

# PCNE Working Conference online from Basel, Switzerland 3-6 February 2021

**Partnering for better patient outcomes -  
challenges and opportunities**





## WELCOME

The PCNE Working Conference 2021 will be held **online** from Basel, Switzerland, and reunite international pharmacists under the title 'Partnering for better patient outcomes - challenges & opportunities'. As healthcare providers, we know how challenging it can be to offer the best support to patients for their medicine use. As researchers, we are aware that sharing knowledge and ideas among colleagues and partners is a key to success.

Due to the current pandemic situation, the Board has decided to hold this year's conference **fully online**. We believe this is the best option, taking into account the current health concerns within the context of an active pandemic, which result in travel and venue restrictions.

The health of all our members is our primary concern, and although we acknowledge that it would be impossible to fully replicate the atmosphere we all feel at our in-person annual event, please know that the Scientific Committee has prepared a unique virtual event for all participants.

With 4 plenary lectures and 8 oral presentations, participants will get 360-degree views of what is being done in Europe and internationally in Pharmaceutical Care. As usual, the workshops will last approximately 12 hours. This gives participants the possibility to be really creative, and each result can be used in their own research. One workshop is more educational and targets PhDs. Please remember that participants must choose one workshop for the entire conference (no hopping).

This year, we will innovate a new plenary in form of a roundtable (Thursday early afternoon). Partners in the care chain, including a patient, a pharmacist, a family doctor, a nurse, and a leader of a pharma company, will exchange views and expectations on Shared Decision Making (SDM), conducted by a moderator.

During the conference, participants will be able to discuss and answer a number of questions on Pharmaceutical Care, but also spend quality time together. We have prepared slots such as the Welcome ceremony and a digital Social event, or dedicated moments in breakout rooms.

We are convinced that the online format of the conference will enable pharmacists from various settings including community pharmacies, hospitals, nursing homes, general practices, and more to virtually get together in Basel. We are looking forward to your participation, and to an inspiring event in a new format!

*Ema Paulino (PCNE Chairperson)*

*Dr. Isabelle Arnet (PCNE Secretary)*

*and the other members of the Scientific / Organising Committee*



**PROGRAM (Basel CET time)**

Wednesday 3 February 2021

Basel	Sydney	
9.00-9.30	19.00-19.30	Welcome & announcements
9.30-10.30	19.30-20.30	Plenary lecture 1 : Implementation Science, Michel Wensing (Germany)
10.30-11.00	20.30-21.00	Break
11.00-13.00	21.00-23.00	Workshop (2h)
13.00-14.00	23.00-24.00	Lunch
14.00-15.00	24.00-1.00	Oral Communications 1-4
15.00-16.30	1.00-2.30	Poster walk 1h + 30 min free viewing
16.30-17.00	2.30-3.00	Break
17.00-18.00	3.00-4.00	Welcome ceremony with city officials

Thursday 4 February 2021

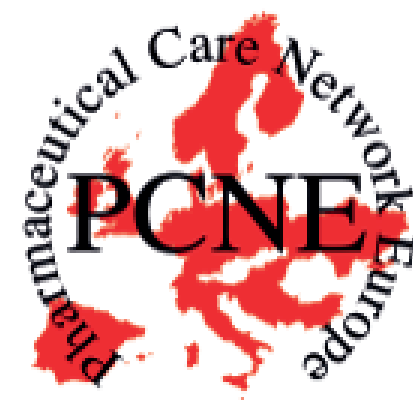
Basel	Sydney	
9.00-10.00	19.00-20.00	Plenary lecture 2 : Implementation in pharmacy practice, Tim Chen (Australia)
10.00-10.30	20.00-20.30	Break
10.30-12.30	20.30-22.30	Workshop (2h)
12.30-14.00	22.30-24.00	Lunch + speed dating with mentors
14.00-15.00	24.00-1.00	Round table «SDM»
15.00-17.00	1.00-3.00	Workshop (2h)
17.00-17.30	3.00-3.30	Break
17.30-19.00	3.30-5.00	PCNE General Assembly (members only)

Friday 5 February 2021

Basel	Sydney	
9.00-11.00	19.00-21.00	Workshop (2h)
11.00-11.30	21.00-21.30	Break
11.30-13.30	21.30-23.30	Workshop (2h)
13.30-15.00	23.30-1.00	Lunch + PCNE soapbox (members only)
15.00-16.00	1.00-2.00	Plenary lecture 3 : Danish Network for pharmacy practice research, Rikke Hansen (Denmark)
16.00-16.30	2.00-2.30	Break
16.30-17.30	2.30-3.30	Oral Communications 5-8
17.30-19.00	3.30-5.00	Poster walk 1h + 30 min free viewing
19.00-19.30	5.00-5.30	Break
19.30-21.00	5.30-7.00	PCNE Social event

Saturday 6 February 2021

Basel	Sydney	
9.00-10.00	19.00-20.00	Workshop (1h)
10.00-11.00	20.00-21.00	Plenary lecture 4 : Digital pharmacy, Claudia Rijcken (The Netherlands)
11.00-11.30	21.00-21.30	Break
11.30-13.00	21.30-23.00	Reports, Awards & Closing



## **WORKSHOP 1:**

### **Communication skills to partnering with patients + technique of Motivational Interviewing**

Facilitators: Ass Prof Susanne Kaae + Dr Bjarke Abrahamsen + Dr Noortje Vriends

The goal of the workshop is to present and train central issues when communicating as a pharmacist with patients, including the technique of Motivational Interviewing, and further to discuss how these central communication aspects can be translated into daily practice and research.

