QUALITY INDICATORS
FOR PHARMACEUTICAL CARE:
OUTCOMES OF THE EDQM PROJECT
AND NEXT STEPS

PROGRAMME

VENUE: EDQM Premises, Strasbourg, France
DATE: 26 November (all day) and 27 November 2015 (morning only)
Quality Indicators for Pharmaceutical Care: Outcomes of the EDQM Project and Next Steps

Workshop Programme

Background

Medication is one of the most frequent interventions within healthcare systems worldwide. Achieving the best possible medication outcome for the quality of life of patients should be the primary aim of all healthcare professionals involved in the medication process, as well as caregivers and patients, depending on their abilities and capacities.

Sometimes the benefits of medications are not fully realised (e.g. due to lack of medication adherence) or, even worse, considerable mortality and morbidity could be associated with inappropriate use of medicines.

According to the definition established by C.D. Hepler and L.D. Strand\(^1\), pharmaceutical care is the responsible provision of drug therapy for the purpose of achieving definite outcomes that improve a patient's quality of life. Pharmaceutical care involves the process through which a pharmacist cooperates with a patient and other healthcare professionals in designing, implementing and monitoring a therapeutic plan that will produce specific therapeutic outcomes for the patient.

The activities of the European Directorate for the Quality of Medicines and HealthCare (EDQM) in the field of pharmaceutical care are carried out in line with Hepler and Strand’s definition of pharmaceutical care.

The EDQM’s pharmaceutical care activities are overseen by the European Committee on Pharmaceuticals and Pharmaceutical Care (CD-P-PH) and carried out with the support of one of its subordinate bodies, the Committee of Experts on Quality and Safety Standards in Pharmaceutical Practices and Care (CD-P-PH/PC). This latter is entrusted with improving pharmaceutical care and practices in community care homes and in ambulatory and hospital care services through specific programmes and policies.

Since 2008, the CD-P-PH/PC has been carrying out a project to develop, test and validate basic sets of quality indicators, feasible for authorities in different countries in Europe, covering 4 key areas of the pharmaceutical care process for continuous improvement of health outcomes and quality of life for patients (EDQM Pharmaceutical Care Quality Indicators Project). The project has been carried out with the support of the Quality of Pharmaceutical Care Working Party, which consists of scientific collaborators from different academic institutions in Europe.

The outcomes of the EDQM Pharmaceutical Care Quality Indicators Project will be presented at the workshop in order to discuss the implementation of the Pharmaceutical Care approach in general and more specifically of the validated indicators.

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Aims of the Workshop

The workshop is aimed at:

- Mapping policies and strategies that are currently in place to improve public health and health system performance at international and national level in Europe;
- Presenting the outcomes of the EDQM Pharmaceutical Care Quality Indicators Project;
- Obtaining feedback and guidance as to the implementation and use of EDQM pharmaceutical care quality indicators;
- Creating awareness regarding pharmaceutical care as a successful strategy to enhance the responsible use of medicines within healthcare systems and by healthcare professionals and patients;
- Providing a platform for sharing experiences and advancing the efficient and safe use of medicines, leading to the best possible medication outcome for the patient.

Target Audience

- Officials from national public health authorities (policy-makers and those involved in the evaluation of medicines' therapeutic value), national social security systems or services;
- Representatives from European and national associations of medical doctors, pharmacists, nurses, other healthcare professionals and patient associations;
- Experts from academic institutions and experts working in the area of pharmaceutical care and/or the development of assessment tools including health and medication safety indicators;
- European and international organisations, institutions or stakeholders active in the field of quality of care and/or pharmaceutical care.
Quality Indicators for Pharmaceutical Care: Outcomes of the EDQM Project and Next Steps

26 November 2015

Registration  26 November 2015, 8:00-9:15 a.m., Registration Desk

Working language: English

Plenary Session

Room 100

Welcome Address and Opening

9:15 a.m.  Dr Susanne KEITEL
            Director, European Directorate for the Quality of Medicines & HealthCare (EDQM) (Council of Europe)

9:25 a.m.  Dr Blazenka JURISIC
            Chairperson of the Committee of Experts CD-P-PH/PC
            CD-P-PH/PC - Activities dealing with quality and safety standards in pharmaceutical practices and pharmaceutical care

Session Theme
Quality of Care:
Policies and Strategies to Improve Public Health and Health System Performance in Europe

Chairperson:  Dr Blazenka JURISIC

9:35 a.m.  International Perspective  OECD Health Care Quality Indicators
            Dr Ian FORDE (Organisation for Economic Co-operation and Development (OECD), France)

9:55 a.m.  International Perspective  WHO Health Indicators
            Dr Stephan SPAT (World Health Organization (WHO) Regional Office for Europe, Denmark)

10:15 a.m.  European Perspective  European Union Network for Patient Safety and Quality of Care (PaSQ)
            Ms Maggie GALBRAITH (Project Manager, French National Authority for Health (HAS), France)

