



Resident and Healthcare Provider Survey Results: San Mateo County, California

Survey Conducted: September - November 2022

Survey Commissioned by MED-Project – Research Independently Conducted

Executive Summary

Resident Awareness

Healthcare Provider Awareness

Appendix - Demographics

Study Objectives & Methodology

Study Objectives

- MED-Project desires to assess the awareness of its medicine disposal program and determine the effectiveness of MED-Project's outreach among residents and healthcare providers in San Mateo County, California ("San Mateo County").
- MED-Project commissioned a survey to evaluate the effectiveness of its initiatives.

Study Design

- 1,012 residents and 115 healthcare providers in San Mateo County were surveyed between September 12th and November 4th, 2022.
- Residents were surveyed via phone and web to minimize sampling bias.
- Healthcare providers (doctors, physician's assistants, nurse practitioners, nurses, pharmacists, dentists, pharmacy technicians, veterinarians, or health office administrators) were surveyed via phone.

Sampling & Analysis

- Sampling was done at random from lists of residents and healthcare providers in San Mateo County.
- When the surveys were complete, the raw data was analyzed and cleaned to remove incomplete surveys. The data was then analyzed at a confidence level of 95% and a margin of error of 3.08% (for residents) and 8.80% (for healthcare providers), which means that if the same survey was conducted 100 times, we are confident that 95 out of 100 times the results would fall within what we are reporting, plus or minus 3.08% (for residents) or 8.80% (for healthcare providers).

Executive Summary

	Resident	Provider
Awareness	<ul style="list-style-type: none"> 29% of San Mateo County residents are aware of the safe, convenient and free disposal program for expired and/or unwanted medicines for residents in San Mateo County. 41% of those who were aware of the program, learned of it at pharmacies, hospitals, or other healthcare providers. 	<ul style="list-style-type: none"> 23% of San Mateo County healthcare providers are aware of the safe, convenient and free disposal program for expired and/or unwanted medicines offered to residents of San Mateo County. 22% of San Mateo County healthcare providers who were aware of the program learned of it through businesses or pharmacies and 22% received it through brochures or flyers.
Disposal Method	<ul style="list-style-type: none"> 35% of San Mateo County residents have used drop-off locations, mail-back services to dispose of medicine. Of residents who have used disposal services, 95% used drop-off locations. 	<ul style="list-style-type: none"> 63% of San Mateo County healthcare providers encourage patients to safely store and dispose of expired and/or unwanted medicine.
Perception	<ul style="list-style-type: none"> 74% of San Mateo County residents who have used medicine disposal programs believe they are easy to use, and 71% of the same group of residents believe they are easy to locate. 	<ul style="list-style-type: none"> 72% of San Mateo County healthcare providers are extremely or very concerned that keeping expired and/or unwanted medicines in the home can lead to accidental poisonings or overdoses.

