

# PCNE Working Conference 2019

Egmond aan Zee, The Netherlands

Targeting patients and tailoring  
pharmaceutical care:  
**How to be outstanding**



## WELCOME

Pharmaceutical care is the pharmacist's contribution to the health of individual patients. In addition to compounding and dispensing medicines, providing comprehensive pharmaceutical care has become the main activity of the profession in many countries. Pharmaceutical care is the care of the pharmacist, that aims to support the patient in his optimal medication use, in order to improve individual health outcomes. This implies that the medication provided must fit each patient in the best possible way.

However, individual needs vary and not all patients need the most extensive form of pharmaceutical care. Consequently, simple and feasible methods are needed to target those patients that will benefit most from tailored pharmaceutical care. Both processes, targeting as well as tailoring care need an efficient organisation.

Our working conference will focus on a number of practical questions related to this topic:

- Which tools have to be developed to assess the needs of individual patients?
- How can existing tools be optimised to target patients and to tailor pharmaceutical care?
- How should such tools be implemented in daily hospital and community pharmacy practice?

As usual, the workshops will last approximately 12 hours. This gives participants the possibility to be really creative, and reach for results that can be used in their own research. One workshop is more educational, aimed at starting researchers and dealing with methodologies for research and aspects around obtaining funding. Participants must choose one workshop for the whole conference!

Although PCNE is growing, many participants of the working conferences know each other, and the social aspect will certainly not be neglected. An excursion to Amsterdam, with a real Indonesian-Dutch 'rijsttafel'-dinner, is the social highlight of the conference.

We look forward to seeing you in Egmond aan Zee.

*Martina Teichert (PCNE Chairman),  
Jacqueline Hugtenburg (PCNE Secretary),  
and the other members of the organising committee*



## PROGRAMME

### Wednesday 6 February 2019

9.00-13.30	Registration (lunch available) and committee meetings
13.30-14.00	Welcome & announcements
14.00-15.00	<b>Plenary Lecture: How to use pharmacogenetics to select patients for pharmaceutical care.</b> Prof. Henk Jan Guchelaar, Leiden, The Netherlands
15.00-18.00	Workshops, incl. tea break
18.00-20.00	Oral communications
20.00-22.00	Dinner

### Thursday 7 February 2019

9.00-10.00	<b>Plenary lecture: Social media and pharmaceutical care.</b> Dr. Mahendra Patel, Huddersfield, UK
10.00-12.00	Workshops continued, including coffee break
12.00-13.00	<b>PCNE Soapbox Part 1 (members only)</b>
13.00-14.00	Lunch
14.00-15.00	<b>Plenary lecture: Goal Attainment scales and core outcomes in pharmaceutical care.</b> Dr. Katrina Clarkson and Dr. Nina Barnett, London, UK
15.00-17.00	Workshops continued, incl. tea break
17.00-19.00	Poster discussion & drinks
18.00-20.00	😊
20.00-22.00	Dinner

### Friday 8 February 2019

9.00-10.00	<b>Plenary lecture: Selecting the right patient for medication reviews.</b> Prof. Petra Denig, Groningen, the Netherlands
10.00-12.00	Workshops continued, incl. coffee break
12.00-13.00	<b>PCNE Soapbox Part 2 (Members only)</b>
13.00-14.00	<b>Lunch</b>
14.00-17.00	Workshops continued, inclusive tea break
17.00-17.30	Group photo
18.00-23.30	<i>PCNE Social event (separate registration)</i>

### Saturday 9 February 2019

9.00-10.30	Workshops continued, incl. coffee
10.30-12.00	Reporting, Awards and conference closing
12.00-14.00	Walking Lunch and Good byes
14.00-17.00	<b>PCNE General Assembly (Members only)</b>