## **WORKSHOP 2:**

### **Adherence questionnaire for pharmacy practice**

Facilitators: Dr Christiane Eickhoff + Dr Isabelle Arnet

Medication non-adherence is a global problem and subject of thousands of publications. For practicality reasons, questionnaires are widely used to assess (non-) adherence but every available instrument has shortcomings. During a workshop at the PCNE conference 2020, we extracted items from published questionnaires to describe non-adherence in different domains. It was agreed that we need a new tool to identify (non-)adherence problems in ambulatory patients. Based on the 2020 results, we set up a DELPHI that was disseminated in summer 2020 to the workshop participants and experts worldwide.

The aim of our workshop in 2021 will be to move forward developing this new tool. We will discuss the results of the first round of the DELPHI taking into account the current state of research and our own expertise. Join us and become part of this exciting process!

## **WORKSHOP 3:**

### **Rapid roll-out of a vaccination programme by community pharmacy during a pandemic: an implementation science case study**

Facilitators: Dr Joanna Moullin + Prof Tim Chen + Ema Paulino

Implementation science is a research discipline which investigates the influences and processes required to introduce and integrate new innovations into practice. This workshop will use the principles of implementation science to inform a model for the rapid roll-out of a (scalable) community pharmacy vaccination programme, a potential solution for when a COVID-19 vaccine(s) becomes available. It will build on the expanding scope of practice for pharmacists in providing vaccination services. Barriers and facilitators to service implementation from different stakeholder perspectives will be considered at macro, meso and micro levels. This workshop will draw on the collective experience of participants to develop the model. The workshop will involve a combination of brainstorming activities, short formal presentations, focussed team-based activities and discussion, amongst other techniques.

A consensus method such as nominal group technique will be used to synthesise discussion and findings. Participants will have access to a shared toolbox of selected online resources. There is a plan to write a scientific manuscript based on the findings of this workshop.

Learning objectives:

At the conclusion of this workshop participants will:

- Understand and describe implementation science principles
- Understand barriers and facilitators to the implementation of a vaccination service in community pharmacy practice, from different stakeholder perspectives and at different levels
- Gain experience in the use of a consensus methodology

## WORKSHOP 4:

### How to upgrade quality of my pharmaceutical care research design

Facilitators: Prof Mitja Kos + Dr Nejc Horwart

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:

### E-health and artificial intelligence – the future of pharmacies

Facilitators: Jamie Wilkinson + Dr Jacqueline Hugtenburg

Digital health, which includes digital care programs, is the convergence of digital technologies with health, healthcare, healthy lifestyles, and broader society. With the rise of digital health technologies comes opportunities to enhance the efficiency of healthcare delivery by making medicine more personalized and precise.

Activities:

Various working methods will be applied during the workshops, including presentations, discussing evidence from literature, exchanges in small groups and the plenary, and preparatory reading work prior to the workshop. After an introduction, the workshop participants will identify the main topics for the workshop sessions. Participants will exchange opinions and discuss views from the literature and recent developments in practice on the clinical applicability and feasibility of emerging digital health technologies. All insights will be summarized, and participants will report on

the urgency, barriers, facilitators, preconditions, and recommendations for implementation of digital health in daily pharmacy practice.

Aims and learning objectives:

- Get acquainted with definitions and forms of digital health and its (current and potential) use in pharmaceutical care.
- Discuss impact on patients, healthcare providers and society.
- Discuss issues related to privacy regarding digital health.
- Discuss the barriers and success factors, including the effects of COVID-19, and preconditions for implementation of digital health in pharmaceutical care.
- Update the guideline/policy document to guide PCNE in digital health in the pharmacy.

## ABSTRACTS

**Abstract submission:** closed.

Accepted abstracts related to one of the Conference themes or other Pharmaceutical Care related topics will be presented as a short oral communication or poster. Poster sessions will be organised online through a dedicated platform enabling to present (author) and question (participant) simultaneously. The award for the best oral communication is sponsored by **Förderinitiative Pharmazeutische Betreuung**. The poster award is sponsored by **KNMP, Royal Dutch Pharmacists Association for the Advancement of Pharmacy**. Awards for the best oral communication and poster will be announced during the closing session of the Working Conference.

## REGISTRATION

Online registration starts on 1st November 2020 and ends **31th January 2021**.

All fees are early birds.



Online full conference	250 €
Online plenaries, poster and oral sessions (no Workshop)	125 €
Social event (Friday 5 February)	free

### PCNE members program

PCNE members have access to the General Assembly on Thursday evening 17.30h and the Soapbox session on Friday 13.30h.

### SOCIAL EVENT

You will experience the escape room from your home and have to complete the mission with your partners within 60 minutes. Prepare for brain exercise! Registration is mandatory, correspondence will occur through emails.

### LOCAL INFORMATION

The symposium will be held online through Zoom interface. A dedicated interface will be used for the poster sessions. Links will be sent personally to registered participants.

### CONTACT

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

### SCIENTIFIC / ORGANISING COMMITTEE

Ema Paulino, Portugal (Chairperson)

Isabelle Arnet, Switzerland (Secretary)

Martina Teichert, The Netherlands (former Chairperson)

Jacqueline Hugtenburg, The Netherlands (former Secretary)

Susanne Kaae, Denmark

Bjarke Abrahamsen, Denmark

Marina Odalovic, Serbia

Timothy Chen, Australia

Christiane Eickhoff, Germany

Jean-Pierre Rothen, Switzerland

Kurt Hersberger, Switzerland (professional Secretary)

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