

Pharmacy Staff NPSS Pre-Survey

Pre-survey for Pharmacy Personnel

Thank you for agreeing to participate in the Pharmacy-Based Harm Reduction Study. Please complete this survey about you and your experiences with non-prescription syringe sale.


Your responses on this survey are confidential and your answers will have no impact on your employment. While we require you to input your email address here, this is only so we can connect your survey with your participant ID number. Once we have connected your survey and your participant ID, your email will be disconnected from the survey.

If you have any questions about this survey or the broader study, you can contact Lane Edwards at lane.edwards@dfusioninc.com

Public reporting burden of this collection of information is estimated to average 30 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. An agency may not conduct or sponsor, and a person is not required to respond to a collection of information unless it displays a currently valid OMB control number. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden to CDC/ATSDR Reports Clearance Officer, 1600 Clifton Road NE, MS D-74, Atlanta, Georgia 30333, Attn: OMB PRA (0920-New)

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Demographics

1. Email Address *

2. Gender identity (select all that apply) *

- Woman
- Man
- Non-binary
- Transgender
- Prefer to self-describe (please specify)
- Prefer not to respond

3. Age *

4. Race (select all that apply) *

- American Indian or Alaskan Native
- Asian
- Black or African American
- Native Hawaiian or Other Pacific Islander
- White

5. Ethnicity *

- Hispanic or Latino
- Not Hispanic or Latino

6. Please list the name(s) of the pharmacy or pharmacies at which you currently are employed *

7. What is your position at the pharmacy? *

- Head pharmacist/pharmacist in charge
- Pharmacist
- Assistant pharmacist
- Pharmacy technician
- Pharmacy cashier
- Pharmacy intern
- Other:

8. How many years have you been employed as a pharmacy staff? *

Non-Prescription Syringe Sale

9. People with drug problems who are not willing to accept abstinence as their goal should be offered options that aim to reduce the harm associated with their continued drug use. *

Strongly agree

Agree

Neither

Disagree

Strongly disagree

10. Making clean injecting equipment available to injecting drug users is likely to reduce the rate of HIV infection. *

Strongly agree

Agree

Neither

Disagree

Strongly disagree

11. Abstinence is the only acceptable treatment goal for people who use illicit drugs. *

Strongly agree

Agree

Neither

Disagree

Strongly disagree

12. State NPSS law – please select all options that you believe apply to the state's law in which your pharmacy is located regarding the sale of non-prescription syringes by pharmacy staff (select all that apply) *

- Non-prescription syringe sale is explicitly permitted
- Non-prescription syringe sale is explicitly forbidden
- There are no specific laws in my state explicitly addressing NPSS
- Personnel are required to ask the purpose of the syringe use
- Upon sale, personnel must provide written information on the prevention of bloodborne disease, drug treatment, and safe disposal of syringes
- Non-prescription syringe sale is permitted if a legitimate medical need has been demonstrated (could include the prevention of the transmission of communicable diseases)
- A sharps container must be distributed with every syringe purchase
- Personnel are required to keep a log with the information about the purchase and purchaser
- Purchasers must show valid photo ID
- Only individuals 18 or older can be sold non-prescription syringes
- Pharmacists must report if they think syringes will be used for illegal drug use.
- Only specific pharmacy staff (such as pharmacists) may complete NPSS sales.
- Up to 10 syringes can be sold at a time
- Other:

13. Has a pharmacy staff member ever been held civilly or criminally liable for selling a syringe to someone who used it for injecting drugs? *

- Yes
- No

14. Did your pharmacy provide you with any information regarding your state's NPSS laws? *

- Yes
- No
- Other:

15. According to research, does access to non-prescription syringes increase rates of drug use? *

- Yes
- No
- I don't know

16. Does your pharmacy participate in non-prescription syringe sale? *

- Pharmacy staff are expected to provide non-prescription syringes to all customers seeking them
- Pharmacy staff are permitted, but not expected, to provide non-prescription syringes to all customers seeking them
- Pharmacy staff have not been informed of expectations regarding the provision of non-prescription syringes to customers seeking them
- Pharmacy staff are discouraged, but not forbidden, to provide non-prescription syringes to all customers seeking them
- Pharmacy staff are forbidden from providing non-prescription syringes to all customers seeking them
- Other:

17. What is your opinion on pharmacies selling non-prescription syringes to people who use injection drugs? *

- Strongly Opposed
- Opposed
- Neither
- In favor
- Strongly in favor

18. What are your feelings about personally selling non-prescription syringes to people who use injection drugs? *

- Strongly Opposed
- Opposed
- Neither
- In favor
- Strongly in favor

19. Indicate your perception of your level of ability to sell non-prescription syringes: *

- No level of competence
- Low level of competence
- Average level of competence
- Moderately high level of competence
- High level of competence

20. Indicate your level of experience with non-prescription syringes: *

- No experience
- Little experience
- Some experience
- Substantial experience
- Extensive experience

21. Indicate your comfort level completing sales to people you believe to be using illegal drugs: *

- Very uncomfortable
- Slightly uncomfortable
- Neutral
- Comfortable
- Very comfortable

Think of your last three non-prescription syringe customers, how do you think these customers would review your interaction in questions 22-25.

