

PHARMACEUTICAL CARE
NETWORK EUROPE

UPCOMING

- ⇒ **6-8 February 2019.** PCNE Working Conference: Targeting patients and tailoring pharmaceutical care—How to be outstanding. *Egmond aan Zee, the Netherlands*
- ⇒ **27-29 March 2019.** EAHP conference : Personalised hospital pharmacy. *Barcelona, Spain*
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⇒ **For an up-to-date list: see the PCNE Wiki !!**

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PCNE Newsletter

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Chairperson's editorial

Dear friends,

In about 8 weeks we hope to see you all at Egmond aan Zee. Egmond is an old fishing village, by now a seaside resort. It is located about 50 kilometres north of Amsterdam Airport. We will be in a conference hotel directly at the seaside. This congress venue offers good lodging, food and conference facilities inside – and a lot of space, sea and wind outside to get fresh new out-of-the-box ideas. Together with enthusiastic pharmacist-researchers the meeting is expected to bring us further in tailoring and targeting pharmaceutical care.

To get you already a bit acquainted with Dutch pharmacy, here is some information:

In the Netherlands we have nearly 2,000 community pharmacies, 110 hospital pharmacies and 70 community pharmacies located at hospital, serving 16 million patients. The average community pharmacy serves 8,000 patients (121,000 dispensings) with 1.5 pharmacist and 5.5 pharmacy assistant (in FTE's). Pharmacists are educated at Groningen, Utrecht or Leiden university. After the bachelor and master education (each 3 years), students can follow a three years education to become hospital pharmacist or a two years education to specialise as community pharmacist.

In the Netherlands, all prescriptions are computerized. All prescribers and pharmacists have computerized medication surveillance systems, giving alerts for drug-drug interactions and contraindications. Recently these alerts were expanded by pharmacogenetic profiles and clinical rules, including laboratory values and decision trees with documentation systems.

In the Netherlands pharmacists have a legal status as professional healthcare provider and their own responsibility for warranting the optimal drug for the individual patients. In

primary care, co-operation with GPs is implemented, also during regular pharmacotherapy meetings where guidelines and preferences are agreed on locally. Within hospitals, pharmacotherapy

services are offered and specific attention is paid to medication reconciliation and information transfer at discharge. This contributes to a high level of pharmaceutical care in the Netherlands.

Payment for pharmaceutical services is needed to keep community pharmacies going. Special services are negotiated with health insurance companies such as medication reviews, applying clinical rules or providing additional care for first time dispensing. To this end, all community pharmacists in the Netherlands belong to associations for marketing. One third of pharmacies belong to a pharmacy chain, one third to a franchise formula and one third is independent. Since 1996 the price level of medicines fell at an average annual rate of 3-4%. Due to the low prices for medicines, there now is a timely shortage of about 300 drugs. Due to obligations with health insurance companies pharmacists have to dispense preferred medicines, and changes in this – additionally to shortages – lead to a lot of medication changes for patients with all questions, worries and emotions related and a lot of extra work for pharmacists.

Got curious? Then just join us between 6th and 9th of February.

Looking forward to see you all soon,

Martina Teichert, PCNE chairperson



How to be outstanding?

The working conference in Egmond

Our Egmond conference seems to become a great success! We have already 102 registrants (of which four non participating partners and 12 workshop facilitators). Three members come for the general assembly only. More than 60 people have signed up for the social event. And Tuesday evening is already going to be busy with around 40 participants in the building.

Some Workshops full!!

With already almost 80 active participants, the workshop are filling up, and if you would register now, we can no longer offer you a free choice because Workshop 1 (Using pharmacogenetics to select patients for pharmaceutical care) and Workshop 2 (How to find the right patients for specific pharmacy services) are **full**. Only Workshops 3, 4 and 5 are still available.

Workshop 1: Using pharmacogenetics to select patients for pharmaceutical care. (full)

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

Workshop 2: How to find the right patients for specific pharmacy services. (full)

Facilitators: Dr. Ellen Koster (Utrecht University, the Netherlands), Dr. Martin C Henman (Trinity College Dublin, Ireland), Prof. dr. Petra Denig (University of Groningen, the Netherlands)

YOUR POSSIBLE CHOICES NOW:

Workshop 3: How to use social media to tailor pharmaceutical care

Facilitators: Dr. Mahendra Patel, Mr. Babir Malik, Dr. Jacqueline Hugtenburg, assisted by Dr. Foppe van Mil

Social media are interactive internet-based technologies that facilitate the creation and sharing of information, ideas, and knowledge as well as professional interests and other forms of expression through virtual communities and networks.

Social media such as Twitter and Whatsapp for example, are increasingly used in health and health related services. Ehealth stands for the whole of electronic information and communication technology (ICT) applications that support healthcare services. In contrast Mhealth specifically refers to the use of mobile and wearable devices which have contributed immensely to the popularity of social media and their pervasive use in the practice of medical and public health. In a relatively short period of time both eHealth and mHealth have increasingly become highly important elements in the world of pharmacy and pharmaceutical care.

