (2), strongly disagree (1).

Table C2. Clinic staff knowledge and training (N = 13)

| Please rate your level of agreement with the following statements: | Mean (SD)* |
|---|-------------------|
| I have confidence in my knowledge and skills for assessing, testing and prescribing for Group A Strep . | 4.69 (0.48) |
| I have confidence in my knowledge and skills for chronic disease [medication] management, including initiating new therapy (specifically for cardiovascular disease, COPD, asthma and diabetes). | 4.38 (0.65) |
| I received adequate training to prepare me for my role in the Pilot Clinic. | 3.76 (1.09) |
| Overall, I feel prepared for my role In the Pilot Clinic. | 4.30 (0.63) |

SD: Standard deviation. Note. Due to insufficient data (i.e., <5), counts and percentages are not presented in the table.

*Likert scale: Strongly agree (5), agree (4), neither agree nor disagree (3), disagree (2), strongly disagree (1).

Table C3. Clinic staff training and other professional development (N = 13)

| Did you complete the following Group A Strep training: A Community Pharmacists Guide to Assessing and Treating Pharyngitis - Continuing Pharmacy Education - Dalhousie University? | n (%) |
|---|--------------------|
| Yes | 13 (100.0%) |
| No | 0 |
| If yes, how helpful was the training? | Mean (SD)* |
| Average helpfulness score | 4.46 (0.66) |
| Did you undertake any other professional development to support you in your role in the Pilot Clinic? | Mean (SD)** |
| Average yes/no response | 1.23 (0.43) |
| How helpful was this other professional development that you completed? (n =10) | Mean (SD)* |
| Average helpfulness score | 4.50 (0.70) |

SD: Standard deviation. Note. Due to insufficient data (i.e., <5), counts and percentages are not presented for the last three questions in the table/ *Likert scale: Very helpful (5), helpful (4), somewhat helpful (3), not so helpful (2), not at all helpful (1). **Yes/no scale: Yes (1), no (2).

Table C4. Clinic staff's perceptions on the clarity of their role and scope of practice (N = 13)

| Thinking about the clarity of your role and scope of practice in your work related to the Pilot Services, please rate your level of agreement with the following statements: | Mean (SD)* |
|--|----------------|
| I have a clear understanding of my role in the Pilot Clinic. | 4.69 (0.63) |
| When I work in the Pilot Clinic, I am able to work in accordance with the approved scope of practice and code of conduct, as set out by the New Brunswick College of Pharmacists. | 4.61 (0.65) |
| When I work in the Pilot Clinic, I am able to work to the full extent of the approved scope of practice, as defined for the Pilot (e.g., chronic disease management, including prescribing new drug therapy, assessing, testing and prescribing for GAS). | 4.23 (1.09) |
| I believe that the scope of practice as defined for the Pilot has been beneficial for the clients that I see in the Pilot Clinic. | 4.84 (0.37) |

SD: Standard deviation. Note. Due to insufficient data (i.e., <5), counts and percentages are not presented in the table.

*Likert scale: Strongly agree (5), agree (4), neither agree nor disagree (3), disagree (2), strongly disagree (1).

Table C5. Client survey respondent reasons for visits across clinic locations (N = 369)

| | Site 1 n = 114 | Site 2 n = 65 | Site 3 n = 46 | Site 4 n = 44 | Site 5 n = 36 | Site 6 n = 66 |
|-----------------------------|-------------------|------------------|------------------|------------------|------------------|------------------|
| | n (%) | | | | | |
| Chronic Diseases* n = 81 | 28 (24.8%) | 32 (49.2%) | 5 (5.6%)* | | 10 (27.8%) | 6 (9.2%) |
| GAS n = 288 | 85 (75.2%) | 33 (50.8%) | 85 (94.4%)* | | 26 (72.2%) | 59 (90.8%) |
| Missing | 2 | | | | | |

Note. *Due to low counts (i.e., <5), diabetes, CVD, and respiratory conditions are combined and presented as 'chronic diseases,' and some results for some clinic sites are combined.

