



Pharmae**x**pert

SMART PHARMACY PROGRAM

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Pharmae**x**pert



- Community pharmacist
- Education and competency development in Eastern Europe
- Independent consultant
- Lectures and workshops in CPD programs for pharmacists, implementing new services
- Lecturer in *Social Pharmacy and Pharmaceutical Care*
- Global Competency Framework
- FIP/UNESCO/WHO Education Development Team
- Co-Author of the new version of FIP Global Framework for Quality Assurance of Pharmacy Education
- Member of the International Services Program Advisory Group of the ACPE, USA
- Co-Chair of the FIP Programme Committee
- Expert Member of the FIP Board of Pharmaceutical Practice (BPP)
- Member of PCNE (Pharmaceutical Care Network of Europe).
- WHO international consultant for Patient care



Michael J. Rouse



Mike Rouse B. Pharm (Hons); MPS; FFIP

Assistant Executive Director, Professional Affairs and Director, International Services
Accreditation Council for Pharmacy Education (ACPE), Chicago, USA

- Hospital and community pharmacist
- Assistant Executive Director, Professional Affairs, and Director, International Services ACPE
- Professional affairs, strategic initiatives and projects, and international services and collaboration.
- Development of ACPE's PharmD Degree Standards 2007
- Global leader in initiatives to introduce a CPD approach to self-directed lifelong learning.
- Papers published on CPD, global trends and initiatives in pharmacy education, post-licensure credentialing of pharmacists, and education and training of pharmacy technicians.
- Quality Assurance Domain Lead in FIP Education (FIPeD)
- Author of the Global Framework for Quality Assurance of Pharmacy Education, which was adopted by FIP in 2008 and updated in 2014.
- FIP Board of Directors ("Bureau"), Foundation for Education and Research, BPP and several other FIP committees.
- Consultant, trainer and invited speaker in more than 60 countries.

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Why a SMART Pharmacy Program?

- National needs (patients and profession perspectives)
- Changing practice and economic realities; concerns for the future
- Lack of motivation and self-image of pharmacist
- Previous professional initiatives have not had the desired effect; why should SMART be any different?
- Healthcare system effectiveness
- Practice is changing in the pharmacy world – education must change too!



Committed to Quality – Committed to Change



- Quality assurance of education leads to quality of services
- The new innovative educational model offers structured, comprehensive and competency-based education for pharmacists
- To assure the quality, global educational tools and best practices are used, respecting the national context

The SMART Pharmacy Program

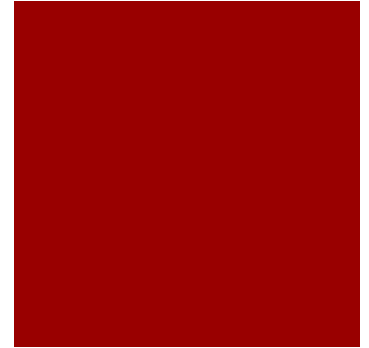


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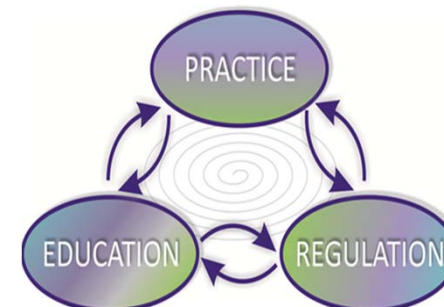
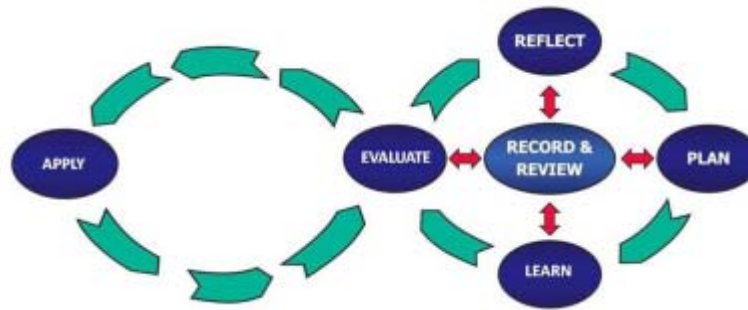
- SMART Pharmacy Program is designed to be a sustainable, evidence-based educational initiative with all elements of the Continuing Professional Development (CPD) Cycle, including application and impact on everyday pharmacy practice
 - When managed with strong leadership and motivation, it has been shown that the SMART Program shows results on the individual pharmacist, organizational, national and patient levels
-
- ✓ Education and application process address all components of competency: **knowledge, skills, attitudes and values**
 - ✓ Quality of education is assured by appropriate **structure, process and outcomes** of learning, all designed in national **context** and with strong **impact** on the personal motivation of pharmacists and patient care

