

# HAYAT PHARMACY



# COVID-19 COMMUNITY Impact Report

SEPTEMBER  
2023

*Our mission is to empower people to live  
their best lives through quality,  
compassionate, solution-driven healthcare.*



# 186,000

COVID -19 tests,  
vaccinations and boosters  
were administered by  
Hayat Pharmacy.

Based on the time period of January 2021 through May 2023.



**24-HOUR COVID TESTING?**  
HAYAT PHARMACY RESPONDING TO 10X DEMAND INCREASE

**COVID-19**  
IMPACT

The equivalent of  
**20%**  
of Milwaukee County's  
population received a  
COVID-19 vaccine or test from  
Hayat Pharmacy.

Based on the U.S. Census Bureau Population Estimate  
for Milwaukee County, Wisconsin, July 1, 2022.



**VACCINE WALK-IN CLINIC**  
PHARMACY SCRAMBLES TO VACCINATE HUNDREDS

**CORONAVIRUS**  
IMPACT

# Hayat Pharmacy COVID-19 Community Impact Report

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# Our Story

## Our History

To address the issue of pharmacy deserts in Milwaukee, Hashim Zaibak founded Hayat Pharmacy in 2011, with the goal of ensuring access to quality health services for diverse communities in and around the inner city. Today Zaibak and Hayat co-owner and President Tamir Kaloti operate 19 pharmacies in Southeast Wisconsin. The organization combines innovative technology solutions and personalized care to meet the healthcare needs of thousands of enrolled patients in the communities it serves. During the COVID-19 pandemic, Hayat became a leading COVID response provider for Wisconsin.



**Patient-centered care is at the heart of what we do.**

The pharmacy created Hayat Cares community health presentations to educate the local community about leading health issues, such as diabetes and heart disease. The presentations are offered off-site at assisted living communities, workplaces, food pantries and places of worship, to help people better navigate their health.

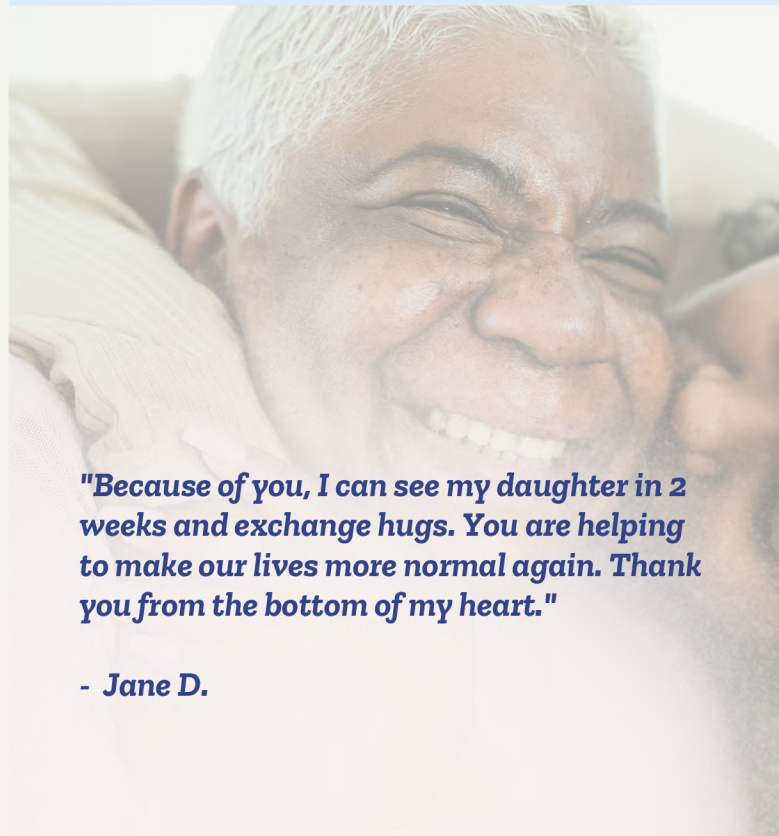
To meet the needs of patients who cannot travel to the pharmacy, Hayat Pharmacy offers pharmacist and registered nurse house calls for Medication Therapy Management and clinical services in the comfort of their home.



## Our Mission

Hayat Pharmacy is committed to empowering people to live their best lives through quality, compassionate, solution-driven healthcare.