## WORKSHOP 1:

### Using pharmacogenetics to select patients for pharmaceutical care.

*Facilitators: Ms. Cathelijne van der Wouden MSc, Dr. Martina Teichert*

Pharmacogenetics (PGx) is the field in which an individual's genetic makeup is used to guide pharmacotherapy, thereby personalising medicine. Several randomised controlled trials have concluded that for some genetic variations genotyping a patient before initiation of a specific drug can help to optimise patient treatment outcomes. To this guidelines have been developed guiding clinicians to select drug and dose based upon an individual's genotype. However, implementation of these recommendations into clinical practice remains a challenge. The critical question still is: 'Whom do we have to genotype, and when?' In this workshop we will discuss the concept of PGx, get acquainted with guidelines for optimising pharmacotherapy based on genotypes of pharmacogenes, dive into evidence from literature on specific gene – drug interactions, and discuss critical voices on the clinical utility and feasibility of PGx. Finally participants will develop a generic guideline on the implementation of PGx and design their own pharmacogenetics implementation approach.

## WORKSHOP 2:

### How to find the right patient for specific pharmacy services

*Facilitators: Prof. Petra Denig, Dr. Martin Henman, Dr. Ellen Koster*

Every patient is different. Patients differ in age, gender, medical history, socio-economic status, ethnic background and related characteristics, such as, frailty and health literacy skills, which can lead to differences in health outcomes, (perceived) illness and use of health care services. To provide good pharmaceutical care, it is important to take the clinical as well as the personal needs of the patients into account. In this workshop we will discuss which patients need specific pharmacy services and how to identify these patients in pharmacy practice to provide tailored pharmaceutical care. Examples of such tailored care will be addressed in relation to identified target groups.

## WORKSHOP 3:

### How to use social media to tailor pharmaceutical care

*Facilitators: Dr. Jacqueline Hugtenburg, Dr. Mahendra Patel, Mr. Babir Malik*

Social media are a newer means of communication between people, but are hardly used in health care yet. The techniques seem quite suitable for exchange of personal notes, short movies and doing pharmaceutical care counselling activities. Some social media platforms seem more suitable for such exchanges than others. What privacy issues are involved? Which media are especially suitable for face-to-face communication? What precautions should be taken, and can we define some guidelines and protocols?

## WORKSHOP 4:

### How to upgrade quality of my pharmaceutical care research design (educational workshop).

*Facilitators: Prof. Mitja Kos, Dr. Nejc Horvat*

A workshop for future and current pharmaceutical care researchers who would like to advance their research.

The aim of this workshop is to get a qualified and peer-reviewed feedback on your own pharmaceutical care research project in order to advance the quality of research design. Participants will present their research designs of their current and/or past research projects. In-depth discussion will be stimulated in order to get a relevant feedback from the group as well as workshop-leaders. Experiences from the past research involvements will be used to understand the advantages and disadvantages as well as the feasibility of possible methodological approaches. Based on the qualified and peer-reviewed feedback the participants will aim to advance their research project designs.

## WORKSHOP 5:

### Building concrete tools for pharmaceutical care research: development of a core outcome set and a goal attainment scale.

Facilitators: Prof. Veerle Foulon, Dr. Isabell Arnet

This workshop will build on the results of previous PCNE workshops on Core Outcome Sets (in 2017 and 2018).

During the former workshops, a draft protocol has been developed to define a Core Outcome Set for interventions to optimise the medication use of people discharged from hospital. The aim of the present workshop is to further develop the protocol and make clear decisions on methodology and involvement of researchers. It is NOT reserved for former participants but open to all persons interested in COS and GAS at all stages of their career.

The workshop will shortly recap basics on COS and the work performed the previous years, and open the discussion on how the outcomes, defined in the Core Outcome Set, could be measured. As an add-on to existing instruments (e.g. for the detection of hospital-related (re)admissions), the option of a Goal Attainment Scale as a person-centred alternative, will be investigated.

In a 2-hour sub-workshop, Katrina Clarkson and Nina Barnett (UK) will demonstrate how GAS can be used as part of medicines-related conversations, including medication review, as an outcome measure. This will include revision of SMART goals (specific, measurable, achievable, realistic and time-constrained) in relation to GAS. Demonstration of a health coaching conversation will be provided together with an opportunity for participants to practise this technique. This will be followed by case scenarios which will include examples of using GAS goals in both rehabilitation and medicines scenarios, and a discussion of the difference between clinician identified and patient identified goals. Participants will be asked to work through the translation of a patient-stated goal into a SMART

clinical goal within the GAS framework, describing the different levels of possible achievement. Each group will provide short feedback, facilitated by the workshop leaders.