10:35 a.m.  Questions / Discussion
10:45 – 11:15 a.m. Coffee Break 🍵

11:15 a.m. National Perspective
Danish Experience with Pharmacy Practice and Pharmaceutical Care
Dr Charlotte ROSSING (Pharmakon, Denmark)

11:35 a.m. National Perspective
Quality Indicators for Swedish Community Pharmacy Practice
Dr Tommy WESTERLUND (Medical Products Agency, Sweden)

11:55 a.m. National Perspective
French Initiatives on Safe Use of Medicines: the “Pharmaceutical Record” (Dossier Pharmaceutique)
Mr Olivier GROSS (National Chamber of Pharmacists, France)

12:15 p.m. Questions / Discussion

12:25 p.m. – 2:00 p.m. Lunch 🍽️

2:00 p.m. National Perspective
Dutch Health Care Transparency Programme
Prof Dr Roland BAL (Erasmus University Rotterdam, the Netherlands)

Session Theme
The EDQM Pharmaceutical Care Quality Indicators Project

Chairperson: Mr Zaza CHAPICHADZE

2:20 p.m. General Introduction
Mr Nico KIJLSTRA
(Health Care Inspectorate, the Netherlands)

Breakout Sessions

The aim of the breakout sessions is to present and discuss the outcomes of indicators multinational validation studies, and to exchange views and elaborate concrete suggestions for the practical implementation and use of the pharmaceutical care quality indicators for the optimisation of health outcomes and patient quality of life at international and national level.

Breakout Discussions 🌱

Adherence to Nationally Agreed Clinical Practice Guidelines (Antibiotics) (Topic Group (TG) 1)
And

Monitoring Therapeutic Plans and Medicine Safety through Linking Information about Patient’s Medical Conditions and Therapy in Anticoagulant and Antibiotic Therapy (TG2)

2:40 p.m. – 3:45 p.m.

A) Adherence to Nationally Agreed Clinical Practice Guidelines (Antibiotics) (TG1) - Room 100

2:40 p.m. TG1: Adherence to Guidelines
Prof Dr Michael HARTMANN
(TG1 Leader, Jena University Hospital, Germany)

3:00 p.m. Breakout Discussion
Facilitators: Prof Dr Michael HARTMANN (Moderator)
Dr Tommy WESTERLUND (Rapporteur)

B) Monitoring Therapeutic Plans and Medicine Safety through Linking Information about Patient’s Medical Conditions and Therapy in Anticoagulant and Antibiotic Therapy (TG2) - Room 200

2:40 p.m. TG2: Data Linkage
Prof Dr Agnieszka SKOWRON
(TG2 Leader, Jagiellonian University Medical School, Poland)

3:00 p.m. Breakout Discussion
Facilitators: Prof Dr Agnieszka SKOWRON (Moderator)
Prof Dr Roland BAL (Rapporteur)

Plenary Session

Room 100

3:45 p.m. Reports on Breakout Discussions

4:05 – 4:35 p.m. Coffee Break

Breakout Discussions

Structured Pharmacist-Patient Consultations
Via “My CheckList” (TG3)

And
Implementation of Pharmaceutical Care Philosophy and Working Methods (TG4)

4:35 p.m. – 5:40 p.m.

C) Structured Pharmacist-Patient Consultations Via “My CheckList” (TG3) - Room 100

4:35 p.m. TG3: Pharmacist-Patient Consultations
Prof Dr Han de GIER
(TG3 Leader, University of Groningen, the Netherlands)

4:55 p.m. Breakout Discussion
Facilitators: Prof Dr Han de GIER (Moderator)
Prof Dr Martin HENMAN (Rapporteur)

D) Implementation of Pharmaceutical Care Philosophy and Working Methods (TG4) - Room 200

4:35 p.m. TG4: Self-Assessment Tool
Dr Zinaida BEZVERHNI
(TG4 Leader, State University of Medicine and Pharmacy, Moldova)

4:55 p.m. Breakout Discussion
Facilitators: Dr Zinaida BEZVERHNI (Moderator)
Dr Charlotte ROSSING (Rapporteur)

Plenary Session

Room 100

5:40 p.m. Reports on Breakout Discussions

6:00 p.m. Wrap Up and Closure of Day 1
27 November 2015

Plenary Session

Room 100

Chairperson: Mr Nico KIJLSTRA

9:00 a.m. Introduction of Day 2

Session Theme
Quality of Care: Stakeholders Views

9:10 a.m. Community Pharmacists
Mr Luc BESANÇON (FIP, the Netherlands)

9:30 a.m. Hospital Pharmacists
Ms Joan PEPPARD (EAHP, Belgium)

9:50 a.m. General Practitioners
Dr Miroslav HANZEVACKI
(Zagreb Zapad Health Care Center, Croatia)

10:10 a.m. Nursing Professionals
Dr Paul De RAEVE (EFN, Belgium)

10:30 a.m. Questions / Discussion

10:40 – 11:10 a.m. Coffee Break

11:10 a.m. Health Insurance Providers
Mr Menno AARNOUT (AIM, Belgium)

11:30 a.m. Academia
Prof Dr Martin HENMAN
(Trinity College Dublin, Ireland)

