Pharmaceutical Care

Summary of a survey from the Council of Europe

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The Council of Europe

–Council of Europe is an inter-governmental organisation covering the WHO EURO region (not to be confused with the European Union Institutions).
–Their work is based on human rights approach which includes health.
–Core activities with regards to the pharmaceuticals sector:
   –In charge of the European pharmacopeia
   –Working group on
     –Counterfeit medicines
     –Pharmaceutical care
Position with regards to pharmacists

– Most relevant resolutions related to pharmacists
  – Resolution ResAP(93)1 on the role and training of the community pharmacists
  – Resolution ResAP(2001)2 concerning the pharmacist's role in the framework of health security
    https://wcd.coe.int/ViewDoc.jsp?id=193721&BackColorInternet=9999CC&BackColorIntranet=FFBB55&BackColorLogged=FFAC75
  – Resolution ResAP(2007)2 on good practices for distributing medicines via mail order which protect patient safety and the quality of the delivered medicine
The survey

– A survey on pharmaceutical care was run in 2008-2009.
– Respondents were:
  – Ministries of health (and governmental agencies)
  – National pharmacists associations
  – National medical doctors associations
  – National nurses associations
  – National patients associations
  – Additional experts

Respondents to the survey

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</tr>
</thead>
<tbody>
<tr>
<td>Recipients of the survey</td>
<td>147</td>
<td>40 (27,2%)</td>
<td>23 (15,6%)</td>
<td>29 (19,7%)</td>
<td>18 (12,2%)</td>
<td>20 (13,6%)</td>
<td>17 (11,6%)</td>
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<tr>
<td>Answers to the survey</td>
<td>58</td>
<td>8 (13,8%)</td>
<td>4 (6,9%)</td>
<td>17 (29,3%)</td>
<td>4 (6,9%)</td>
<td>7 (12,1%)</td>
<td>1 (1,7%)</td>
<td>17 (29,3%)</td>
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</table>
Definition used for the whole survey

– Pharmaceutical care is the responsible provision of drug therapy for the purpose of achieving definite outcomes that improve a patient's quality of life. These outcomes are
  – cure of a disease;
  – elimination or reduction of a patient's symptomatology;
  – arresting or slowing of a disease process; or
  – preventing a disease or symptomatology.

– Pharmaceutical care involves the process through which a pharmacist cooperates with a patient and other professionals in designing, implementing, and monitoring a therapeutic plan that will produce specific therapeutic outcomes for the patient. This in turn involves three major functions:
  – identifying potential and actual drug-related problems;
  – resolving actual drug-related problems; and
  – preventing drug-related problems.

– Pharmaceutical care is a necessary element of health care and should be integrated with other elements. Pharmaceutical care is, however, provided for the direct benefit of the patient, and the pharmacist is responsible directly to the patient for the quality of that care. The fundamental relationship in pharmaceutical care is a mutually beneficial exchange in which the patient grants authority to the provider, and the provider gives competence and commitment (accept responsibility) to the patient. The fundamental goals, processes, and relationships of pharmaceutical care exist regardless of practice setting.

Is the concept of pharmaceutical care known in your country (Q1)

Answers from:

- Pharm. Assoc: 10 (Yes: 6, Partly: 2, No: 2)
- MoH/Gvt: 7 (Yes: 1, Partly: 2, No: 4)
- MD Assoc.: 2 (Yes: 1, Partly: 1)
- Nurses Assoc.: 2 (Yes: 2)
- Patients Assoc.: 5 (Yes: 1, Partly: 4)
Is the concept of pharmaceutical care widely used in your country (Q2)

<table>
<thead>
<tr>
<th>Answers from:</th>
<th>No</th>
<th>Partly</th>
<th>Yes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pharm. Assoc.</td>
<td>3</td>
<td>5</td>
<td>9</td>
</tr>
<tr>
<td>MoH/ Gvt</td>
<td>1</td>
<td>4</td>
<td>3</td>
</tr>
<tr>
<td>MD Assoc.</td>
<td>2</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Nurses Assoc.</td>
<td>2</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td>Patients Assoc.</td>
<td>3</td>
<td>3</td>
<td>1</td>
</tr>
</tbody>
</table>
Pharmaceutical care focuses on the activities of pharmacists... But does it take into account the roles of all stakeholders in medicine therapy? (Q3)
Terms used to describe pharmaceutical care in your country? (Q4)

- Some of these alternatives terms describe activities that are part of pharmaceutical care but do not cover the whole area of pharmaceutical care → concept not yet recognised in all countries

![Pie chart]

- Terms translated in own language: 41%
- Same term: 39%
- Alternative term: 12%
- Don't know: 8%
What professions are involved in the activities described in pharmaceutical care definition? (Q5)
Use of the concept of pharmaceutical care by the healthcare professionals (Q6)

- **Concept minimum standard, to some extent**
- **Concept common practice**
- **Concept considered desirable, few apply**
- **Concept not applied practically**
Role of pharmacists in pharmaceutical care (Q7)

- By pharmacists:
  - Negligible: 5
  - Specific role: 9
  - Supportive to doctors: 1
  - Key/important role: 14

- By others:
  - Negligible: 1
  - Specific role: 2
  - Supportive to doctors: 11
  - Key/important role: 14
Role of medical doctors in pharmaceutical care (Q7)

- By pharmacists:
  - None: 3
  - Specific role: 9
  - Cooperative, together in a team: 5
  - Key/important role: 7

- By others:
  - None: 1
  - Specific role: 12
  - Cooperative, together in a team: 6
  - Key/important role: 1
Role of nurses in pharmaceutical care (Q7)

![Bar chart showing the role of nurses in pharmaceutical care.]

- **By pharmacists**
  - Passive/Minimal: 3
  - Specific role: 7
  - Cooperative, together in a team: 2
  - Key/important role: 4

- **By others**
  - Passive/Minimal: 3
  - Specific role: 13
  - Cooperative, together in a team: 3
  - Key/important role: 4
Role of other healthcare professionals in pharmaceutical care (Q7)

- By pharmacists:
  - Passive/Minimal (or None): 1
  - Specific role: 4
  - Cooperative, together in a team: 1
  - Key/important role: 3

- By others:
  - Passive/Minimal (or None): 1
  - Specific role: 2
  - Cooperative, together in a team: 4
  - Key/important role: 3
Role of patients in pharmaceutical care (Q7)

- By pharmacists:
  - Passive/Minimal: 4
  - Specific role: 2
  - Cooperative, together in a team: 6
  - Key/important role: 5

- By others:
  - Passive/Minimal: 4
  - Specific role: 5
  - Cooperative, together in a team: 5
  - Key/important role: 5
What are the outcomes of pharmaceutical care in terms of patients’ medicine therapy (Q8)

<table>
<thead>
<tr>
<th>Answers from:</th>
<th>Pharm. Assoc</th>
<th>MoH/Gvt</th>
<th>MD Assoc</th>
<th>Nurses Assoc</th>
<th>Patients Assoc</th>
</tr>
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<tbody>
<tr>
<td></td>
<td>14</td>
<td>7</td>
<td>1</td>
<td>2</td>
<td>4</td>
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- **Don’t know**
- **Bad outcome**
- **No outcome**
- **Good outcome**
What are the barriers for implementing pharmaceutical care? (Q9)

- **Combination of 2 or more barriers**
  - Pharm. Assoc: 5
  - MoH / Gvt: 2
  - Others: 6

- **Lack of training/skills**
  - Pharm. Assoc: 2
  - MoH / Gvt: 1
  - Others: 1

- **Lack of awareness/legal basis / national plan**
  - Pharm. Assoc: 1
  - MoH / Gvt: 1
  - Others: 1

- **Lack of finance/time**
  - Pharm. Assoc: 1
  - MoH / Gvt: 1
  - Others: 8

- **Lack of communication/coordination with doctors**
  - Pharm. Assoc: 2
  - MoH / Gvt: 1
  - Others: 8

Answers from:
Pharmaceutical Care and practice (Q11)

<table>
<thead>
<tr>
<th>Answers from:</th>
<th>Pharmacists</th>
<th>Others</th>
</tr>
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<tbody>
<tr>
<td>Unfamiliar</td>
<td>2</td>
<td>4</td>
</tr>
<tr>
<td>Accepted</td>
<td>9</td>
<td>22</td>
</tr>
<tr>
<td>Implemented</td>
<td>3</td>
<td>6</td>
</tr>
</tbody>
</table>
Priority given to pharmaceutical care on government policy on medication (Q12)

Answers from:

- Pharmacists
  - Consideration for future priorities: 6
  - Don't know: 1
  - No: 1
  - Low: 1
  - Middle: 6
  - High: 1

- By MoH/Gvt
  - Consideration for future priorities: 3
  - Don't know: 4
  - No: 2
  - Low: 2
  - Middle: 3
  - High: 2

- Others
  - Consideration for future priorities: 8
  - Don't know: 3
  - No: 2
  - Low: 2
  - Middle: 8
  - High: 2
Is there a policy document or legal basis for the implementation of Pharm. Care? (Q13)

- Yes: 39%
- No: 33%
- Don't know: 28%
Is there a contract with health insurance for the implementation of Pharm. Care? (Q14)

- No: 51%
- Yes: 28%
- Don't know: 21%
Is the quality of the management of the medicine therapy and medication chain measured? (Q16-Q17)
Is the safety of the management of the medicine therapy and medication chain measured? (Q20-21)
Importance of joint decision making with patients for good outcomes (Q23)

Answers from:

- **Pharmacists**
  - None: 1
  - Low: 2
  - Medium: 10
  - High: 1

- **Patients**
  - None: 1
  - Low: 6
  - Medium: 18
  - High: 2

- **Others**
  - None: 1
  - Low: 6
  - Medium: 18
  - High: 2
What would be the three priorities for your country in the fields of safety and quality of pharmaceutical care? (Q29-30)

– Pharmacists particularly and other stakeholders give priority to the implementation of (specific) pharmaceutical care
– However, most of the respondents refer to more basic priorities → a pre-requisite for the development of pharmaceutical care.
Sources of information for assessment (Q31)

– FIP has been quoted as one of the source of information to:
  – Assess the quality of pharmaceutical services
  – Assess the quality of pharmaceutical care
  – Assess the quality of medication use
Recommendations from the Council of Europe / EDQM (1)

– A better public understanding of pharmaceutical care definition. Other terms should be avoided (e.g. medication management, medicine management)
– International guidance documents on the quality of pharmaceutical care should also include the perspectives of pharmacists and other healthcare professionals
– Added value of Pharmaceutical care should be clearly demonstrated.
– Cooperation structures are needed to support the multidisciplinary character of pharmaceutical care activities (e.g. information sharing...).
Recommendations from the Council of Europe / EDQM (2)

– A list of indicators should be developed (on areas already covered by indicators and on others not yet covered) and on outcomes
– Consideration should be given to supplementing existing medical coding standards with extensions for pharmaceutical care.
– Harmonisation of underlying data collection methods is essential to have quality indicators comparable between countries.
– Patient participation and commitment must be improved (with possibly an indicator to measure it)
– Medication-related health literacy should be promoted within the general public
Recommendations from the Council of Europe / EDQM (3)

– National healthcare authorities could provide a legal basis for removing the various barriers to the implementation of pharmaceutical care
– Involvement of different stakeholders in the implementation of pharmaceutical care
– Healthcare systems need to take account of pharmaceutical care as a working methods for the promotion of the safety and quality of medication use.