*Please note: Participants can select only one workshop for the whole conference (and a spare one). Changing workshop during the conference is not appreciated.*

## ABSTRACTS

Accepted abstracts related to one the symposium themes or other pharmaceutical care related topics will be presented as a short oral communications or poster. Specific posters will be highlighted during a poster-walk. Awards for best oral communication and poster will be announced during the closing session of the working conference.

## ACCREDITATION

The conference is accredited for Dutch hospital and community pharmacists (20 hours).

## PCNE MEMBERS PROGRAM

PCNE members have access to the Soapbox sessions on Thursday and Friday (12.00h) and are welcome at the General Assembly on Saturday afternoon 9 february 2018, 13.30h.

## OFFICE AND SLIDE PREVIEW ON SITE

The conference organisation has its own office, where a laptop & printer and a photocopy machine will be installed. Slides can be previewed in the office.

## REGISTRATION

On-line registration starts 1<sup>st</sup> October 2018 and ends 1<sup>st</sup> February 2019. Early bird deadline: **15 December 2018 at 24.00h.**

Full conference fee	€ 775.00
Early bird conference fee	€ 675.00
Conference fee double room, double occupancy <i>per person</i>	€ 715.00
Conference fee <i>early bird</i> , double room, double occupancy <i>per person</i>	€ 615,00
Extra night 5/6 February incl. breakfast <i>per person per night</i>	€ 45.00
Extra night 9/10 February incl. breakfast <i>per person per night</i>	€ 70.00
Non-participating person/partner incl. breakfast <i>per person per night in double room</i>	€ 70.00

**N.B.** The Conference fee includes all scientific events, 3 night accommodation, all breakfasts and lunches, and the dinners on Wednesday and Thursday.

### EARLY ARRIVAL

Participants who arrive the night before the conference (5<sup>th</sup> February 2019), will have a reduced fee for room + breakfast of 45 Euro for that night

### SOCIAL EVENTS

- Every morning, there will be a wake-up walk on the beach.
- On Thursday evening, at 19.00h, there is a surprise social event.
- On Friday evening there will be an organised PCNE Social event to Amsterdam for a separate fee, but all registrants are welcome to join. The social event includes a boat trip on the Amsterdam canals and an Indonesian meal (“rijsttafel”).

### LOCAL INFORMATION

The conference will be held at

**Hotel Zuiderduin**

**Zeeweg 52, 1931 VL Egmond aan Zee, The Netherlands**

Phone: +31 72 750 2000

Web: [zuiderduin.nl](http://zuiderduin.nl)

### CURRENCY

The currency in the Netherlands is the euro. Maestro and V PAY branded debit cards are accepted everywhere, MasterCard and VISA credit cards are also widely accepted. Most retailers round cash transactions up or down to the nearest five cents.

### TRANSPORT

The easiest way to Egmond aan Zee is with public transport: first the train from Schiphol airport to Alkmaar, and then the bus (or taxi) to Egmond aan Zee. Or you can take the shuttle, if available at time of your arrival.

### SHUTTLES

On Wednesday morning 10.00-13.00h, and Saturday 11.00-14.00h, shuttle busses will be organised. When they will go exactly depends on the arrival and departure times of the participants. Some weeks before the conference registrants will receive additional information about the shuttles. A shuttle ride to the conference venue will take 30-45 minutes.

### TRAIN: SCHIPHOL - AMSTERDAM SLOTERDIJK - ALKMAAR

Leave Schiphol in the sprinter-train to Amsterdam Central, but change trains in station Amsterdam Sloterdijk. There you can take the intercity train to Den Helder, which stops in Alkmaar. Single train tickets can be bought online on the website of the NS (Dutch railways): [ns.nl/producten/en/s/enkele-reis](http://ns.nl/producten/en/s/enkele-reis) (English website). The ticket can be printed or downloaded to the Reisplanner Xtra app on a smartphone. Tickets can also be bought at Amsterdam Airport Schiphol using the vending machines or at the counter. A supplement of €1 is charged when a ticket is bought at the counter or vending machine. You can pay with debit or credit cards. But please note that only credit cards with a pin code are accepted and a € 0.50 supplement is charged for credit card transactions.