We distinguish ourselves from competitors by providing award-winning healthcare services that go beyond just filling prescriptions. Our innovative services include free prescription delivery, specialized packaging, Medication Therapy Management, medication synchronization, safe drug disposal, and durable medical equipment solutions. Families look to us for their clinical care needs, including point-of-care testing, health screenings and staying up to date on vaccines, including COVID-19 vaccines.



***"Because of you, I can see my daughter in 2 weeks and exchange hugs. You are helping to make our lives more normal again. Thank you from the bottom of my heart."***

**- Jane D.**

# Our COVID-19 Vaccine and Treatment Impact

During the COVID-19 pandemic, Hayat Pharmacy recognized the importance of widespread immunization for our area's most vulnerable populations, including older adults and those who have underlying medical conditions.

Through our coordinated vaccination programs of in-pharmacy services, on- and off-site clinics and at-home vaccinations, we contributed to safeguarding the health and well-being of our communities by administering 106,000 COVID-19 vaccines and are still counting. We remain dedicated to removing barriers to healthcare access and continue to prioritize the needs of vulnerable populations.



## 4,000+

In-Home Vaccinations

- Seniors
- High-risk individuals
- Homebound individuals

## 106,000+

Vaccinations and Boosters

## 19,000+

COVID-19 Vaccines Administered to Children

## 520+

Oral Antiviral Medication Treatments

## 30+

Monoclonal Antibody Treatments

*Thank you so much for the exceptional job that you are all doing to get our local population vaccinated! My husband and I received our second shots and I can't tell you what a feeling of relief and gratitude we both feel for you and your organization. Having had two heart attacks in the last 10 years, COVID has been a very scary time for me, and my husband has heart issues as well....We are truly grateful for what you do!*

- Diane H.

# Our COVID-19 Testing Impact

Testing for COVID-19 and communicating with the public about why, when and how to test, and what to do if a result was positive, were key for reducing the spread of the coronavirus. To meet the statewide need for testing early on, Hayat Pharmacy established two drive-thru testing sites in Milwaukee (on North Ave. and Layton Ave.) in partnership with the U.S. Department of Health and Human Services, Wisconsin Department of Health Services and McKesson.

Our convenient COVID testing services enabled people to test quickly after exposure and secure proof of a negative test for work or travel requirements. As cases surged in Milwaukee, testing reached its highest demand in late 2021. We responded by expanding our operating hours and workforce to offer testing 24-hours a day, seven days a week starting January 1, 2022. We maintained these hours into spring 2023 to help remove barriers and maximize community testing access.

## 11,000+

### COVID-19 Rapid Antigen Tests

- Helped keep communities functioning with testing and documentation needed for work and travel requirements

## 80,000+

### COVID-19 PCR Tests

- Offered efficient screening and more reliable results
- Supported early detection

## 36,000+

### COVID-19 At-Home Tests

- Omitted the need to travel to a facility, helping to reduce infection transmission
- Enabled people to seek treatment earlier



*My family would like to express true gratitude for your work as well as admiration for your professionalism! All four of us had to get tested on December 25th, hours before our trip overseas.*

*- Nina ,Yakov, Lisa and Mili F.*

# Commitment to Combat COVID-19

The media played a critical role in providing accurate and timely information about COVID to the public. We were often called upon to be interviewed by reporters in Southeast Wisconsin during the pandemic. Our providers were glad to serve as knowledgeable sources and in all, participated in more than 200 combined media interviews. We continue to welcome the opportunity to provide important information about ways to prevent, test for and treat the disease, so that people can navigate COVID and make the best decisions for the health of their family.



## 200+

Media Interviews

- Our providers serve as trusted resources and provide the public with timely and accurate COVID information

## 20+

Languages Spoken

- Linguistic diversity within our workforce helps remove language barriers and supports COVID education

## 19

Hayat Pharmacy Locations

- Convenient locations across Southeast Wisconsin, including within many pharmacy deserts, make COVID vaccines, testing and treatments accessible

## 130+

Team Members

*There are not enough ways to thank you for providing your services at the walk-in clinic - it's efficient, professional, friendly, awesome!*

*- Pat and Allen P.*



# Creating Greater Access

During the pandemic, Hayat Pharmacy coordinated an extensive COVID-19 community outreach initiative to increase awareness of and ensure access to COVID vaccines for vulnerable populations of all ages throughout Southeast Wisconsin. Our collaboration with community organizations was pivotal in fostering trust and addressing specific needs within each community.

By partnering with senior centers and senior living facilities, we tailored our approach to reach elderly populations who faced higher risks. Likewise, our engagement with faith-based organizations and food pantries allowed us to provide vaccinations in familiar and trusted settings. Through these partnerships, we not only administered vaccinations, but also delivered critical COVID-19 education and support, empowering communities to make informed decisions about their health.



## 400+

Community Vaccine Clinics

- Senior centers
- Faith-based organizations
- Barbershops
- Public markets
- Food pantries
- Senior living centers
- Schools
- Universities

## 1,500+

Community Vaccine Hours

CORONAVIRUS  
PANDEMIC

Walk-in Vaccine Clinic

Hayat Pharmacy & Milwaukee Christian Center

*I just want to thank your whole organization for setting up these walk-in clinics for people who are slipping through the cracks. The way the whole day/clinic is run is just amazing, very organized while being safe, keeping us socially distanced. Also, the fact that the system is handicap friendly - you stay in your car until your number is called. I was thoroughly impressed and so appreciative.*

- Jane D.

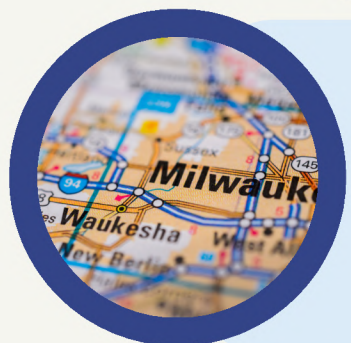
# Community Engagement



## K-12 COVID-19 Testing

Hayat Pharmacy offered COVID-19 testing to children in Milwaukee County Schools:

- 1,500+ Testing Hours
- 2,200+ PCR Tests
- 10,500+ Rapid Tests
- 10 Milwaukee County Schools served



## Immunize Milwaukee Coalition

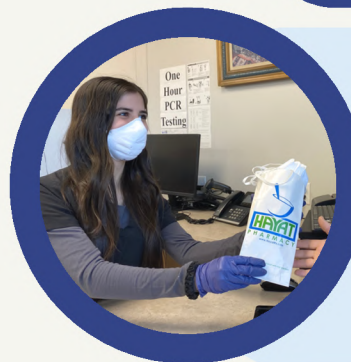
Hayat Pharmacy is a network member of the Immunize Milwaukee! Coalition, a community coalition focused on innovative education, communication, and collaboration to improve and sustain high vaccination rates throughout the metro Milwaukee area.



## Mask and Glove Distribution

Hayat Pharmacy donated masks and gloves to marginalized community members early on in the pandemic, including:

- 3,000+ sets of masks and gloves
- 1,000+ bottles of hand sanitizer



## Personal Protective Equipment (PPE) Distribution

Hayat Pharmacy was selected as a PPE partner by the Milwaukee County Department of Health and Human Services and distributed:

- 50,000+ N95 Masks
- 50,000+ bottles of hand sanitizer



## Baby Formula and Diaper Community Relief

In response to the national infant formula shortage and diaper need for families, Hayat partnered with the Milwaukee Diaper Mission, Capri Communities, Jewish Community Center, and Culver's to distribute:

- 50,000 diapers
- 1,800 containers of infant formula = 34,000 feedings
- 800+ COVID-19 tests and face masks

# Recognition



## 1 Health Mart National Pharmacy of the Year 2021

The designation is awarded to top-performing pharmacies for superior clinical performance, high-touch patient relationships and proactive advocacy efforts among more than 5,000 Health Mart pharmacies nationally. Recognized as Pharmacy of the Year in 2014, Hayat is the award's first-ever repeat winner. Hayat Pharmacy was honored to receive a congratulatory letter from U.S. Congresswoman Gwen Moore for being "Pharmacy of the Year."

## 2 Certificate of Congratulations from Governor Tony Evers

Hayat Pharmacy was honored with a special congratulatory plaque from Governor Tony Evers. It was presented to the Hayat Pharmacy team by State Senator Chris Larson and State Representative Jonathan Brostoff.

## 3 Milwaukee County EMS Mobile Integrated Healthcare Program Awardee

Hayat Pharmacy CEO Hashim Zaibak was honored with a congratulatory medal from the Milwaukee Fire Department for helping to reduce the number of non-emergency calls via a mobile integrated healthcare program.

## 4 AAPA's "Innovative Pharmacy of the Year" 2023

Hayat Pharmacy was honored to receive the Association of Affiliated Pharmacies and Apothecaries (AAPA)'s "Innovative Pharmacy of the Year" award in 2023.

## 5 Bowl of Hygeia Award

Pharmacist and Hayat Pharmacy Founder and CEO Hashim Zaibak was announced the 2021 winner for the national Bowl of Hygeia Award. Awardees are selected through their respective professional pharmacy associations as dedicated individuals who made uniquely personal contributions to a strong, healthy community.



# What Others Are Saying

*...from educating patients on personal protective equipment to addressing issues like vaccine hesitancy and establishing strategies to improve access.*

Dora Drake  
Wisconsin State Representative  
11th Assembly District



*... established numerous community partnerships and engagements, which have opened up doors to health care access for the underserved communities in Milwaukee.*

David Crowley  
Milwaukee County Executive

*... led partnerships with Wisconsin's Department of Health Services and expanded COVID-19 testing efforts in the community and at Milwaukee's K-12 schools during the pandemic.*

Supreme Moor Omokunde  
Wisconsin State Representative  
17th Assembly District



*... serves on a workgroup "Immunize Milwaukee," and has played a pivotal role in immunization efforts in Milwaukee, which has set an example for community pharmacists across the country.*

Evan Goyke  
Wisconsin State Representative  
18th Assembly District

# A Message From Hayat Leadership

When COVID-19 arrived in Wisconsin in February 2020, health care sectors across the state were soon activated to fight this highly contagious and dangerous disease. Because pharmacists are some of the nation's most accessible health care providers, they quickly became designated as essential frontline health and safety workers during the pandemic in our state and across the nation.

As a locally owned and operated organization in Milwaukee, we felt Hayat Pharmacy was well-positioned to help address the health crisis in our state early on and ensure a continuum of quality patient care for our core services. We committed to focusing our resources in ways that would best support priority pandemic responses to help people in the neighborhoods we serve. We coordinated our workforce across our nineteen locations in Southeast Wisconsin and worked closely with other service providers, state agencies and community organizations to prevent the spread of the then-new coronavirus, later named SARS-CoV-2.

Shortly after Wisconsin's initial rollout of COVID-19 vaccines for health workers in mid-December 2020, we administered our first COVID vaccine in January 2021. To meet the needs of working families, the clinic operated seven days a week and offered extended evening hours.

Meeting people where they are has always been a Hayat priority. To reach homebound individuals, those with complex medical conditions, and other high-risk patients, we mobilized our registered nurses and pharmacists for in-home COVID vaccines, testing and treatments. Overall, more than 106,000 vaccines were administered in our pharmacies, at our on- and off-site clinics and in the comfort of patients' homes.

COVID-19 testing was a priority to prevent the spread of the virus and keep communities functioning. We designated locations on Milwaukee's north and south side as free drive-thru testing sites in partnership with the U.S. Department of Health and Human Services, Wisconsin Department of Health Services and McKesson. During the peak of the COVID testing demand in 2022, we offered drive-up testing services 24-hours a day, seven days a week for five consecutive months. In total, we administered more than 80,000 COVID-19 tests.

We exist to serve and protect the health of our communities. Only together will we ensure the overall well-being of our community and our preparedness and capacity for meeting the specific future health needs of Wisconsinites. To all of our partners, we thank you. We invite you to connect with us to explore additional ways to realize a healthier tomorrow. Collaboration is key moving forward.

Sincerely,



Dr. Hashim Zaibak  
Founder and CEO  
Hayat Pharmacy



Tamir Kaloti  
President  
Hayat Pharmacy



# Acknowledgements

We would like to express our deepest appreciation and gratitude to the remarkable individuals who worked tirelessly at Hayat Pharmacy during the last three years. Their unwavering dedication and commitment have been instrumental in the success of our COVID-19 response.

From our frontline healthcare workers who administered vaccines, testing and treatment with compassion and care to the administrative team who meticulously organized logistics and appointments, and all staff who selflessly supported our efforts, every individual played a vital role in ensuring the smooth and efficient operation of our COVID-19 initiatives. The commitment, long hours and steadfast determination of our team members made a profound impact on the lives of countless individuals in our community.

We are also grateful for our continued collaboration with all of our partners, which has been invaluable. Together we have formed strong alliances and leveraged collective resources and expertise to effectively reach more people and address challenges presented during the pandemic.

This combined dedication to protecting public health and contributing to the fight against the COVID-19 pandemic is truly commendable.



*Our vision is to be the healthcare  
destination for living better  
and longer in the communities we serve.*



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