

Workshop 3: **Pharmaceutical care service implementation: strategies and indicators.** (Facilitators: Charlotte Rossing, Denmark and Alison Roberts, Australia)

The target group for the workshop will be people who are studying or implementing pharmaceutical care services.

Aim:

- To explore the various strategies used for implementing pharmaceutical care services, gaining an understanding of those that increase the chances of sustainable change
- To design indicators that can be applied in practice and used in research, to measure the successful implementation of pharmaceutical care services and collaborative practice.

Workshop activities:

Participants in this workshop will:

- Receive an overview of the research and theories relating to implementation of pharmaceutical care services, including emerging research on indicators of implementation.
- Discuss and share experiences (good and bad) about implementation of professional services, including the evaluation measures currently being applied in practice and research.
- Agree on a format and priorities for an implementation strategy for pharmaceutical care services that are relevant for research and practice.
- Identify relevant indicators of service implementation.

The overall goal of the workshop is for participants to propose an agreed set of indicators that can be adopted by researchers for validation in practice.