All information about the Dutch trains (in English) can be found at <https://www.ns.nl/en/travel-information/>.

### THEN BUS: ALKMAAR - EGMOND AAN ZEE

Upon arrival in Alkmaar, please find the bus to Egmond: Line number 165. A bus will leave every 30 minutes during the day and every hour after 19.00h. You can pay in the bus with a debit or creditcard.

### PUBLIC TRANSPORT CARD (OV-CHIPCARD)

If you plan to travel with public transport, you can consider buying an OV-Chipcard (€7.50). You can load the single tickets on the card using the vending machine and the supplement of €1 won't be charged. For more information in English about the national travelcard, the OV Chipcard, see: [www.ov-chipkaart.nl](http://www.ov-chipkaart.nl)

### WEATHER

February in the Netherlands can be cold, stormy and wet. Bring a nice warm pullover and an umbrella (or even better, a raincoat) and sturdy shoes if you want to be outside.

### WIFI

All conference participants can use the Wifi of the Venue for free.

### CONTACT

For sponsorship and all information, please contact the PCNE office at [info@pcne.org](mailto:info@pcne.org).

### ORGANISATION COMMITTEE

Martina Teichert, the Netherlands (Chairperson)  
Thea Betcke, the Netherlands  
Sek Hung Chau, the Netherlands  
Jacqueline Hugtenburg, the Netherlands  
Esther Kuipers, the Netherlands  
Foppe van Mil, the Netherlands

### SCIENTIFIC COMMITTEE

Dr. Martina Teichert, the Netherlands (Chairperson)  
Dr. Isabelle Arnet, Switzerland  
Prof. Veerle Foulon, Belgium  
Dr. Nejc Horvat, Slovenia  
Dr. Jacqueline Hugtenburg, the Netherlands  
Prof. Mitja Kos, Slovenia  
Dr. Ellen Koster, the Netherlands  
Dr. Foppe van Mil, the Netherlands  
Dr. Kirsten Viktil, Norway

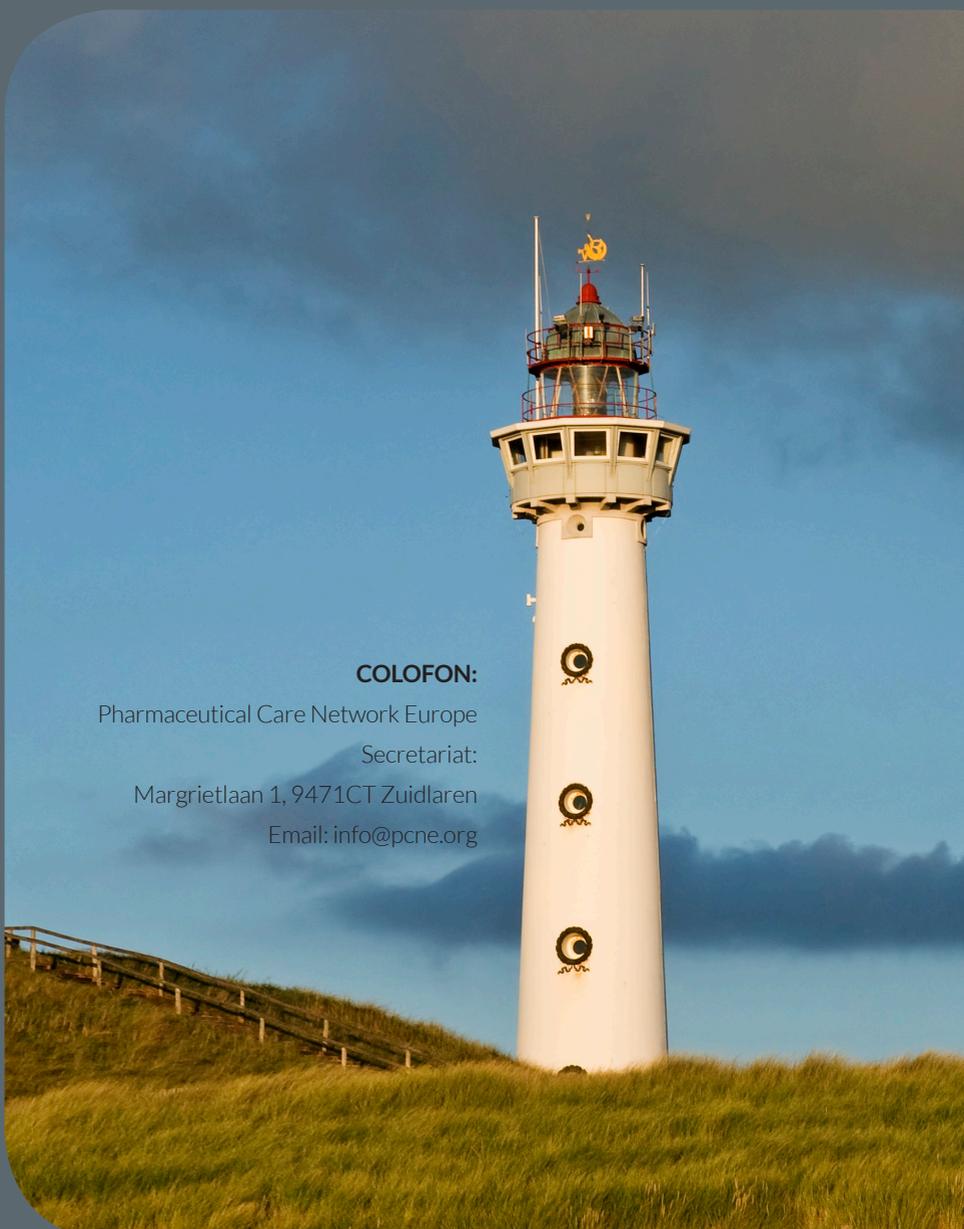
### THIS CONGRES IS SUPPORTED BY



## PROGRAM OVERVIEW

Time	Wednesday 06/02	Thursday 07/02	Friday 08/02	Saturday 09/02	
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	Registration	Plenary 2	Plenary 4	Workshops and coffee
09.30-10.00			Workshops including break	Workshops including break	
10.00-10.30					Reports, Awards & Closing
10.30-11.00			Working group meetings: MR, DRP, Stand.& Guide.	Poster viewing	
11.00-11.30	Soapbox (members only)	Soapbox (members only)			Lunch in Lobby
11.30-12.00	Lunch in Lobby	Lunch	Lunch		
12.00-12.30				Welcome	Plenary 3
12.30-13.00	Plenary 1	Workshops including break	PCNE General Assembly		
13.00-13.30				Workshops including break	Poster discussion & drinks
13.30-14.00	Oral Communications	Break	PCNE Social Event		
14.00-14.30				Dinner	Dinner
14.30-15.00	Social drinks etc.	Social drinks etc.	Workshop rooms		
15.00-15.30				Smiley face	Smiley face
15.30-16.00	Dinner	Dinner	Restaurant Hotel		
16.00-16.30				Social drinks etc.	Social drinks etc.
16.30-17.00	Social drinks etc.	Social drinks etc.	The beach		
17.00-17.30				Social drinks etc.	Social drinks etc.
17.30-18.00	Social drinks etc.	Social drinks etc.	The beach		
18.00-18.30				Social drinks etc.	Social drinks etc.
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19.00-19.30				Social drinks etc.	Social drinks etc.
19.30-20.00	Social drinks etc.	Social drinks etc.	The beach		
20.00-20.30				Social drinks etc.	Social drinks etc.
20.30-21.00	Social drinks etc.	Social drinks etc.	The beach		
21.00-21.30				Social drinks etc.	Social drinks etc.
21.30-22.00	Social drinks etc.	Social drinks etc.	The beach		
22.00 -				Social drinks etc.	Social drinks etc.





**COLOFON:**

Pharmaceutical Care Network Europe

Secretariat:

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