11:50 a.m. Patients
Mr Robert JOHNSTONE (IAPO, UK)

12:10 p.m. Questions / Discussion

12:20 p.m. Workshop Conclusions – The Way Forward

12:30 p.m. Close of Workshop
Workshop Speakers

Mr Menno AARNOUT, Executive Director, International Association of Mutual Benefit Societies (AIM) - Brussels, Belgium

Prof Dr Roland BAL, Professor of Healthcare Governance, Erasmus University Rotterdam - Rotterdam, the Netherlands

Mr Luc BESANÇON, General Secretary and CEO, International Pharmaceutical Federation (FIP) - The Hague, the Netherlands

Dr Zinaida BEZVERHNI, TG4 Leader, Associate Professor, State University of Medicine and Pharmacy - Chisinau, Moldova

Dr Ian FORDE, Policy Analyst, Organisation for Economic Co-operation and Development (OECD) - Paris, France

Ms Maggie GALBRAITH, Project Manager, French National Authority for Health (HAS) - Saint-Denis La Plaine, France

Prof Dr Han de GIER, TG3 Leader, Professor of Pharmaceutical Care, University of Groningen - Groningen, the Netherlands

Mr Olivier GROSS, Director of Professional Practice, National Chamber of Pharmacists - Paris, France

Dr Miroslav HANZEVACKI, Director, Zagreb Zapad Health Care Center - Zagreb, Croatia

Prof Dr Michael HARTMANN, TG1 Leader, Hospital Pharmacist, Jena University Hospital - Jena, Germany

Prof Dr Martin HENMAN, Associate Professor of the Practice of Pharmacy and Co-ordinator of the Centre for the Practice of Pharmacy, Trinity College Dublin - Dublin, Ireland

Mr Robert JOHNSTONE, Board Member, International Alliance of Patients' Organizations (IAPO) - London, United Kingdom

Dr Blaženka JURIŠIĆ, Senior Scientific Adviser, Croatian Agency for Medicinal Products and Medical Devices (HALMED) - Zagreb, Croatia

Dr Susanne KEITEL, Director, European Directorate for the Quality of Medicines and HealthCare (EDQM) (Council of Europe) - Strasbourg, France

Mr Nico KIJLSTRA, Scientific Project Leader EDQM Pharmaceutical Care Quality Indicators Project, Senior Health Inspector, Health Care Inspectorate, Ministry for Health, Welfare and Sport - Utrecht, the Netherlands

Ms Joan PEPPARD, President, European Association of Hospital Pharmacists (EAHP) - Brussels, Belgium

Dr Paul De RAEVE, General Secretary, European Federation of Nurses Associations (EFN) - Brussels, Belgium

Dr Charlotte ROSSING, Head of Research and Development, Pharmakon - Hilleroed, Denmark
Prof Dr Agnieszka SKOWRON, TG2 Leader, Head of Social Pharmacy Department, Jagiellonian University Medical School - Kraków, Poland

Dr Stephan SPAT, Technical Officer, World Health Organization (WHO) Regional Office for Europe - Copenhagen, Denmark

Dr Tommy WESTERLUND, Researcher, Medical Products Agency - Helsingborg, Sweden

**Workshop Organising Committee**

*Delegations of the Committee of Experts CD-P-PH/PC and Members of the Quality of Pharmaceutical Care Working Party*

Dr Zinaida BEZVERHNI, TG4 Leader, Associate Professor, State University of Medicine and Pharmacy - Chisinau, Moldova

Dr Zaza CHAPICHADZE, Deputy Head, State Regulation Agency for Medical Activities, Ministry of Labour, Health and Social Affairs - Tbilisi, Georgia

Prof Dr Han de GIER, TG3 Leader, Professor of Pharmaceutical Care, University of Groningen - Groningen, the Netherlands

Prof Dr Michael HARTMANN, TG1 Leader, Hospital Pharmacist, Jena University Hospital - Jena, Germany

Dr Blaženka JURIŠIĆ, Senior Scientific Adviser, Croatian Agency for Medicinal Products and Medical Devices (HALMED) - Zagreb, Croatia (*Chairperson of the CD-P-PH/PC*)

Mr Nico KIJLSTRA, Scientific Project Leader EDQM Pharmaceutical Care Quality Indicators Project, Senior Health Inspector, Health Care Inspectorate, Ministry for Health, Welfare and Sport - Utrecht, the Netherlands

Prof Dr Agnieszka SKOWRON, TG2 Leader, Head of Social Pharmacy Department, Jagiellonian University Medical School - Kraków, Poland

**Secretariat**

EDQM (Council of Europe) - Biological Standardisation, Network of Official Medicines Control Laboratories (OMCL) and HealthCare Department (DBO)

*Responsible for the Organisation of the Workshop:*

Dr François-Xavier LERY
Head of Section for Pharmaceutical Care, Consumer Health Protection and Anti-Counterfeiting

Dr Silvia RAVERA
Scientific Officer

Mr Michael HALDANE
Assistant

Ms Mary QUINN
Assistant