Table C6. Client survey respondent demographics by reason for visit (N = 369)

| | Chronic Diseases* n = 81 | | | GAS n = 288 |
|--------------------------------------|---|------------------------------------|-----------------------------|------------------------------|
| Who is completing the survey? | n (%) | | | |
| You (the client) | 75 (92.6%) | | | 198 (68.8%) |
| Family member or Guardian | 6 (7.4%) | | | 90 (31.2%) |
| Average age | Diabetes n = 37 | Respiratory n = 9 | CVD n = 35 | GAS n = 288 |
| Mean (SD) | 60.65 (11.56) | 50.67 (20.69) | 66.43 (10.10) | 39.98 (14.35) |
| Missing | 2 | | | |
| Language | n (%) | | | |
| | Chronic Diseases* | | | GAS |
| French | 9 (11.1%) | | | 31 (10.8%) |
| English | 72 (88.9%) | | | 257 (89.2%) |

SD: Standard deviation. *Due to low counts (i.e., <5), diabetes, CVD, and respiratory conditions are combined and presented as 'chronic diseases.' Similarly, gender is not included due to low counts across participants who identified their gender as non-binary, other or preferred not to respond.

Table C7. Client survey respondent demographics by clinic location (N = 371)

| | Site 1 n = 114 | Site 2 n = 65 | Site 3 n = 46 | Site 4 n = 44 | Site 5 n = 36 | Site 6 n = 66 |
|-------------------------------|-------------------|------------------|------------------|------------------|------------------|------------------|
| Who is completing the survey? | n (%) | | | | | |
| You (the client) | 79 (69.3%) | 56 (86.2%) | 27 (58.7%) | 65 (81.2%)* | | 48 (72.7%) |
| Family Member or Guardian | 35 (30.7%) | 9 (13.8%) | 19 (41.3%) | 15 (18.8%)* | | 18 (27.3%) |
| Age | Mean (SD) | | | | | |
| Average age in years | 42.92 (18.88) | 50.17 (17.37) | 43.47 (13.46) | 41.82 (12.47) | 48.00 (17.20) | 44.71 (15.88) |
| Missing | 2 | | | | | |
| Language | n (%) | | | | | |
| French | 5 (2.8%)* | | 8 (8.9%)* | | 27 (75.0%) | 0 |
| English | 174 (97.2%)* | | 82 (91.1%)* | | 9 (25.0%) | 66 (100.0%) |

SD: Standard deviation. *Due to low counts (i.e., <5), some results for some clinic sites are combined. Similarly, gender is not included due to low counts across participants who identified their gender as non-binary, other or preferred not to respond.

Table C8. Client survey respondent characteristics by reason for visit (N = 369)

| | Chronic Diseases* n = 81 | GAS n = 288 |
|---|---|------------------------------|
| Was the Clinic you visited part of your regular pharmacy? | n (%) | |
| Yes | 50 (61.7%) | 69 (24.0%) |
| No | 31 (38.3%) | 218 (75.7%) |
| Missing | 1 | |
| Do you currently have a family doctor or nurse practitioner? | n (%) | |
| Yes | 9 (11.1%) | 236 (82.2%) |
| No | 72 (88.9%) | 51 (17.8%) |
| Missing | 1 | |
| Was the reason for your visit to the Clinic a new or ongoing health concern? | n (%) | |
| New | 9 (11.2%) | 270 (94.7%) |
| Ongoing | 71 (88.8%) | 15 (5.3%) |
| Missing | 4 | |

Note. *Due to low counts (i.e., <5), results for diabetes, CVD, and respiratory conditions are combined and presented as 'chronic diseases', and the main reason participants chose the clinic over another healthcare provider (HCP) cannot be presented in the table.

Table C9. Client survey respondent characteristics by clinic location (N = 371)

| | Site 1 n = 114 | Site 2 n = 65 | Site 3 n = 46 | Site 4 n = 44 | Site 5 n = 36 | Site 6 n = 66 |
|--|-------------------|------------------|------------------|------------------|------------------|------------------|
| Was the Clinic you visited part of your regular pharmacy? | n (%) | | | | | |
| Yes | 35 (30.7%) | 33 (51.6%) | 19 (41.3%) | 0 | 15 (41.7%) | 18 (27.3%) |
| No | 79 (69.3%) | 31 (48.4%) | 27 (58.7%) | 44 (100.0%) | 21 (58.3%) | 48 (72.7%) |
| Missing | 1 | | | | | |
| Do you currently have a family doctor or nurse practitioner? | n (%) | | | | | |
| Yes | 62 (54.4%) | 25 (39.1%) | 40 (87.0%) | 37 (84.1%) | 27 (75.0%) | 54 (81.8%) |
| No | 52 (45.6%) | 39 (60.9%) | 6 (13.0%) | 7 (15.9%) | 9 (25.0%) | 12 (18.2%) |
| Missing | 1 | | | | | |
| Was the reason for your visit to the Clinic a new or ongoing health concern? | n (%) | | | | | |
| New | 80 (70.8%) | 38 (59.4%) | 82 (92.1%)* | | 25 (69.4%) | 55 (84.6%) |
| Ongoing | 33 (29.2%) | 26 (40.6%) | 7 (7.9%)* | | 11 (30.6%) | 10 (15.4%) |
| Missing | 4 | | | | | |

