



PHARMACEUTICAL CARE NETWORK EUROPE

Working Conference 2013 – Abstract

Collaborative pharmaceutical care in research and practice

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The above mentioned participant in the PCNE WC 2013 wishes to submit following abstract for a poster or oral communication. If accepted and presented, the abstract will be published in the International Journal of Clinical Pharmacy. Please make sure the abstract is no longer than 350 words, excl. author-details.

Title Defining Professional Pharmacy Services - the Role of Community Pharmacy
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Type of abstract <input type="checkbox"/> Research <input type="checkbox"/> Practice development <input checked="" type="checkbox"/> Practice implementation

Aim of project/study

To define a professional pharmacy service within the context of the community pharmacy model of service provision. The definition will facilitate the identification of professional pharmacy services, along with their indicators, to assist the evaluation of service implementation.

Method

There is no universally accepted definition in the pharmacy practice literature that encompasses the entire scope of activities, services, and programs provided by community pharmacy.

A preliminary literature review was conducted using online databases (PubMed, MEDLINE, with no date limits), texts and conference proceedings, along with bibliographic searching, to identify the scope of current pharmacy service definitions. The examination revealed multiple terms and definitions used to describe aspects of pharmacy practice and service provision, yet none included the full range of services delivered by community pharmacy.

A definition is proposed based on Donabedian's theoretical framework.¹ Three core components, organisational structure, process indicators and outcome measures, offer a suitable configuration to evaluate service implementation and provision.

Result(s)

The initial search revealed at least 15 definitions and 13 terms emanating from 10 different first named authors and 6 organisations, in Australia, Canada, various European countries and USA. In an attempt to convert the concept of Pharmaceutical care to practice a heterogeneous mix of ideas, terms, services and classification schemes, without apparent conceptual bases, have been created. Definitions revolve around pharmacists or particular services, with a focus on drug safety, efficacy and health outcomes.

The definition proposed is: "*professional pharmacy service* is an action or set of actions undertaken in or organised by a community pharmacy, delivered by a pharmacist or other health practitioner, who applies their specialised health knowledge personally or via an intermediary, with a patient/client, population or other health professional, to optimise the process of patient care, with the aim to improve health outcomes and the value of healthcare."

The definition offers the pharmacy as the organisational structure, the process of patient care as process indicators, and health outcomes and the value of healthcare as outcome measures. Professional service is the action arising from the application of the specialised knowledge of a pharmacist or other healthcare practitioner.

1. Donabedian, A. 2005, 'Evaluating the quality of medical care. 1966', *The Milbank Quarterly*, vol. 83, no. 4, pp. 691-729.