



**Pharm.Care@BLED**  
*Build- Lead- Engage- Disseminate*

Final

# PROGRAM

## 10th PCNE Working Conference

1-4 February 2017  
Hotel Park, Bled  
Slovenia



Dear Colleague,

The PCNE working conference with its fresh plenary sessions and interactive workshops provides a great learning environment to explore, discuss and share different approaches in tackling the implementation of viable pharmaceutical care services. It is suitable for all types of researchers; experienced ones as well as the beginners.

The conference will build capacities needed to provide effective pharmaceutical care services and develop tools to assure their quality. Special attention will be paid to discuss and advance individual as well as joint research projects. We encourage your active participation by submitting research abstracts and presenting them at the conference.

The working conference celebrates its 10th anniversary, therefore some time will also be dedicated to relive and cherish the memories from PCNE's founding members. We will try to pass on the enthusiasm and spirit from those times to the future work.

We would like to welcome your presence at this memorable event in the heart of the Slovenian Alps.

Mitja Kos (*PCNE Chairperson*) and Nejc Horvat (*PCNE Secretary*)  
*Faculty of pharmacy, University of Ljubljana, Slovenia*

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*Scientific committee:* Charlotte Rossing, Denmark; Veerle Foulon, Belgium; Martina Teichert, The Netherlands; Jacqueline Hugtenburg, The Netherlands; Filipa Alves da Costa, Portugal; Lea Knez, Slovenia; Foppe van Mil, The Netherlands; Nejc Horvat, Slovenia; Mitja Kos, Slovenia

*Organising committee:* Colleagues from the Chair of Social Pharmacy, Faculty of pharmacy, Ljubljana with Foppe van Mil, The Netherlands

## Plenary sessions

### **Plenary 1: Methods to build capacity to deliver pharmaceutical care**

(Wednesday 1<sup>st</sup> February, 14.00h)

*Speaker: Alison Roberts, Australia*

The capacity for change is a key element in enabling the sustainable delivery of pharmaceutical care services. Supporting the development of this capacity requires a focus well beyond the individual pharmacist or pharmacy, to a systems level.

This lecture will explore, through use of real-world examples, the critical factors to consider when attempting to achieve wide-scale implementation of services in community pharmacy.

Alison will provide a case study from Australia to highlight how an evidence-informed implementation science framework has been instrumental in shaping both policy and practice. Implications for practitioners, researchers and professional associations will also be discussed.

### **Plenary 2: EHealth in pharmacy** (Thursday 2<sup>nd</sup> February, 9.00h)

*Speaker: Jamie Wilkinson, Belgium*

The Pharmaceutical Group of the European Union (PGEU) is the European Association representing community pharmacists in 32 European countries. PGEU recently approved its 2016 Statement on eHealth which provides an overview of the different eHealth solutions and services provided by pharmacists across Europe. It is this Statement which provided inspiration for this presentation, outlining the developments in eHealth in the pharmacy profession in Europe over the past two decades as well as looking to future developments.

Key conclusions for consideration and discussion from this Statement include recommending (1) early and continued engagement with pharmacists as experienced users to develop eHealth policies and services at local, regional or national levels; (2) to integrate eHealth into health systems so it complements and supports existing practice; (3) to link electronic health records with ePrescribing systems and (4) to improve communication and collaboration between patients, healthcare professionals and ICT developers to obtain the full potential of eHealth technologies and build confidence and trust.

### **Plenary 3: Developing core outcome sets for pharmaceutical care research** (Friday 3<sup>rd</sup> February, 9.00h)

*Speaker: Anna Millar, N. Ireland*

It has long been recognised that heterogeneity in outcomes measured and reported in clinical trials has resulted in difficulties in assessing and comparing the effectiveness of

pharmaceutical care interventions. A potential solution to this challenge is the development and implementation of an agreed standardised set of outcomes, known as a 'Core Outcome Set' (COS), which should be measured and reported, as a minimum, in all trials in a specific area of research. This lecture will discuss the background to the development of COSs, including a discussion surrounding the various initiatives whose aim is to promote the widespread use of COSs in healthcare research. In addition, this lecture will provide insight into COS development methodology, using a case study of a COS which has recently been developed for use in studies aimed at optimising prescribing in older adults in care homes. Finally, this lecture will further highlight the diverse range of COS studies in the area of pharmaceutical care research, which are currently under development.