Building on the results of the 2016 PCNE workshop on eHealth, at the PCNE Working Conference 2019 a workshop will be held on the use of social media in pharmacy. An overview of the use of social media in healthcare for patients as well as their (potential) role in pharmacy and pharmaceutical care will be presented.

The workshop will consist of a variety of activities and discussions around:

- The usefulness of mhealth applications in daily practice, in particular for improving the optimal use of medicines and the remediation of drug-related problems
- Assignments aimed at the development of an interactive tool to meet the information needs of patients.
- Development of guidelines for the use of social media in pharmacy

(see next page)



Only three
workshops
left to
register for

**Hurry up!
Only three
workshops
left in
Egmond**

Workshop 4 : How to upgrade quality of my pharmaceutical care research design (educational workshop).

Facilitators: Prof. Mitja Kos, Dr. Nejc Horvat

Pharmaceutical care research is inevitably connected to clinical practice. Researchers try to describe current and past professional practice. They also develop and validate interventions that will improve health care outcomes. Although pharmaceutical care research is a relatively new field of research within pharmaceutical science, several methodological approaches are known from before and from other fields. The area represents an interesting challenge of quantitative and qualitative methodology for new as well as established researchers.

Aim & objectives: The aim is to get qualified and peer-reviewed feedback on your own pharmaceutical care research project in order to advance the quality of research design. The objectives are to understand methodological approaches in pharmaceutical care research and advance research designs.

Activities in the workshop: Participants will present their research designs of their current or past research projects. In-depth discussion will be stimulated to get relevant feedback from the group and the facilitators. Advantages, disadvantages as well as the feasibility of possible methodological approaches will be discussed. Based on the qualified and peer-reviewed feedback the participants will aim to advance their research project designs.

What participants can learn: Participants will get to know different methodological strategies in pharmaceutical care research. Through peer-reviewed feedback the participants will learn how to improve their research 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 with assistance of Dr. Nina Barnett and Dr. Katrina Clarkson

This workshop will build on the results of previous PCNE workshops on Core Outcome Sets (in 2017 and 2018). During these former workshops, a draft protocol has been developed to define a Core Outcome Set for interventions to optimize 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. The workshop is certainly NOT reserved for former participants, but open to all persons interested in COS and Goal Attainment Scales at all stages of their career.

The workshop will shortly recap basics on COS 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. Each group will provide short feedback, facilitated by the workshop leaders.

THE BOOK
*many PCNE
members
contributed*

**The Pharmacist Guide to
Implementing Pharmaceutical
Care**
now available

For more information see <https://www.springer.com/us/book/9783319925752>.



The PCNE General Assembly

The presence of all members at the coming PCNE general assembly is essential to ensure the future of PCNE.

In Egmond, we will also discuss PCNE itself. As a growing international network, with an ambitious vision, we need clarity in its structure and dedicated members to offer leadership. To this end, our Bylaws from 2003 need to be updated and to be adapted to actual needs and technical possibilities. Last year we already updated the regulations. To change bylaws, we need two thirds of our members to be present in Egmond aan Zee!

We are also happy to announce that we have Ema Paulino from Portugal as a candidate for our board. Please find her letter of interest on the members-only part of the website, under 'Upcoming GA'.

And lastly, we will need to discuss PCNE's finances also in the light of the future.

So, you are all invited to join the PCNE Working Conference between 6-9 February 2019 in Egmond aan Zee. But above all, please come to the General Assembly on Saturday 9th February at 13.30h. Please come to help to make PCNE sustainable for the future and to create a great opportunity for targeting our ideas and tailoring our activities.

If you can only come for the General Assembly and need accommodation, please contact the secretariat. (One night + breakfast cost only 70 Euro).

We look forward to seeing you in Egmond aan Zee!

Important: New Bylaws

With the increasing number of members, some structural changes to the association have become necessary, including the option for electronic voting. Also, the role and function of observer members has never been properly defined. The Bylaws and have therefore been adapted by the secretariat in cooperation with a lawyer and a notary. These new Bylaws will be distributed before the upcoming General Assembly and then put to the vote in Egmond.

PCNE News

DRP group and MedRev group meeting in Egmond

On the first day of the 11th PCNE Working Conference, 6th February 2019, meetings will be held of the Drug-Related Problems Working Group and the Medication Review working group. The meetings will start at 11.00h, and end at 12.30h. All members of PCNE, who are interested in the topic, may attend. Group members will receive an invitation by email.

A candidate for the Board!!

Ema Paulino has announced that she is prepared to take a position on the PCNE Board. Ema is a community pharmacist in Portugal and was temporary chief executive of FIP last year. She will be ready for election during the upcoming General Assembly, and we look forward to her continued contributions to PCNE.

Important !!

**General
Assembly
2019**



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