*Due to low counts (i.e., <5), results for some clinic sites are combined, and the main reason participants chose the clinic over another healthcare provider (HCP) cannot be presented in the table.

Table C10. Client's average clinic experience: Full survey sample

| Thinking about your appointment at the Clinic, please rate how much you agree with the following statements: | Mean (SD)* |
|--|-------------|
| I felt confident in the pharmacist's ability to provide the care I received. (n = 370) | 4.89 (0.35) |
| My knowledge about my health concern has improved. (n = 367) | 4.54 (0.65) |
| If medication was prescribed by the pharmacist, they helped me to understand why I need it. (n = 370) | 4.75 (0.53) |
| I feel more confident about managing my health concern. (n = 369) | 4.58 (0.65) |
| I have more confidence in the accessibility of health care after receiving care at the Clinic. (n = 370) | 4.56 (0.73) |

SD: Standard deviation. Note: Due to insufficient data (i.e., <5), counts and percentages are not presented in the table.

*Likert scale: Strongly agree (5), agree (4), neither agree nor disagree (3), disagree (2), strongly disagree (1). 'Not applicable' not included in Mean/SD calculation.

Table C11. Client's average clinic experience by reason for visit

| Thinking about your appointment at the Clinic, please rate how much you agree with the following statements: | Diabetes n = 37 | Respiratory n = 9 | CVD n = 35 | GAS n = 288 |
|--|--------------------|----------------------|----------------|----------------|
| | Mean (SD)* | | | |
| I felt confident in the pharmacist's ability to provide the care I received. (n = 368) | 4.95 (0.23) | 5.00 (0.00) | 4.80 (0.41) | 4.88 (0.36) |
| My knowledge about my health concern has improved. (n = 351) | 4.60 (0.60) | 4.75 (0.71) | 4.21 (0.74) | 4.56 (0.63) |
| If medication was prescribed by the pharmacist, they helped me to understand why I need it. (n = 256) | 4.75 (0.44) | 4.88 (0.35) | 4.50 (0.73) | 4.78 (0.51) |
| I feel more confident about managing my health concern. (n = 357) | 4.77 (0.49) | 4.78 (0.67) | 4.41 (0.71) | 4.57 (0.66) |
| I have more confidence in the accessibility of health care after receiving care at the Clinic. (n = 365) | 4.57 (0.87) | 4.89 (0.33) | 4.29 (0.89) | 4.57 (0.69) |

SD: Standard deviation. Note: Due to insufficient data (i.e., <5), counts and percentages are not presented in the table.

*Likert scale: Strongly agree (5), agree (4), neither agree nor disagree (3), disagree (2), strongly disagree (1). 'Not applicable' not included in Mean/SD calculation.

Table C12. Client's average clinic experience by clinic location

| Thinking about your appointment at the Clinic, please rate how much you agree with the following statements: | Site 1 n = 114 | Site 2 n = 65 | Site 3 n = 46 | Site 4 n = 44 | Site 5 n = 36 | Site 6 n = 66 |
|--|-------------------|------------------|------------------|------------------|------------------|------------------|
| | Mean (SD)* | | | | | |
| I felt confident in the pharmacist's ability to provide the care I received. (n = 370) | 4.86 (0.38) | 4.89 (0.36) | 4.85 (0.42) | 4.96 (0.21) | 4.89 (0.40) | 4.91 (0.29) |
| My knowledge about my health concern has improved. (n = 352) | 4.50 (0.69) | 4.47 (0.71) | 4.41 (0.73) | 4.64 (0.53) | 4.69 (0.54) | 4.60 (0.56) |
| If medication was prescribed by the pharmacist, they helped me to understand why I need it. (n = 258) | 4.80 (0.40) | 4.66 (0.63) | 4.69 (0.47) | 4.77 (0.43) | 4.85 (0.46) | 4.72 (0.79) |
| I feel more confident about managing my health concern. (n = 359) | 4.60 (0.72) | 4.52 (0.71) | 4.56 (0.55) | 4.60 (0.54) | 4.63 (0.65) | 4.58 (0.61) |
| I have more confidence in the accessibility of health care after receiving care at the Clinic. (n = 367) | 4.51 (0.86) | 4.54 (0.79) | 4.56 (0.62) | 4.46 (0.73) | 4.68 (0.59) | 4.65 (0.54) |

