

Workshop 2: Developing indicators to measure pharmaceutical care across nations

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This is a workshop for every participant who is interested in making pharmaceutical care visible to pharmacists and other stakeholders.

Introduction:

In order to implement and validate pharmacy standards and to continuously improve them, the quality of pharmaceutical care has to be measured. Thus the specification of indicators is part of guideline development. Beside pharmacists themselves, the government, health insurance companies and patients make use of indicators for different aims. To meet these, indicators have to address relevant aspects and to be reliable and informative.

Aim:

To develop different types of indicators for a guideline on hospital discharge for the use of different stakeholders and to test them for validity and reliability

Learning objectives:

- To develop indicators for a critical steps in the medication management during hospital discharge;
- To get acquainted with the different types of indicators (structure, process, outcomes);
- To become proficient with the evaluation of indicators concerning validity and reliability;
- To understand the use of indicators of pharmaceutical care by various stakeholders for different aims.

Activities in the workshop:

Participants will develop indicators to measure and improve the quality of pharmaceutical care for medication management during hospital discharge. During this process pharmaceutical care has to be applied to frail patients by as well hospital as community pharmacists. Various risks and medication mistakes have been reported from this. It will be interesting to discuss the variation of this process within different countries, to formulate generic steps that are crucial to validate and improve patient safety and to define measurable aspects for them. In this the needs and wishes of different stakeholders for the use of indicators are taken into account. For a selection of the indicators developed a start will be made for their evaluation on content validity and information-, population- and statistical reliability.