Executive Summary

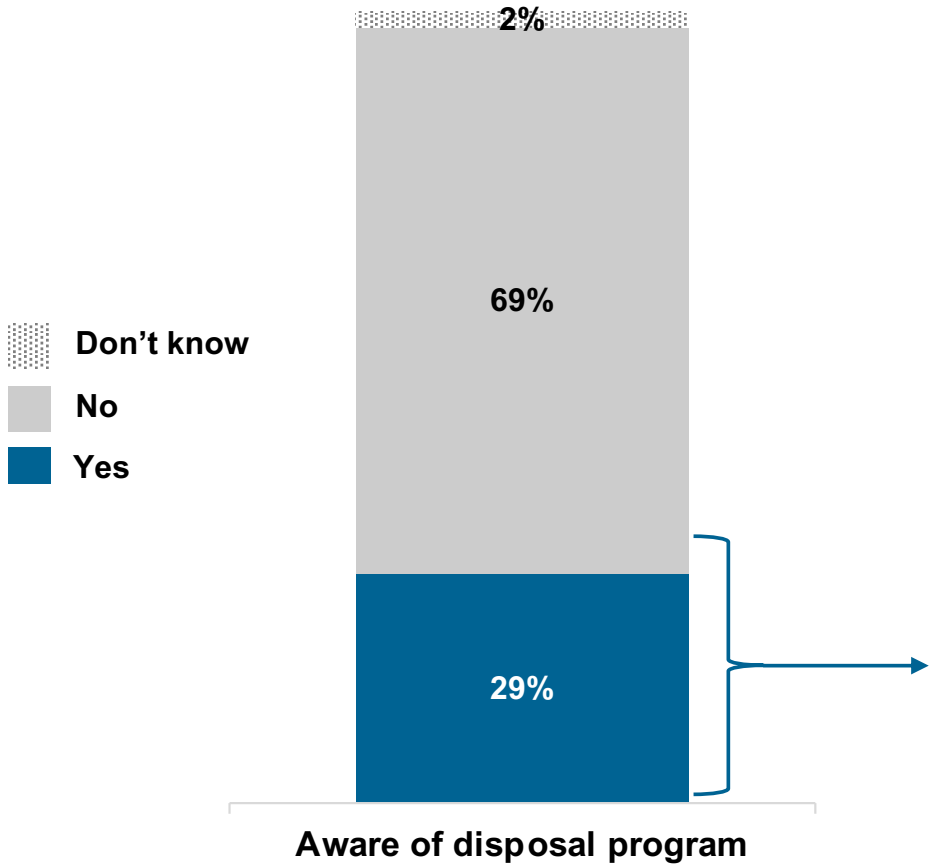
Resident Awareness

Healthcare Provider Awareness

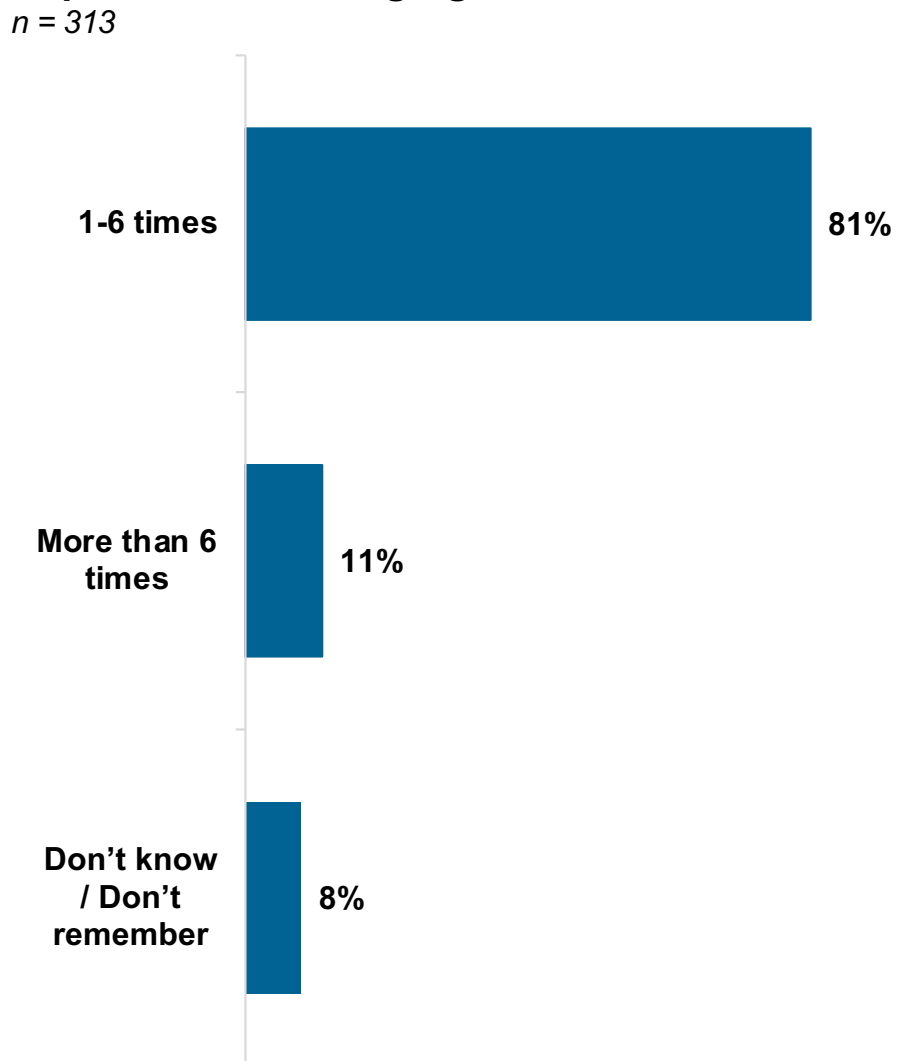
Appendix - Demographics

29% of San Mateo County residents are aware of the safe, convenient and free disposal program for expired and/or unwanted medicine. Of those, 81% have seen or heard about the program up to 6 times.

San Mateo County Residents' Awareness of the Program *n = 1,012*



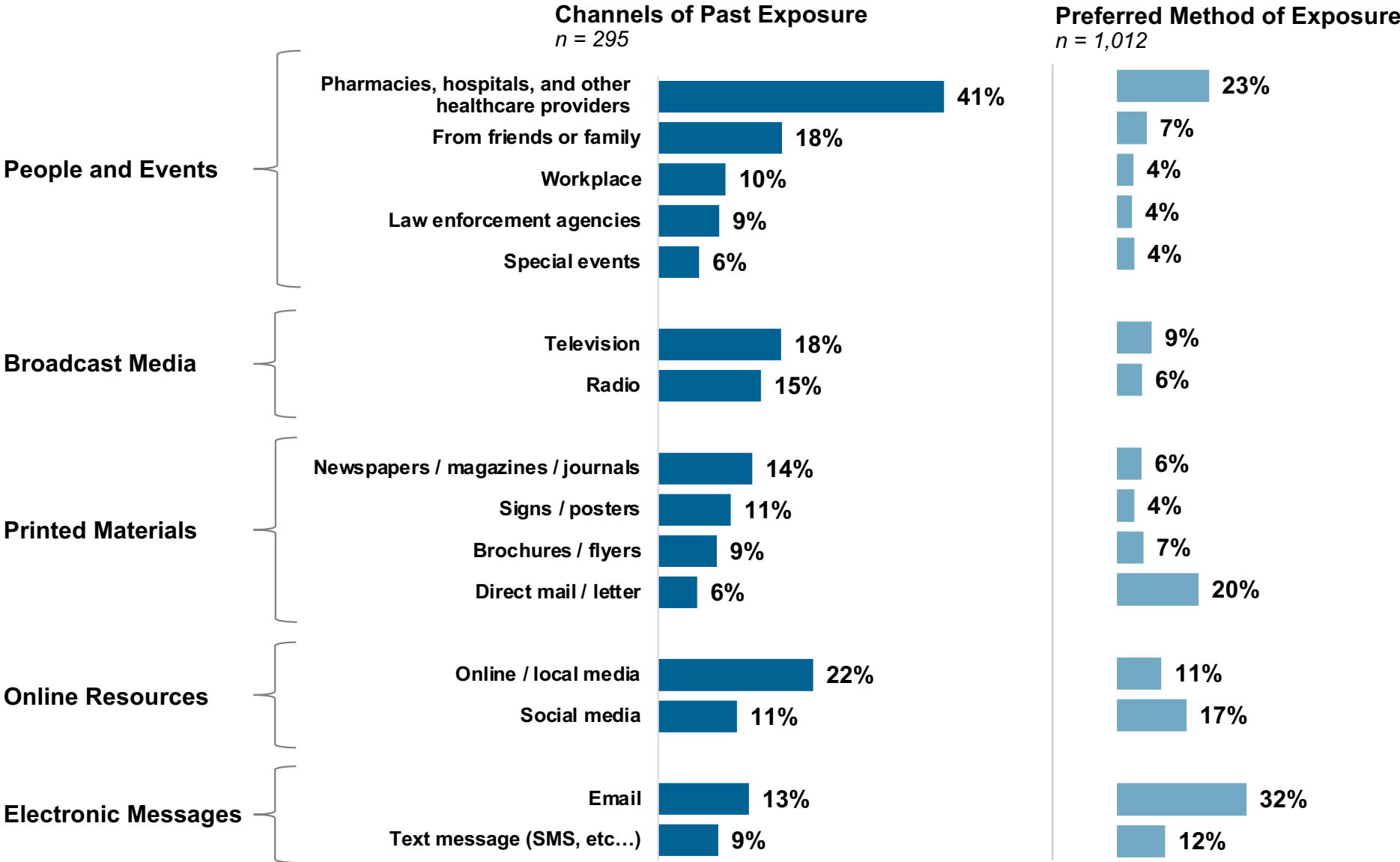
San Mateo County Residents' Depth of Exposure to Messaging



Q8 - Are you aware of the safe, convenient, and free disposal program for expired and/or unwanted medicines offered to residents of SAN MATEO COUNTY?
 Q9 - How many times would you say you've heard, seen, or read about safe, convenient, and free disposal programs for expired and/or unwanted medicines available to SAN MATEO COUNTY residents? (asked only if respondent answered "Yes" to Q8)

San Mateo County residents have most commonly received information on the safe, convenient, and free disposal of expired and/or unwanted medicine through pharmacies, hospitals and other healthcare providers.

San Mateo County Residents' Communication Channels

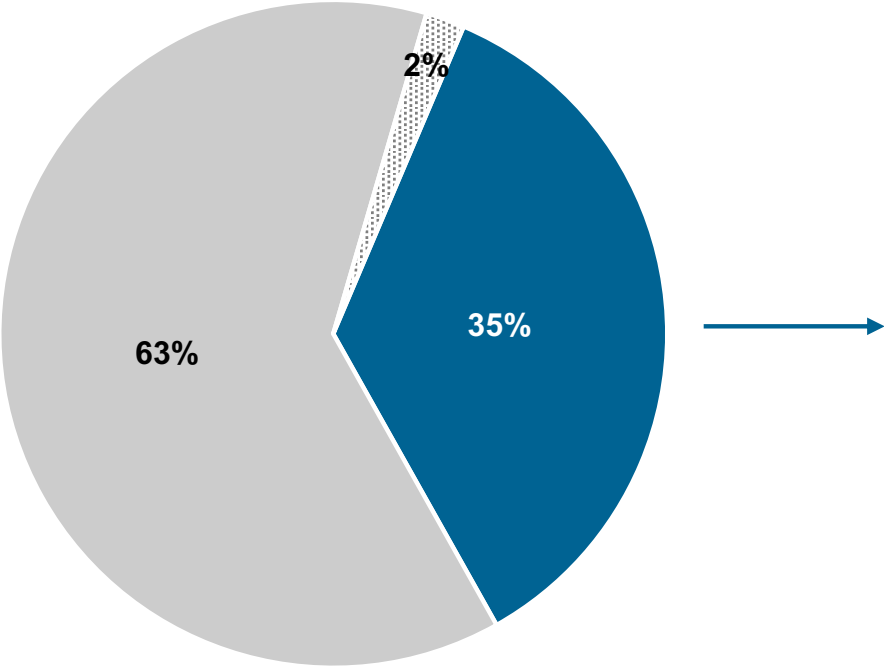





Q10 - Where did you receive this information about the safe, convenient, and free service to dispose of expired and/or unwanted medicines in San Mateo county?
 Q11 - What would be your preferred method for receiving important information about how and where to dispose of expired and/or unwanted medicines in San Mateo County?

35% of San Mateo County residents have used drop-off locations or mail-back services to dispose of expired and/or unwanted medicine in the past year. Of those, 95% have used drop-off locations.

San Mateo County Residents' Medicine Disposal Behaviors (past 12 months)

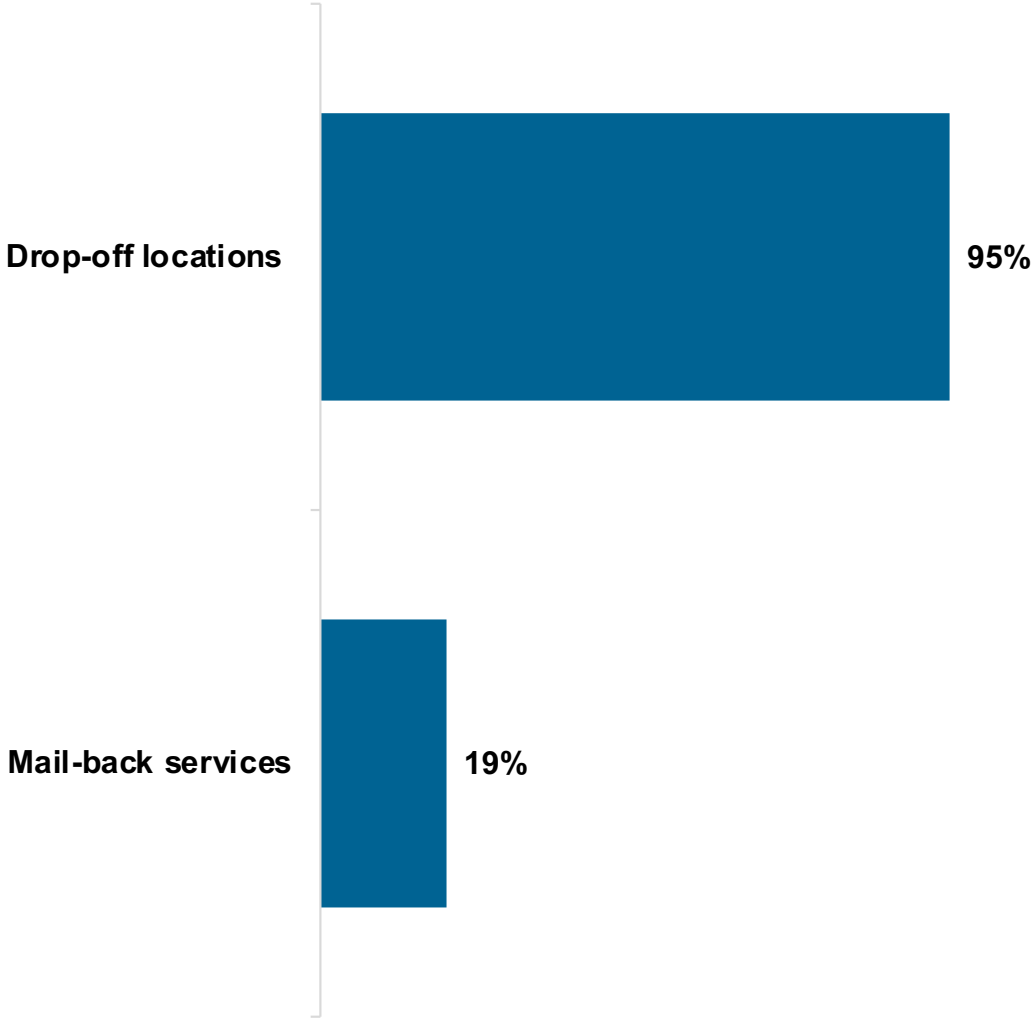
n = 1,012



-  Have used drop-off locations, or mail-back service methods to dispose of expired and/or unwanted medicine in the past year (*n=359*)
-  Have not used drop-off locations or mail-back services to dispose of medicine in the past year (*n=634*)
-  I don't know/don't remember (*n=19*)

San Mateo County Residents' Medicine Disposal Methods Used (past 12 months)

n= 359

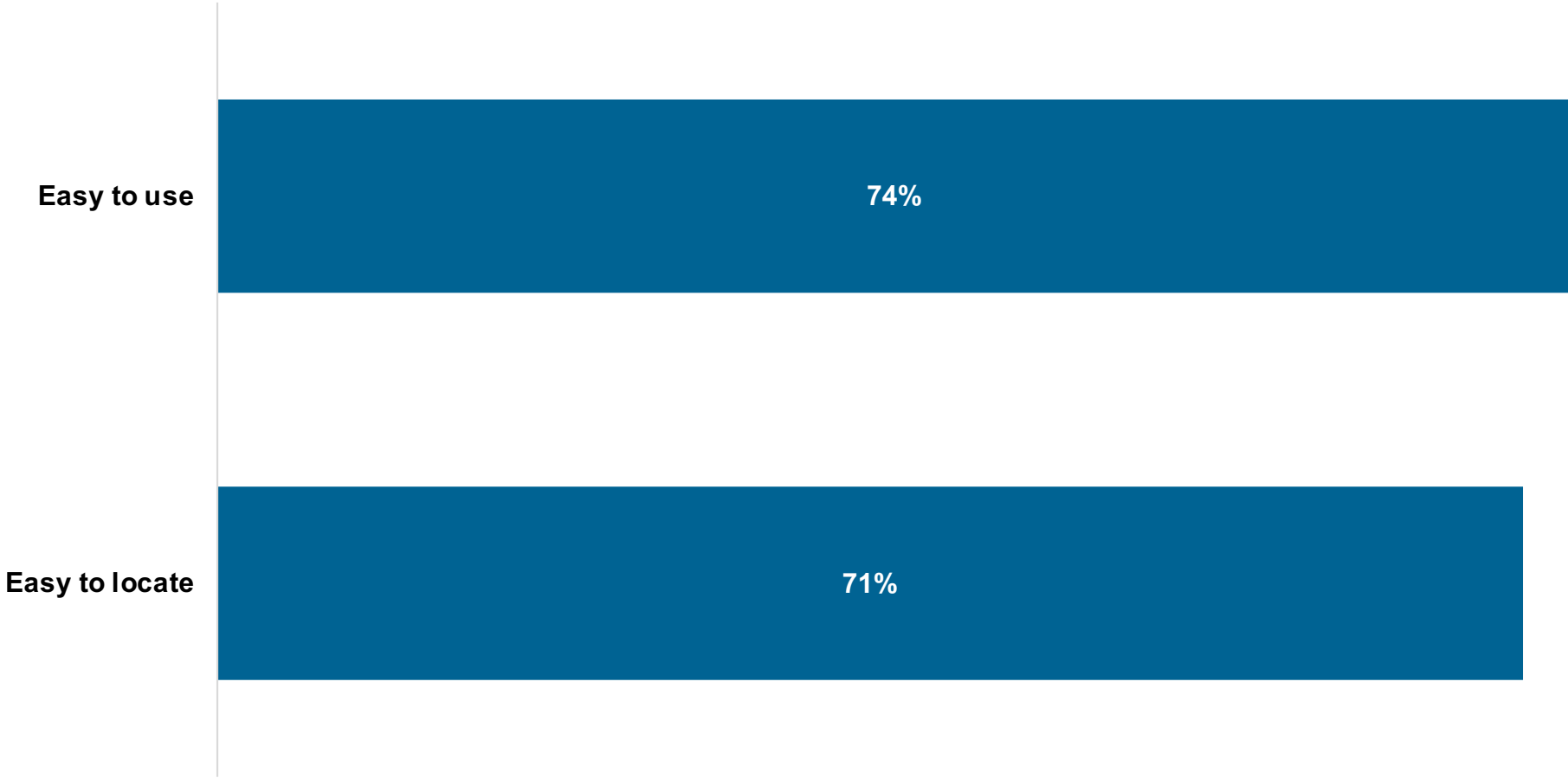


Q12 - Have you used either of the following options to dispose of expired and/or unwanted medicines in the past year?

74% of San Mateo County residents who have used medicine disposal programs consider the program easy to use and 71% said it was easy to locate.

San Mateo County Residents' Description of medicine disposal program

Percent of respondents who have used the medicine disposal program and "strongly agree" or "somewhat agree" that the phrases "Easy to Use" and "Easy to Locate" described the medicine disposal program (n=359)



Q13 - Please indicate how well you feel each of the following phrases describes the medicine disposal program. "Easy to locate", "Easy to use"

37% of San Mateo County residents are extremely or very concerned that keeping expired and/or unwanted medicine in the home can lead to accidental poisonings

San Mateo County Residents' Level of Concern

Percent of respondents who said the statement makes them 'extremely concerned' or 'very concerned' (n = 1,012)

Keeping expired and/or unwanted medicines in the home can lead to accidental poisonings



Keeping expired and/or unwanted medicines in the home can provide the opportunity for family members or friends to abuse them



Q14 - Please carefully read the list of statements about expired and/or unwanted medicines in the home. Please indicate your level of concern regarding each statement.
"Keeping expired and/or unwanted medicines in the home can lead to accidental poisonings or overdoses.", "Keeping expired and/or unwanted medicines in the home can provide the opportunity for family members or friends to use/abuse them"

Executive Summary

Resident Awareness

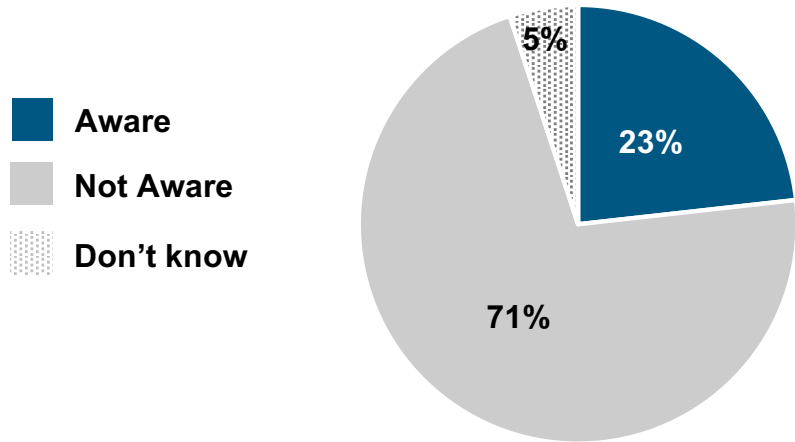
Healthcare Provider Awareness

Appendix - Demographics

23% of San Mateo County healthcare providers are aware of the safe, convenient and free disposal program for expired and/or unwanted medicine offered to residents of San Mateo County. 63% have encouraged patients to safely dispose of medicine.

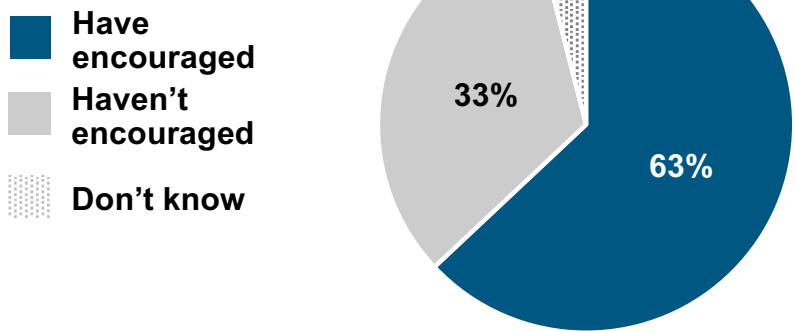
San Mateo County Healthcare Providers' Awareness of Disposal Program for Expired and/or Unwanted Medicine

n = 115



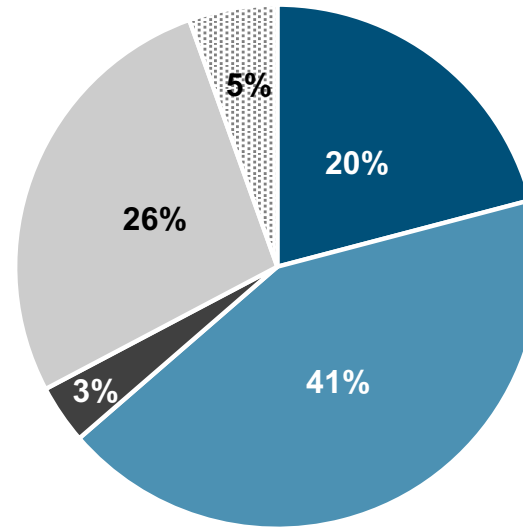
San Mateo County Healthcare Provider Encouragement of Patients to Safely Dispose of Expired and/or Unwanted Medicine

n = 115

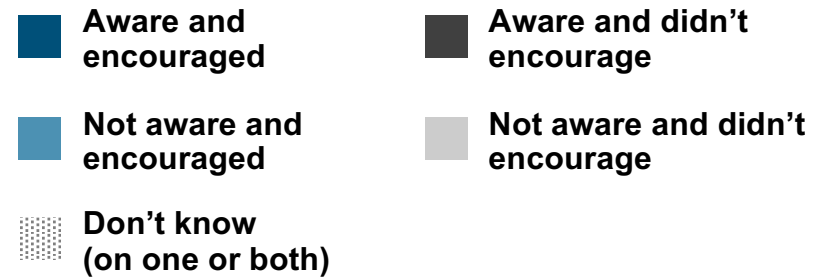


San Mateo County Healthcare Provider Awareness and Encouragement of Patients to Safely Dispose of Medicine

n = 115



20% of all San Mateo County healthcare providers are both **aware** of expired and/or unwanted medicine disposal programs **and encourage patients** to safely store and dispose of expired and/or unwanted medicine.

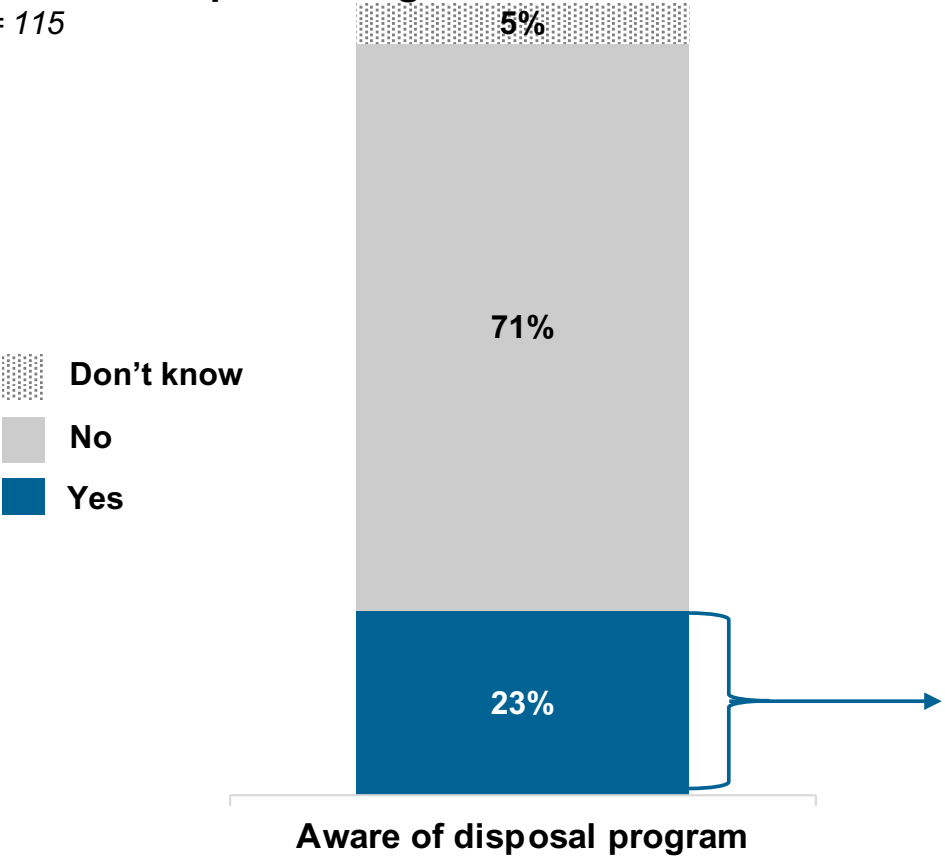


Q6 - Are you aware of the safe, convenient, and free disposal program for expired and/or unwanted medicines offered to residents of San Mateo COUNTY ?
 Q9 - Have you encouraged your patients or clients to safely dispose of expired and/or unwanted medicines?

52% of San Mateo County healthcare providers have been exposed to messaging regarding unwanted/expired medicine disposal up to 6 times.

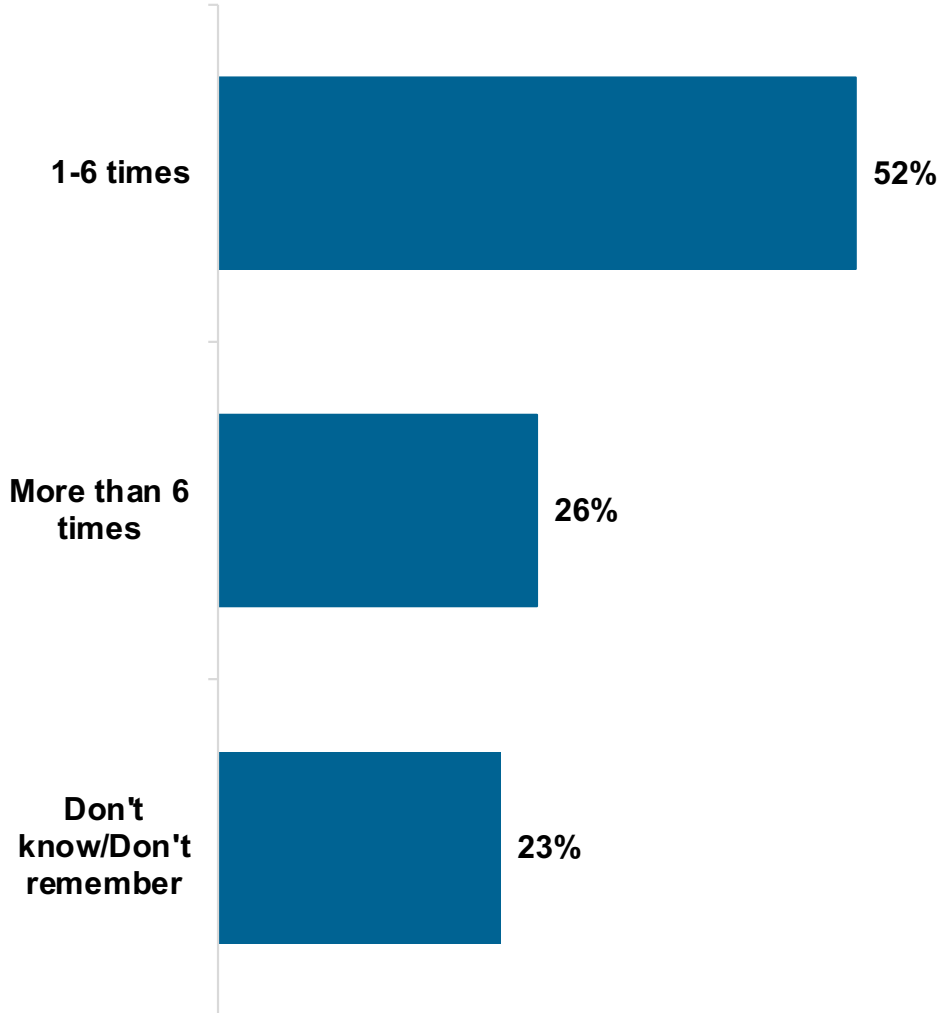
San Mateo County Healthcare Providers' Awareness of Unwanted and/or Expired Medicine Disposal Program

n = 115



San Mateo County Healthcare Providers' Depth of Exposure to Messaging

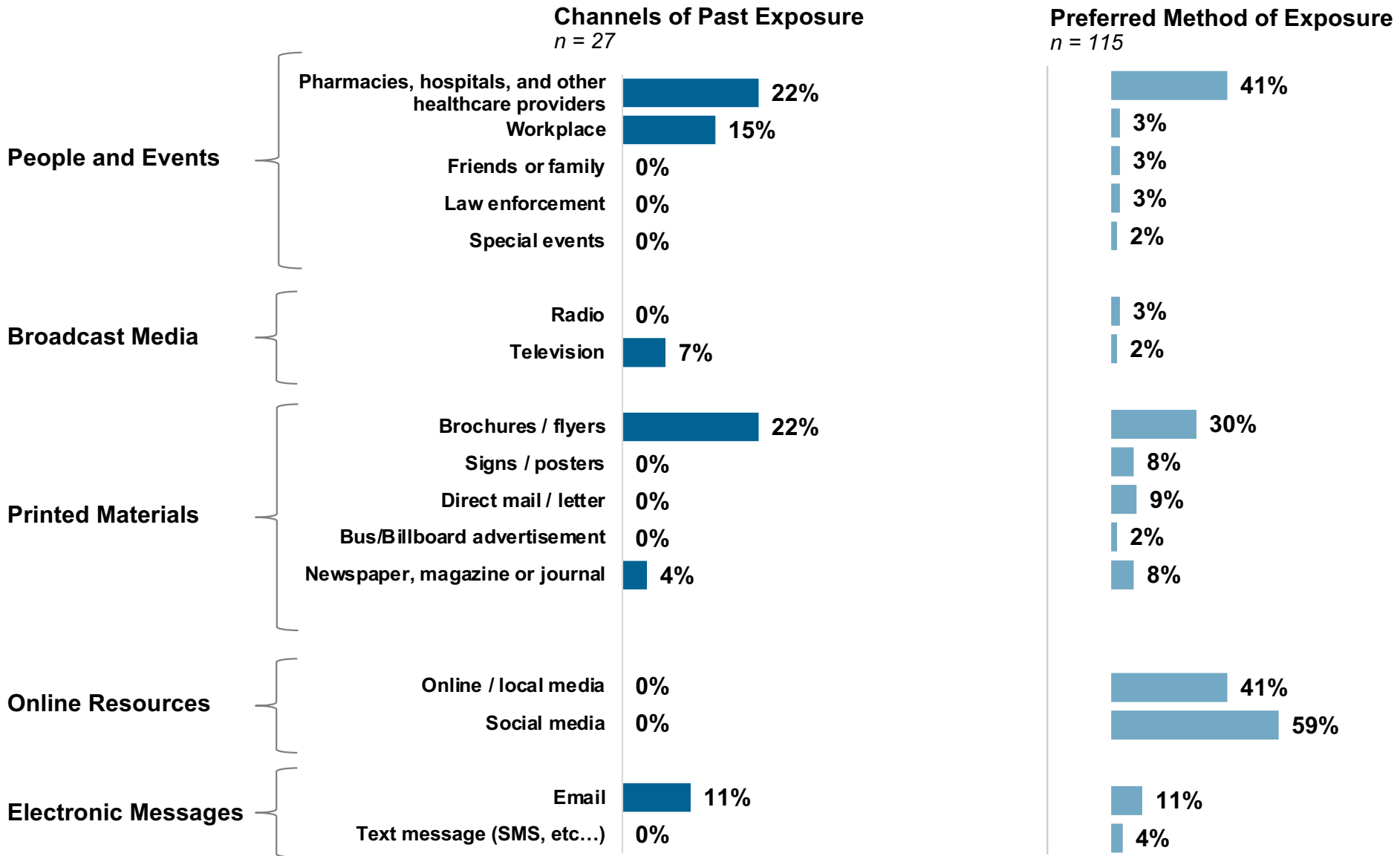
n = 27



Q6 - Are you aware of the safe, convenient, and free disposal program for expired and/or unwanted medicines offered to residents of SAN MATEO COUNTY ?
 Q7 - About how many times would you say you've read, seen, or heard about the safe, convenient and free program to dispose of expired and/or unwanted medicines in San Mateo COUNTY ? (Asked only to respondents who answered "Yes" to Q6)

San Mateo County healthcare providers have most commonly received information on the safe, convenient and free disposal of expired and/or unwanted medicine through pharmacies, hospitals and other healthcare providers, as well as brochures/flyers.

San Mateo County Healthcare Providers' Communication Channels



Q8 - Where did you read, see, or hear this information about the safe, convenient, and free disposal of expired and/or unwanted medicines in San Mateo County?

Q9 - How would you prefer to receive information about how and where to dispose of expired and/or unwanted medicines in San Mateo COUNTY ?

72% of San Mateo County Healthcare Providers are extremely or very concerned that keeping expired and/or unwanted medicine in the home can lead to accidental poisonings

San Mateo County Healthcare Providers' Level of Concern

Percent of respondents who said the statement makes them 'extremely concerned' or 'very concerned' (n = 115)

Keeping expired and/or unwanted medicines in the home can lead to accidental poisonings or overdoses.

72%

Keeping expired and/or unwanted medicines in the home can provide the opportunity for family members or friends to use/abuse them.

69%

Q12 - Please carefully read the list of statements about expired and/or unwanted medicines in the home. Please indicate your level of concern regarding each statement as it relates to unwanted and/or expired medicine in the home.
"Keeping expired and/or unwanted medicines in the home can lead to accidental poisonings or overdoses.", "Keeping expired and/or unwanted medicines in the home can provide the opportunity for family members or friends to use/abuse them."