## Workshops

### **WS 1: Exploring methods to build capacity to deliver pharmaceutical care**

*Facilitator: Charlotte Rossing, Expert: Alison Roberts*

As the evidence increases for pharmacists' contribution to cost-effective care through delivery of pharmaceutical care services, so too does the expectation that pharmacists will continue to adopt and effectively deliver new services to those who can benefit most.

In many cases, pharmacy practice research and the design of services does not involve embedded concepts of implementation science; and when services are disseminated to pharmacists by professional associations, there is a gap between expectation and reality. Furthermore, investment in services by Government and other payers rarely takes into account the factors required for successful implementation - beyond education, guidelines and payments. The result is a lack of capacity across the profession to adopt and deliver services in a sustainable manner.

### **WS 2: Developing indicators to measure pharmaceutical care across nations**

*Facilitator: Martina Teichert, Experts: Foppe van Mil and Martin Henman*

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.

### WS 3: Defining a **core outcome set** for pharmaceutical care projects

*Facilitator: Veerle Foulon, Expert: Anna Millar*

Defining the right outcomes is of crucial importance in the design of any research project. So far, pharmaceutical care researchers have been struggling in defining and choosing valid outcomes that allow to prove the added value of pharmaceutical care. Moreover, each research group uses different outcomes, which makes comparing and combining data very difficult.

The development of a core outcome set (COS) has the potential to reduce heterogeneity between trials, leads to research that is more likely to have measured relevant outcomes, and enhances the value of evidence synthesis by reducing the risk of outcome reporting bias and ensuring that trials contribute usable information.

### WS 4: Exploring the impact of **eHealth** on pharmaceutical care

*Facilitator: Jacqueline Hugtenburg, Expert: Jamie Wilkinson*

EHealth (also written e-Health) is a relatively recent term for healthcare practices supported by electronic information and communication technology (ICT), dating back to at least 1999. During the PCNE Working Conference a workshop on eHealth will be organized. An overview of the use of eHealth and mHealth in health care for patients as well as the role in pharmacy and pharmaceutical care will be presented. The workshop will consist of several activities: discussions on the usefulness in daily pharmacy practice, in particular in solving drug related problems and assignments aimed at the development of a tool which fulfils the needs of patients.

### WS 5: *Let's help each other.* Discussing and advancing **individual research projects**

*Facilitator: Mitja Kos, Experts: Nina Griese-Mammen and Kurt Hersberger*

Pharmaceutical care research is a relatively new field of research in the pharmaceutical science. A number of methodological approaches are known from before and other fields. Nevertheless, the area represents an interesting challenge of quantitative and qualitative methodology for new as well as established researchers in the field. In this workshop the participants projects will be assessed and improved.



### WS 6: *Let's do it.* Developing a **joint international PCNE project**

*Facilitator: Filipa Alves da Costa, Expert: Lea Knez*

The Pharmaceutical Care Network Europe (PCNE) is an organisation devoted to the practice and research of pharmaceutical care in Europe. A number of joint research projects have been concluded successfully. Participants attending this workshop are expected to contribute fresh ideas and past experiences in designing a new and novel study at the very conference, and, most importantly, to have the motivation and means to develop the project in practice just after the conference.

## Oral Communications

Thursday 2<sup>nd</sup> February 2016, 14.00-15.45h Chair: Nina Mammen

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|---|----------------------------------|
| ○ Recognition and Addressing of Limited Pharmaceutical Literacy (RALPH): development of a screening tool for the pharmacy setting. Abstract 135 | Ellen S. Koster, the Netherlands |
| ○ Development of a medication discrepancy classification system to evaluate the process of medication reconciliation. Abstract 143              | Enas Almanasreh, Australia       |
| ○ Medication persistence with lipid-lowering treatment in Slovenia. Abstract 149  | Andreja Detiček, Slovenia        |
| ○ A protocol for a cost-utility study on medication reviews to elderly polypharmacy patients at the community pharmacy. Abstract 157            | Bjarke Abrahamsen, Denmark       |
| ○ Comparing Medication Regimen Complexity Index and polypharmacy as measures of medication use. Abstract 160                                    | Martin Henman, Ireland           |
| ○ Why do health care professionals still prescribe non-selective $\beta$ -blockers in patients with asthma or COPD? Abstract 166                | Esther Kuipers, the Netherlands  |
| ○ Criterion validation of the Living with Medicines Questionnaire Version 3 (LMQ-3). Abstract 182   | Barbra Katusiime, United Kingdom |

## Round table: Confessions of the founding members

Friday 3<sup>rd</sup> February, 16.00h.

Moderator: *Kurt Hersberger*, Switzerland

With Olivier Bugnon, Foppe van Mil and Peter Noyce

## Information for PCNE members


- The PCNE general Assembly will be held on Saturday afternoon, 4<sup>th</sup> February 12-15h in the conference venue. The PCNE Soapbox will be held on Thursday evening. You can present your own project there for discussion, or when you seek partners for your research.
- Working group meetings are possible on Wednesday morning, 11.30-13.00h

## Practical information for all attendees

- Venue for accommodation and conference:
  - Hotel Park, Cesta svobode 15, 4260 Bled, Slovenia
  - Tel: +386 4 579 18 00
- Arrival:
  - When arriving, sign in at both the hotel desk and the PCNE Conference desk.
  - Start of the conference: 1<sup>st</sup> February 2017, Wednesday at 14.00h.
  - (Don't forget to reserve a shuttle for your departure, if needed)
- Beside the conference:
  - Wake up walks with breath-taking views.
  - Social event: a conference dinner will be organized on Friday evening. Not registered for this event? You still can do so during the conference! Contact the PCNE desk.
- Note: It is winter in the Slovenian Alps. So wear warm clothes and good shoes when you are going outside.



More information at [www.pcne.org](http://www.pcne.org) or email to [info@pcne.org](mailto:info@pcne.org).

| Program overview |  |  |                           |   |
|------------------|--|--|---------------------------|---|
| Time             | Wednesday 01/02  | Thursday 02/02                                 | Friday 03/02              | Saturday 04/02  |
| 08.00-08.30      |  | Wake up walk                                   | Wake up walk              | Wake up walk  |
| 08.30-09.00      |  | Break & Breakfast                              | Break & Breakfast         | Break & breakfast   |
| 09.00-09.30      | SC and OC meeting  | Plenary 2                                      | Plenary 3                 | Finalising workshops & preparing reports  |
| 09.30-10.00      |  |  |                           |   |
| 10.00-10.30      |  |  |                           |   |
| 10.30-11.00      |  |  |                           |   |
| 11.00-11.30      | Break  | Workshops including break                      | Workshops including break | Closing   |
| 11.30-12.00      | Registration<br>Working group meeting: Mr. DRP, Stand & Guide. |  |                           |   |
| 12.00-12.30      |  |  |                           |   |
| 12.30-13.00      |  |  |                           |   |
| 13.00-13.30      |  |  |                           |   |
| 13.30-14.00      | Lunch  |  |                           |   |
| 14.00-14.30      | Welcome & Plenary 1  | Oral communications                            | Lunch                     |   |
| 14.30-15.00      |  |  |                           |   |
| 15.00-15.30      |  |  |                           |   |
| 15.30-16.00      |  |  |                           |   |
| 16.00-16.30      | Workshops including break                                      | Workshops including break                      | Break                     |  |
| 16.30-17.00      |  |  |                           |   |
| 17.00-17.30      |  |  |                           |   |
| 17.30-18.00      |  |  |                           |   |
| 18.00-18.30      | Poster discussions and drinks                                  | Soapbox presentation of new ideas for feedback | Break                     | Prešeren hall   |
| 18.30-19.00      |  |  |                           | Cankar Hall   |
| 19.00-19.30      |  |  |                           | Kosovel hall  |
| 19.30-20.00      |  |  |                           | Break-out rooms   |
| 20.00-20.30      | Dinner   | Dinner   | Social event              | Hotel restaurant  |
| 20.30-21.00      |  |  |                           | Hotel lobby   |
| 21.00-21.30      |  |  |                           | Panorama  |
| 21.30-22.00      |  |  |                           | Outdoors  |
| 22.00 -          | Social drinks etc.   | Social drinks etc.                             |                           |   |