Successful implementation of Pharmaceutical care in daily practice

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Pharmaceutical care
Hepler & Strand

FIP Tokyo 1993
"Pharmaceutical care in community practice"
PCNE-funded Pharmaceutical Care Network Europe (research)
Every second year

FIP community pharmacy section
CPD
Pharmaceutical care for the elderly
Self-management
Good pharmacy practice
Patient effects
Guidelines and manuals
From evidence to practice
Change management implementations
Remuneration for community pharmacy services

Implemen-
tation
Academy master class

Topics
Patient satisfaction/health
Health economics
Designing interventions
Barriers and facilitators
Individualised interventions
Implementation of new practice
Change management
Indicators to measure progress
Theory and practice
Building capacity for change
Self-management

Counselling at the pharmacy

Safe and effective use of medicines

Dose dispensing 2004 2015

Municipality pharmacy collaboration

Clinical pharmacy in residential facilities

Compliance technologies

Better use of medicines in nursing homes

Drug management

FIP Tokyo 1993 “Pharmaceutical care in community practice”

PCNE-funded Pharmaceutical Care Network Europe (research)

PCNE working conferences Every second year

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From research to pharmacy practice in Denmark

Research project  Development of pharmacy services  Guidelines and tools for implementation of service  Postgraduate courses  Sector-specific certification

How to develop a community pharmacy service

Year 1: Identifying a need for a service
- Patients?
- Medicines?
- Population?

Year 2: Designing and piloting a service

Year 3-4: Obtain funding for testing and evaluating a service
- Year 4-7: Test and evaluation
  - Economic
  - Clinical
  - Humanistic
  - Outcomes

Year 8-9: Finalising the service for practice
- Manuals and guidelines

Year ?: Negotiating for reimbursement
- Reimbursement obtained

Year ?: Implementation of new practice in pharmacy

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Sources of remuneration in Denmark

- **National**
  - Negotiated centrally
  - By Ministry of Health and the Association of Danish Pharmacies

- **Local**
  - Negotiated decentrally
  - By regions, municipalities and pharmacy owners, and supported by the Association of Danish Pharmacies

- **Private**
  - Offered by a private company
  - Negotiated at each pharmacy
  - Direct sales to consumer

- **Individual**
  - Negotiated/sold at the pharmacy
  - By pharmacy, to the individual patient

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Pharmaceutical care services

- Invite for counselling
- Basic counselling
- Patient classification
- Patient needs assessment
- Focused counselling
Remunerated service in Denmark

- Inhaler technique assessment service
- New medicine service
- Compliance follow-up
- Re-prescribing
  - Selected medications
  - Dose dispensing with remuneration

Community pharmacy services in Denmark

- Medication reviews
- Brown back review
- Health checks
  - Blood pressure
  - Cholesterol
- Smoking cessation
- Vaccination
The main research areas at Pharmakon, the Danish College of Pharmacy Practice

<table>
<thead>
<tr>
<th>Area</th>
<th>Services</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Mapping practice</strong></td>
<td>Delivery, Services, Counselling, Pharmacy-specific tasks</td>
</tr>
<tr>
<td><strong>Developing services</strong></td>
<td>Developing and testing pharmacy services</td>
</tr>
<tr>
<td><strong>The future of pharmacy practice</strong></td>
<td>The future counselling and distribution of drugs, The future medicine user</td>
</tr>
<tr>
<td><strong>Pharmacy technicians</strong></td>
<td>The profession, Their tasks at the pharmacy, Data collection by students</td>
</tr>
</tbody>
</table>

Network for Community Pharmacy Practice, Research and Development

- Community pharmacies and researchers meet
- Ideas
- Quality
- Results
- Discussion and collaboration
- Publication

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Selected publications

- El-souri M, Hansen RN, Raagaard AM, Soendergaard B, Rossing C. Pharmacy Technicians’ Contribution to Counselling at Community Pharmacies in Denmark. Pharmacy 2020 March
- Mygind A, El-Souri M, Rossing C, Thomsen LA "Development and perceived effects of an educational programme on quality and safety in medication handling in residential facilities”. Int J Pharm Pract. 2018 April
- "Safe and Effective Use of Medicines for Ethnic Minorities - A Pharmacist-Delivered Counselling Program That Improves Adherence" Pernille Dam*, Mira El-Souri, Hanne Herborg, Lotte Stig Nørgaard, Charlotte Rossing, Morton Sodemann and Linda Aagaard Thomsen; J Pharma Care Health Sys 2015, 2:1