SD: Standard deviation. Note: Due to insufficient data (i.e., <5), counts and percentages are not presented in the table.

*Likert scale: Strongly agree (5), agree (4), neither agree nor disagree (3), disagree (2), strongly disagree (1). 'Not applicable' not included in Mean/SD calculation.

Table C13. Timeliness of client's clinic appointment by clinic location (N = 370)

| How much time [in days] passed between contacting the Clinic for an appointment (either by telephone or online) and your actual appointment? | Site 1 n = 114 | Site 2 n = 65 | Site 3 n = 46 | Site 4 n = 44 | Site 5 n = 36 | Site 6 n = 66 |
|--|-------------------|------------------|------------------|------------------|------------------|------------------|
| | Mean (SD)* | | | | | |
| Average appointment wait time in days* | 1.73 (0.71) | 1.95 (1.07) | 1.22 (0.59) | 1.66 (0.53) | 1.69 (0.58) | 1.37 (0.57) |
| Missing | 1 | | | | | |

Note: Due to insufficient data (i.e., <5), counts and percentages are not presented in the table. *Likert scale: Same day (1), 1-2 days (2), 3-5 days (3), more than 5 days (4). 'Do not know' not included in Mean/SD calculation.

Table C14. Timeliness of client's clinic appointment by reason for visit. N = 368

| How much time [in days] passed between contacting the Clinic for an appointment (either by telephone or online) and your actual appointment? | Diabetes n = 37 | Respiratory n = 9 | CVD n = 35 | GAS n = 288 |
|--|--------------------|----------------------|----------------|----------------|
| | Mean (SD)* | | | |
| Average appointment wait time in days* | 2.35 (0.82) | 2.12 (0.83) | 2.60 (1.00) | 1.40 (0.52) |
| Missing | 1 | | | |

SD: Standard deviation. Note: Due to insufficient data (i.e., <5), counts and percentages are not presented in the table.

*Likert scale: Same day (1), 1-2 days (2), 3-5 days (3), more than 5 days (4). 'Do not know' not included in Mean/SD calculation.

Table C15. Client's perceived likelihood of timely alternative health care by reason for visit (N = 369)

| If the Clinic had not been available, how likely is it that you would have received timely care for your health concern? | Diabetes n = 37 | Respiratory n = 9 | CVD n = 35 | GAS n = 288 |
|--|--------------------|----------------------|----------------|----------------|
| | Mean (SD)* | | | |
| Average likelihood rating* | 2.19 (1.00) | 2.33 (1.12) | 2.26 (0.95) | 2.18 (1.08) |

SD: Standard deviation. Note: Due to insufficient data (i.e., <5), counts and percentages are not presented in the table.

*Likert scale: Very likely (5), likely (4), uncertain (3), unlikely (2), very unlikely (1).

Table C16. Client's perceived likelihood of timely alternative health care by clinic location (N = 371)

| If the Clinic had not been available, how likely is it that you would have received timely care for your health concern? | Site 1 n = 114 | Site 2 n = 65 | Site 3 n = 46 | Site 4 n = 44 | Site 5 n = 36 | Site 6 n = 66 |
|--|-------------------|------------------|------------------|------------------|------------------|------------------|
| | Mean (SD)* | | | | | |
| Average likelihood rating* | 2.33 (1.13) | 2.05 (0.99) | 2.37 (1.08) | 2.11 (1.15) | 2.47 (1.03) | 1.83 (0.82) |

SD: Standard deviation. Note: Due to insufficient data (i.e., <5), counts and percentages are not presented in the table.

*Likert scale: Very likely (5), likely (4), uncertain (3), unlikely (2), very unlikely (1).

Table C17. Clinic staff's perceptions on access to primary health care (N = 13)

| Based on your experience working in the Pilot Clinic, to what extent do you agree with the following statements: | Mean (SD)* |
|--|----------------|
| The Pilot Clinic has improved access to primary health care, in particular for New Brunswickers needing assessment, testing and treatment for GAS. | 4.61 (0.50) |
| The Pilot Clinic has improved access to primary health care, in particular for New Brunswickers needing chronic disease management (specifically diabetes, cardiovascular disease, asthma and COPD). | 4.61 (0.50) |
| The Pilot Clinic has improved client outcomes related to disease control. | 4.61 (0.50) |
| The Pilot Clinic has improved clients' medication adherence. | 4.38 (0.76) |

SD: Standard deviation. Note: Due to insufficient data (i.e., <5), counts and percentages are not presented in the table.

*Likert scale: Strongly agree (5), agree (4), neither agree nor disagree (3), disagree (2), strongly disagree (1).

Table C18. Clinic prevented client's use of other healthcare by reason for visit (N = 369)

| Did visiting the Clinic save you from having to seek care from another health care provider, such as your family doctor or nurse practitioner, a walk-in clinic or a hospital emergency department? | Chronic Diseases* n = 81 | GAS n = 288 |
|---|-----------------------------|----------------|
| | n (%) | |
| Yes | 70 (86.4%) | 273 (94.8%) |
| No/Unsure* | 11 (13.6%) | 15 (5.2%) |

*Due to low counts (i.e., <5), results for diabetes, CVD, and respiratory conditions are combined and presented as 'chronic diseases,' and response categories are combined (i.e., <5).

Table C19. Clinic prevented client's use of other healthcare by clinic location (N = 371)

| Did visiting the Clinic save you from having to seek care from another health care provider, such as your family doctor or nurse practitioner, a walk-in clinic or a hospital emergency department? | Site 1 n = 114 | Site 2 n = 65 | Site 3 n = 46 | Site 4 n = 44 | Site 5 n = 36 | Site 6 n = 66 |
|---|-------------------|------------------|------------------|------------------|------------------|------------------|
| | n (%) | | | | | |
| Yes | 168 (93.9%)* | | 84 (93.3%)* | | 93 (91.2%)* | |
| No/Unsure* | 11 (6.1%)* | | 6 (6.7%)* | | 9 (8.8%)* | |

*Due to low counts (i.e., <5), results for some clinic sites are combined, and response categories are combined.

Table C20. Client's healthcare access in the two weeks prior to clinic use by clinic location (N = 371)

| In the 14 days before your visit to the Clinic, did you contact another healthcare provider for the same health concern that is the reason for your visit today? | Site 1 n = 114 | Site 2 n = 65 | Site 3 n = 46 | Site 4 n = 44 | Site 5 n = 36 | Site 6 n = 66 |
|--|-------------------|------------------|------------------|------------------|------------------|------------------|
| | n (%) | | | | | |
| Yes | 33 (28.9%) | 16 (24.6%) | 9 (19.6%) | 10 (22.7%) | 6 (16.7%) | 16 (24.2%) |
| No/Unsure/Not applicable* | 81 (71.1%) | 49 (75.4%) | 37 (80.4%) | 34 (77.3%) | 30 (83.3%) | 50 (75.8%) |

*Response categories are combined due to low counts (i.e., <5).

Table C21. Client's healthcare access in the two weeks prior to clinic use by reason for visit (N = 369)

| In the 14 days before your visit to the Clinic, did you contact another healthcare provider for the same health concern that is the reason for your visit today? | Chronic Diseases* n = 81 | GAS n = 288 |
|--|-----------------------------|----------------|
| | n (%) | |
| Yes | 13 (16.0%) | 77 (26.7%) |
| No/Unsure/Not applicable* | 68 (84.0%) | 211 (73.3%) |

*Due to low counts (i.e., <5), results for diabetes, CVD, and respiratory conditions are combined and presented as 'chronic diseases,' and response categories are combined.

Table C22. Client perception of pharmacist's provision of appropriate care by clinic location (N = 371)

| Was the pharmacist able to provide the care for your health concern? | Site 1 n = 114 | Site 2 n = 65 | Site 3 n = 46 | Site 4 n = 44 | Site 5 n = 36 | Site 6 n = 66 |
|--|-------------------|------------------|------------------|------------------|------------------|------------------|
| | n (%) | | | | | |
| Yes | 105 (92.1%) | 59 (90.8%) | 46 (100.0%) | 133 (91.1%)* | | |
| Partially /No/Unsure* | 9 (7.9%) | 6 (9.2%) | 0 | 13 (8.9%)* | | |

*Due to low counts (i.e., <5), results for some clinic sites are combined, and response categories are combined.

Table C23. Client perception of pharmacist's provision of appropriate care by reason for visit (N = 369)

| Was the pharmacist able to provide care for your health concerns? | Chronic Diseases* n = 81 | GAS n = 288 |
|---|-----------------------------|----------------|
| | n (%) | |
| Yes | 75 (92.6%) | 266 (92.4%) |
| Partially /No/Unsure* | 6 (7.4%) | 22 (7.6%) |

*Due to low counts (i.e., <5), results for diabetes, CVD, and respiratory conditions are combined and presented as 'chronic diseases,' and response categories are combined.

Table C24. Pharmacist's referrals of client survey respondents to another HCP by reason for visit (N = 367)

| Did the pharmacist refer you to another healthcare provider during your Clinic visit? | Chronic Diseases* n = 81 | GAS n = 288 |
|---|-----------------------------|----------------|
| | n (%) | |
| Yes | 20 (25.0%) | 25 (8.7%) |
| No | 60 (75.0%) | 262 (91.3%) |
| Missing | 2 | |

*Due to low counts (i.e., <5), results for diabetes, CVD, and respiratory conditions are combined and presented as 'chronic diseases.'

Table C25. Pharmacist's referrals of client survey respondents to another HCP by clinic location (N = 369)

| Did the pharmacist refer you to another healthcare provider during your Clinic visit? | Site 1 n = 114 | Site 2 n = 65 | Site 3 n = 46 | Site 4 n = 44 | Site 5 n = 36 | Site 6 n = 66 |
|---|-------------------|------------------|------------------|------------------|------------------|------------------|
| | n (%) | | | | | |
| Yes | 17 (14.9%) | 9 (13.8%) | 9 (10.1%)* | | 10 (9.9%)* | |
| No | 97 (85.1%) | 56 (86.2%) | 80 (89.9%)* | | 91 (90.1%)* | |
| Missing | 2 | | | | | |

*Due to low counts (i.e., <5), results for some clinic sites are combined.

Table C26. Client's average satisfaction with clinic services by reason for visit (N = 368)

| On a scale of 1 [poor] to 10 [excellent], what was your overall level of satisfaction with the health care services you received from the Clinic? | Diabetes n = 37 | Respiratory n = 9 | CVD n = 35 | GAS n = 288 |
|---|--------------------|----------------------|----------------|----------------|
| | Mean (SD) | | | |
| Average satisfaction rating | 9.73 (0.56) | 10.00 (0.00) | 9.71 (0.67) | 9.77 (0.77) |
| Missing | 1 | | | |

SD: Standard deviation. Note: Due to insufficient data (i.e., <5), counts and percentages are not presented in the table. Satisfaction scale: Poor (1), excellent (10).

Table C27. Client's average satisfaction with clinic services by clinic location (N = 370)

| On a scale of 1 [poor] to 10 [excellent], what was your overall level of satisfaction with the health care services you received from the Clinic? | Site 1 n = 114 | Site 2 n = 65 | Site 3 n = 46 | Site 4 n = 44 | Site 5 n = 36 | Site 6 n = 66 |
|---|-------------------|------------------|------------------|------------------|------------------|------------------|
| | Mean (SD) | | | | | |
| Average satisfaction rating | 9.68 (0.95) | 9.80 (0.67) | 9.74 (0.74) | 9.89 (0.32) | 9.69 (0.79) | 9.86 (0.43) |
| Missing | 1 | | | | | |

SD: Standard deviation. Note: Due to insufficient data (i.e., <5), counts and percentages are not presented in the table. Satisfaction scale: Poor (1), excellent (10).

Table C28. Average client satisfaction with clinic experience by clinic location (N = 371)

| Thinking about your appointment at the Clinic, how satisfied were you with the following: | Site 1 n = 114 | Site 2 n = 65 | Site 3 n = 46 | Site 4 n = 44 | Site 5 n = 36 | Site 6 n = 66 |
|---|-------------------|------------------|------------------|------------------|------------------|------------------|
| | Mean (SD)* | | | | | |
| Ability to make an appointment. | 4.87 (0.34) | 4.92 (0.27) | 4.85 (0.36) | 4.80 (0.46) | 4.83 (0.56) | 4.86 (0.35) |
| The time between contacting the Clinic for an appointment and the actual appointment. | 4.84 (0.37) | 4.89 (0.31) | 4.85 (0.36) | 4.73 (0.50) | 4.78 (0.59) | 4.88 (0.33) |
| The pharmacist's explanation of your health concern and treatment options. (n = 370) | 4.86 (0.37) | 4.91 (0.29) | 4.72 (0.50) | 4.91 (0.29) | 4.89 (0.32) | 4.85 (0.36) |
| Follow up plan to monitor the effectiveness of any medication prescribed. (n = 310) | 4.70 (0.54) | 4.82 (0.50) | 4.60 (0.60) | 4.72 (0.53) | 4.76 (0.44) | 4.76 (0.48) |

SD: Standard deviation. Note: Due to insufficient data (i.e., <5), counts and percentages are not presented in the table.

*Likert scale: Very dissatisfied (1), dissatisfied (2), neither satisfied nor dissatisfied (3), satisfied (4), very satisfied (5). 'Not applicable' not included in Mean/SD calculation.

Table C29. Average client satisfaction with clinic experience by reason for visit (N = 369)

| Thinking about your appointment at the Clinic, how satisfied were you with the following: | Diabetes n = 37 | Respiratory n = 9 | CVD n = 35 | GAS n = 288 |
|---|--------------------|----------------------|----------------|----------------|
| | Mean (SD)* | | | |
| Ability to make an appointment. | 4.95 (0.23) | 5.00 (0.00) | 4.91 (0.28) | 4.84 (0.40) |
| The time between contacting the Clinic for an appointment and the actual appointment. | 4.81 (0.40) | 5.00 (0.00) | 4.80 (0.41) | 4.84 (0.40) |
| The pharmacist's explanation of your health concern and treatment options. (n = 368) | 4.92 (0.28) | 5.00 (0.00) | 4.80 (0.41) | 4.85 (0.38) |
| Follow up plan to monitor the effectiveness of any medication prescribed. (n = 308) | 4.85 (0.36) | 5.00 (0.00) | 4.69 (0.58) | 4.70 (0.54) |

SD: Standard deviation. Note: Due to insufficient data (i.e., <5), counts and percentages are not presented in the table.

*Likert scale: Very dissatisfied (1), dissatisfied (2), neither satisfied nor dissatisfied (3), satisfied (4), very satisfied (5). 'Not applicable' not included in Mean/SD calculation.

Table C30. Clinic staff's work satisfaction (N = 18)

| On a scale of 10 (fully satisfied) to 1 (not at all satisfied), please rate your level of overall work satisfaction in the pilot clinic. | Mean (SD)* |
|--|----------------|
| Average satisfaction rating* | 8.11 (1.27) |

SD: Standard deviation. Note: Due to insufficient data (i.e., <5), counts and percentages are not presented in the table.

*Satisfaction scale: Fully satisfied (10), not at all satisfied (1).

Table C31. Clinic staff's perception of their working conditions (N = 13)

| Based on your experience working at the Pilot Clinic, please rate your level of agreement with the following statements: | Mean (SD)* |
|--|----------------|
| My knowledge, skills and abilities are effectively utilized in the Pilot Clinic. | 4.61 (0.50) |
| I feel that I have sufficient time to provide an acceptable level of care. | 4.07 (0.75) |
| I am not experiencing any increased level of work-related stress as a result of working in the Pilot Clinic. | 3.46 (1.33) |
| I get a personal sense of accomplishment from my work in the Pilot Clinic. | 4.69 (0.48) |
| I would like to continue in my role of working in the Pilot Clinic. | 4.61 (0.50) |

SD: Standard deviation. Note: Due to insufficient data (i.e., <5), counts and percentages are not presented in the table.

**Likert scale: Strongly agree (5), agree (4), neither agree nor disagree (3), disagree (2), strongly disagree (1).*