



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 Quality Improvement through Self-Evaluation: an online application for Belgian community pharmacies
Author(s) Kurt Wauters, Isabelle De Wulf, Jan Saevels
Type of abstract <input type="checkbox"/> Research <input checked="" type="checkbox"/> Practice development <input type="checkbox"/> Practice implementation
Aim of project/study <u>Background:</u> As of January 1, 2012, Belgian community pharmacies are required by law to have a Quality Manual. With this Quality Manual comes also the obligation to perform self-evaluations of their Quality Management System. These evaluations are performed in order to check compliance with the different aspects of Good Pharmacy Practices (GPP) and should lead to quality improvement of pharmacy care. To assist them in setting up (and maintaining) their Quality Manual, the Association of the Pharmacists of Belgium (APB) has developed in 2010 an online application MyQualityAssistant (www.MyQA.be). Since September 2012 this application has been extended with a module to perform self-evaluations.
Method The self-evaluation module consists of questionnaires on different activities in the community pharmacy. Each containing about 20 questions, regarding legally as well as non-legally compulsory issues. They can be filled in online, through secure access. After completing a questionnaire, a report is generated immediately and 3 scores (in%) are given: a score for the legally compulsory items, a score for the non-legally compulsory items and a total score. In a second part of the report, the questions for which there was no compliance with GPP, are listed. An explanation why there is no compliance with a reference to the relevant legislation is also given for each question. On September 17 th , 5 questionnaires were put online on the following activities: Logistics (1), Compounding (3) and Equipment (1).

Result(s)

By the end of November 2012, already 1.029 completed questionnaires were registered and 8,4% of the 3.500 MyQA using pharmacies already completed at least one questionnaire. The average score per pharmacy is rather high, especially what concerns the legally compulsory issues. These first results confirm that the community pharmacist in his daily activities actually takes the necessary steps to deliver quality work, though here and there also remain some points to improve.

+++ NB: PhD students still pay the early bird fee for their abstract if their abstract is accepted ++++