Executive Summary

Resident Awareness

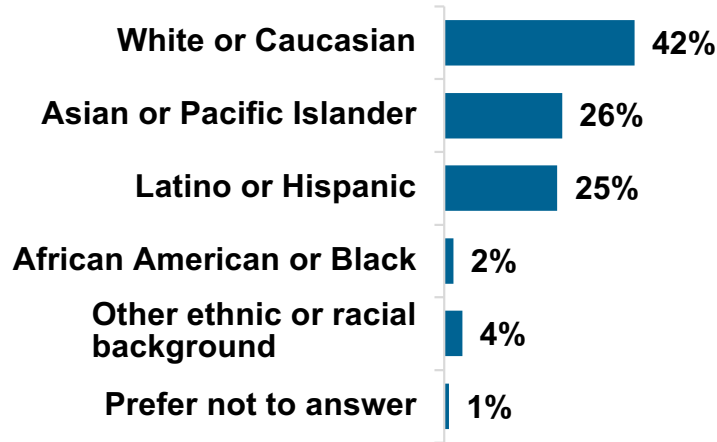
Healthcare Provider Awareness

Appendix - Demographics

Appendix: San Mateo County Resident Demographics

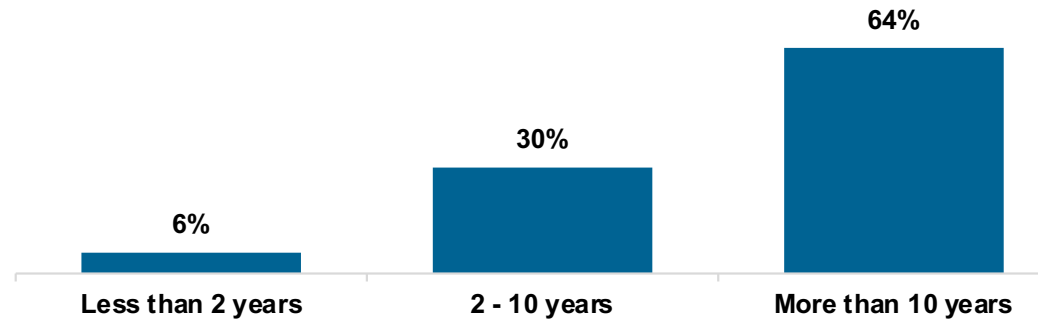
Race and Ethnicity

n = 1,012



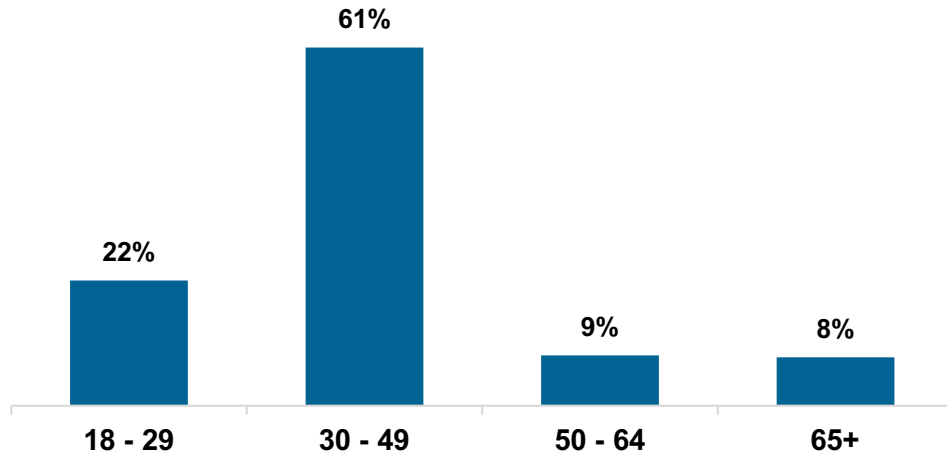
Time in San Mateo County

n = 1,012



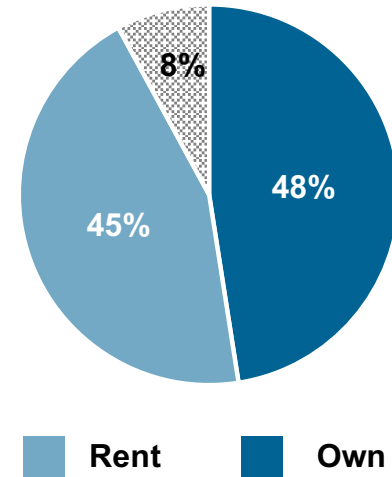
Age

n = 1,012



Living Situation

n = 1,012



Q3 - How long have you lived in San Mateo COUNTY?

Q4 - Please select your age from the following ranges:

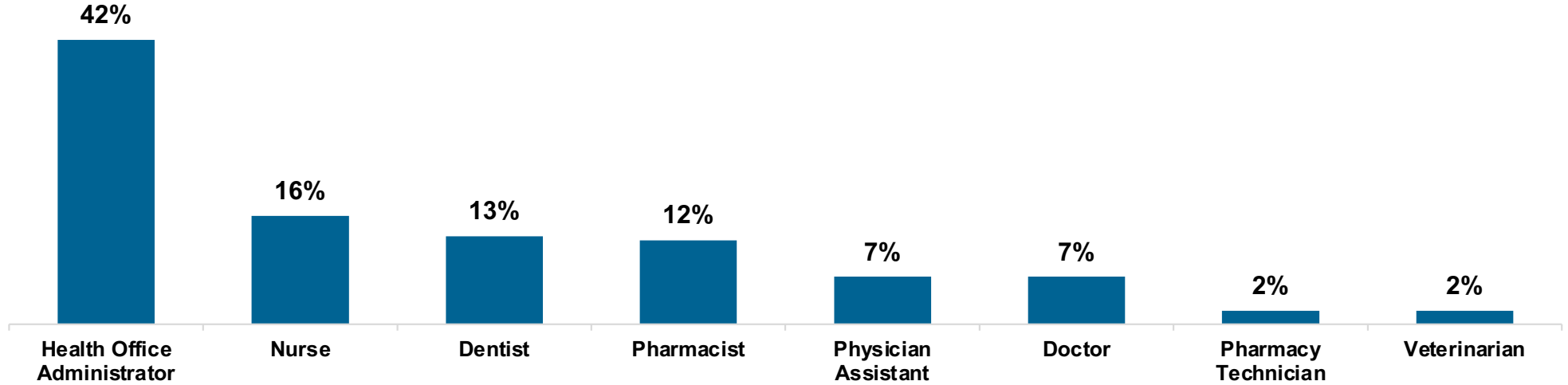
Q14 - Do you live in a single-family home, duplex, apartment complex, mobile home park, assisted living, or other type of living space?

Q15 - How would you describe yourself?

Appendix: San Mateo County Healthcare Provider Demographics

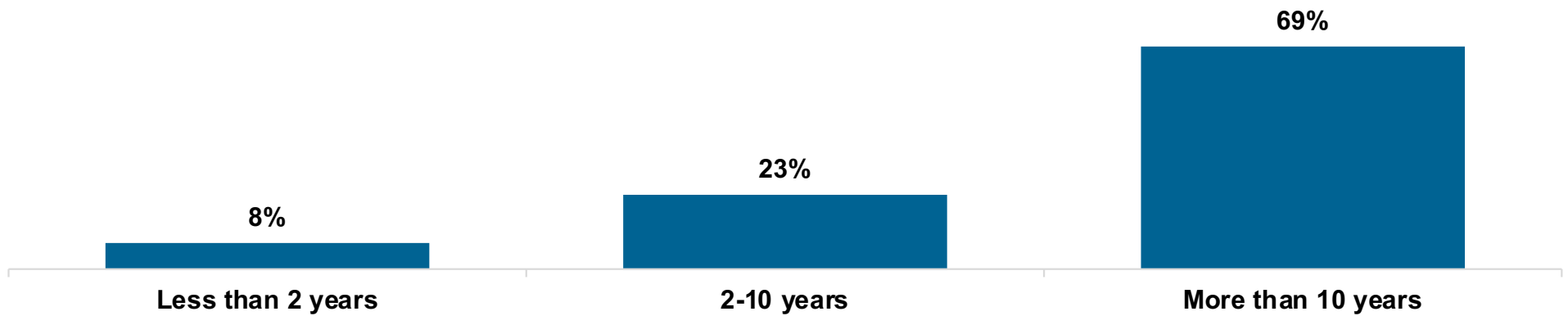
San Mateo County Healthcare Provider Type

n = 115



Practice Time in San Mateo County

n = 115



Q2: What is your profession?

Q4: How long has your practice been in San Mateo County?