22. Your professionalism out of five stars:

- 1 star
- 2 stars
- 3 stars
- 4 stars
- 5 stars

23. Your friendliness out of five stars:

- 1 star
- 2 stars
- 3 stars
- 4 stars
- 5 stars

24. Your respectfulness out of five stars:

- 1 star
- 2 stars
- 3 stars
- 4 stars
- 5 stars

25. Your comfort with the transaction out of 5 stars:

- 1 star
- 2 stars
- 3 stars
- 4 stars
- 5 stars

26. How often do you personally sell non-prescription syringes? *

- At least once a day
- At least once a week
- At least once a month
- At least once every 3 months
- At least once a year
- Never

27. What's the most uncomfortable element for you about doing NPSS sales? *

Short Answer Scenario

Please review the following scenario and provide a step-by-step description of how you would handle the following non-prescription syringe sales.

Here is an example of a step-by-step description by a concierge at a hotel:

You are working at the front desk of your hotel; a man approaches the front desk with his luggage. Please describe how you would handle the situation:

- Welcome the guest to the hotel and ask them for the name of their reservation
- Find their reservation in the system
- Confirm the details of the reservation with the guest
- Describe the hotel amenities and rules
- Give the guest their room key and directions to the room
- Offer to help them with their luggage and make necessary arrangements
- Ask them if they need anything else, and if they do, help them with whatever they needed
- If they need nothing else, tell them to contact the front desk if they need anything, and wish them a nice stay
- Leave and return to the front desk

Insert short video scenario in which an individual comes into the pharmacy and asks to buy some syringes

28. Please provide a step-by-step description of how you would handle the scenario depicted in the video above. *




Insert short video scenario in which an individual asks for bee stingers (slang for a specific syringe size)

29. Please provide a step-by-step description of how you would handle the scenario depicted in the video above. *



Insert short video scenario for pharmacist in which they are giving a consultation and the individual indicates they may want to seek treatment

30. Please provide a step-by-step description of how you would handle the scenario depicted in the video above. *



31. How much do your procedures responding to these scenarios differ from other staff in the pharmacy?

*

- Greatly
- Moderately
- Slightly
- Not at all
- I don't know

Distribution data

32. Please describe any posted signage or materials regarding NPSS in your pharmacy *

33. In the past week, how many non-prescription syringes sales did you personally process? *

34. In the past week, how many injection drug use related consultations did you personally provide? *

35. In the past week, how many injection drug use related referrals did you personally make? *

Pharmacy Staff NPSS Pre-Survey

Thank You!

Thank you for taking our survey. Your response is very important to us.

Pharmacy Staff NPSS Post-Survey

Post-survey for Pharmacy Personnel

Thank you for agreeing to participate in the Pharmacy-Based Harm Reduction Study. Please complete this survey about you and your experiences with non-prescription syringe sale.

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Pharmacy Staff NPSS Post-Survey

Contact Information

1. Email Address *

2. What is your position at the pharmacy?

- Head pharmacist/pharmacist in charge
- Pharmacist
- Assistant pharmacist
- Pharmacy technician
- Pharmacy cashier
- Pharmacy intern
- Other - Write In (Required)

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14%

3. People with drug problems who are not willing to accept abstinence as their goal should be offered options that aim to reduce the harm associated with their continued drug use.

Strongly agree

Agree

Neither

Disagree

Strongly disagree

4. Making clean injecting equipment available to injecting drug users is likely to reduce the rate of HIV infection.

Strongly agree

Agree

Neither

Disagree

Strongly disagree

5. Abstinence is the only acceptable treatment goal for people who use illicit drugs.

Strongly agree

Agree

Neither

Disagree

Strongly disagree

6. State NPSS law – please select all options that you believe apply to the state's law in which your pharmacy is located regarding the sale of non-prescription syringes by pharmacy staff (select all that apply)

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- Only specific pharmacy staff (such as pharmacists) may complete NPSS sales.
- Up to 10 syringes can be sold at a time
- Other:

7. Has a pharmacy staff member ever been held civilly or criminally liable for selling a syringe to someone who used it for injecting drugs?

- Yes
- No

8. Did your pharmacy provide you with any information regarding your state's NPSS laws?

- Yes
- No
- Other:

9. According to research, does access to non-prescription syringes increase rates of drug use?

- Yes
- No
- I don't know

10. Does your pharmacy participate in non-prescription syringe sale? *

- Pharmacy staff are expected to provide non-prescription syringes to all customers seeking them
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- Pharmacy staff are forbidden from providing non-prescription syringes to all customers seeking them
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11. What is your opinion on pharmacies selling non-prescription syringes to people who use injection drugs? *

Strongly Opposed

Opposed

Neither

In favor

Strongly in favor

12. What are your feelings about personally selling non-prescription syringes to people who use injection drugs? *

Strongly Opposed

Opposed

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In favor

Strongly in favor

13. Indicate your perception of your level of ability to sell non-prescription syringes: *

No level of competence

Low level of competence

Average level of competence

Moderately high level of competence

High level of competence

14. Indicate your level of experience with non-prescription syringes: *

No experience

Little experience

Some experience

Substantial experience

Extensive experience

15. Indicate your comfort level completing sales to people you believe to use illegal drugs: *

Very uncomfortable

Slightly uncomfortable

Neutral

Comfortable

Very comfortable

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29%



Think of your last three non-prescription syringe customers, how do you think these customers would review your interaction in questions 22-25.

16. Your professionalism out of five stars:

*

- 1 star
- 2 stars
- 3 stars
- 4 stars
- 5 stars

17. Your friendliness out of five stars:

*

- 1 star
- 2 stars
- 3 stars
- 4 stars
- 5 stars

18. Your respectfulness out of five stars:

*

- 1 star
- 2 stars
- 3 stars
- 4 stars
- 5 stars

19. Your comfort with the transaction out of 5 stars:

*

- 1 star
- 2 stars
- 3 stars
- 4 stars
- 5 stars

20. How often do you personally sell non-prescription syringes?

*

- At least once a day
- At least once a week
- At least once a month
- At least once every 3 months
- At least once a year
- Never

21. What's the most uncomfortable element for you about doing NPSS sales? *

Short Answer Scenario

Please review the following scenario and provide a step-by-step description of how you would handle the following non-prescription syringe sale.

Here is an example of the step-by-step description by a concierge at a hotel:

You are working at the front desk of your hotel; a man approaches the front desk with his luggage. Please describe how you would handle the situation:

- Welcome the guest to the hotel and ask them for the name of their reservation
- Find their reservation in the system
- Confirm the details of the reservation with the guest
- Describe the hotel amenities and rules
- Give the guest their room key and directions to the room
- Offer to help them with their luggage and make necessary arrangements
- Ask them if they need anything else, and if they do, help them with whatever they needed
- If they need nothing else, tell them to contact the front desk if they need anything, and wish them a nice stay
- Leave and return to the front desk

Insert short video scenario in which an individual comes into the pharmacy and asks to buy some syringes

22. Please provide a step-by-step description of how you would handle the scenario depicted in the video above. *

Insert short video scenario in which an individual asks for bee stingers (slang for a specific syringe size)

23. Please provide a step-by-step description of how you would handle the scenario depicted in the video above. *

Insert short video scenario for pharmacist in which they are giving a consultation and the individual indicates they may want to seek treatment

24. Please provide a step-by-step description of how you would handle the scenario depicted in the video above. *

Insert short video scenario where a person asks the personnel to explain the kit, include specific questions about 2-3 items.

25. Please provide a step-by-step description of how you would handle the scenario depicted in the video above. *

26. How much do your procedures responding to these scenarios differ from other staff in the pharmacy? *

- Greatly
 - Moderately
 - Slightly
 - Not at all
 - I don't know
-

Pharmacy Staff NPSS Post-Survey

Distribution data

27. Please describe any posted signage or materials regarding NPSS in your pharmacy *

28. Please describe what information or materials are provided to individuals that do not accept a safe injection kit *

29. In the past week, how many non-prescription syringes sales did you personally process? *

30. In the past week, how many safe injection kits did you personally distribute? *

31. In the past week, how many injection drug use related consultations did you personally provide? *

32. In the past week, how many injection drug use related referrals did you personally make? *

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User satisfaction questions

33. The SkillFix videos are easy to access

*

Strongly disagree

Disagree

Neutral

Agree

Strongly agree

34. Comment:

35. The SkillFix videos are easy to use

*

Strongly disagree

Disagree

Neutral

Agree

Strongly agree

36. Comment:

37. The skillfix videos are helpful to me in selling non-prescription syringe sale

*

Strongly disagree

Disagree

Neutral

Agree

Strongly agree

38. Comment:

39. The SkillFix videos are helpful to me in supporting my staff member's sale of non-prescription syringes

*

Strongly disagree

Disagree

Neutral

Agree

Strongly agree

40. Comment:

41. I would recommend other pharmacy staff participating in NPSS watch the SkillFlix videos *

Strongly disagree

Disagree

Neutral

Agree

Strongly agree

42. Comment:

43. Overall, what did you like most about SkillFlix? *

44. Overall, what did you like least about SkillFlix? *

45. How, if at all, has the SkillFlix training impacted your decisions on how to set NPSS policy and support staff engaged in NPSS? (manager or head pharmacist) *

46. What suggestions, if any, do you have as to how we can make SkillFlix better? *

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Submit

88% 

Pharmacy Staff NPSS Post-Survey

Thank You!

Thank you for taking our survey. Your response is very important to us.

100% 