SMART Pharmacy around the World

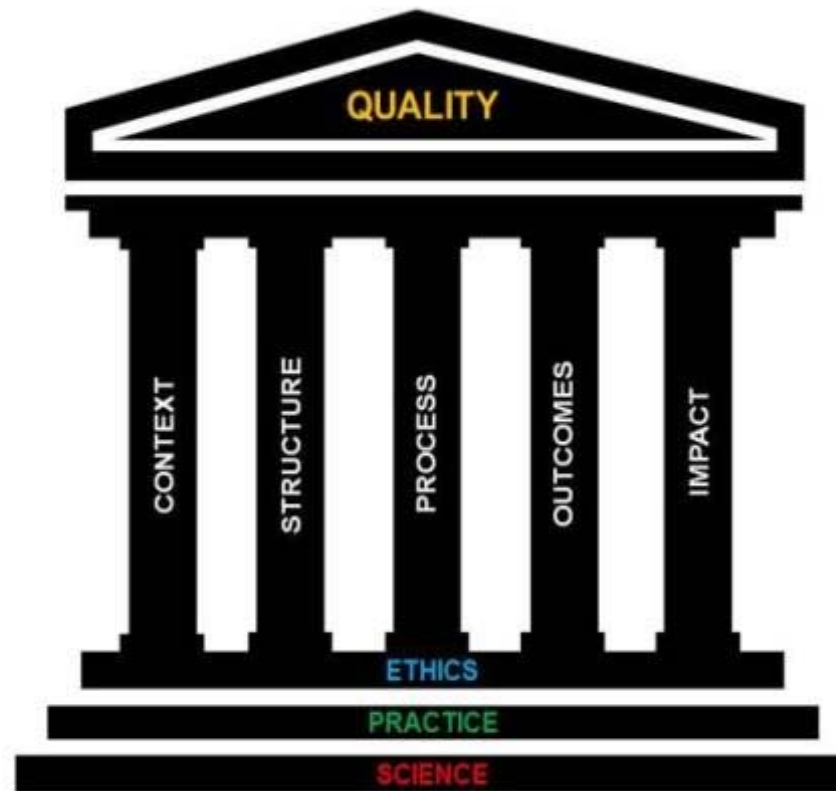




Principles and Concepts

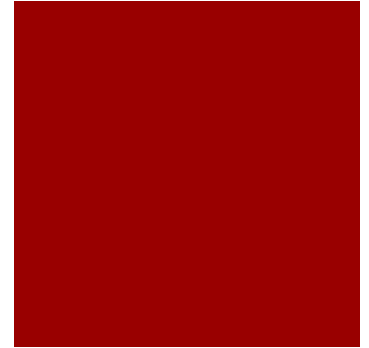


Pillars and Foundations of Educational Quality



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For the SMART Pharmacy ...



Competency – individual level

- Increase the evaluation score – National Competency Framework, CPD portfolio

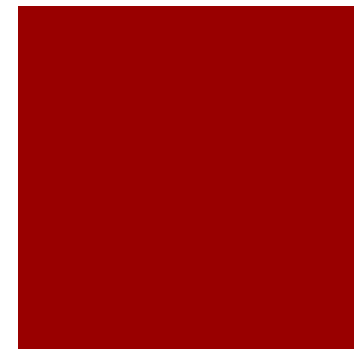
Quality Indicators - organizational level

- Increase the score in all clusters (CPD, Follow up, New services, interprofessional collaboration....)

SMART face of pharmacy - national level

- New visual identity, new services, new approach, self-image, attitudes, motivation

For the patient ... (Asthma)



Asthma control test

- Better asthma control after the service
-

Peak flow meter values

- Higher values as a result of better asthma control
-

Inhalation technique

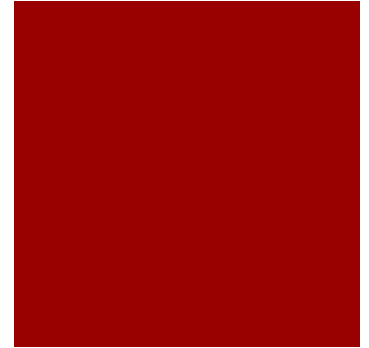
- Fewer mistakes, better medicine administration, fewer adverse drug reaction
-

Turkish patients' lives dramatically improved as a result of pharmacists' care



Actual patients ... actual pharmacists (May – October, 2015; Turkey)

For national organizations



New educational model

- Better attendance, more engaged learners, alignment with global standards (based on Pillars and Foundations of Quality)
-

Stronger association

- Active members, new projects, strengthened leadership, research, publications, presentations
-

Political advocacy and impact

- Social security administration, stakeholder collaboration, more visibility in health system
-



Innovation Workshop

Participants: 40 leaders - START group

- **Objectives of the workshop:**
 - Discuss and allow all stakeholders involvement
 - Start the change management process
 - