

# Analysis of pharmaceutical care services in Serbian community pharmacies ? comparative study

Tadic Ivana, Tasic Ljiljana, Odalovic Marina, Lakic Dragana.

**Background** Analysis of overall level of pharmaceutical care provision could be used to identify the extent of implementation of various pharmaceutical care activities.

**Purpose** The aim of this study is to compare the level of pharmaceutical care services provided in Serbian pharmacies in 2013 and 2018.

**Method** The cross-sectional survey conducted in 2013 included 374 pharmacists and 102 pharmacists in 2018. The same methodology was applied in both studies. The instrument Behavioral Pharmaceutical Care Scale (BPCS) was used. Only pharmacists who work directly with patients filled the BPCS scale. Data from both years were compared.

**Findings** There was no significant difference ( $p > 0.05$ ) in the BPCS domain scores (direct care activities, referral and consultation activities, instrumental activities) and overall BPCS score obtained in 2013 and in 2018. However, significant differences were noted for: postgraduate qualifications in pharmacy practice/clinical pharmacy of pharmacists that were statistically higher in 2018 ( $\chi^2 = 10.23$ ,  $p < 0.05$ ) and activities related to pharmacy software use by pharmacists when checking patients' clinical data ( $\chi^2 = 10.95$ ,  $p < 0.05$ ), drug-drug interactions ( $\chi^2 = 9.40$ ,  $p < 0.05$ ), and contraindications ( $\chi^2 = 6.20$ ,  $p < 0.05$ ).

**Conclusion** Comparing the results of the BPCS, differences in pharmaceutical care provision in 2013 and 2018 were found, and gave the initial guidelines how to improve pharmaceutical care services in Serbian community pharmacies.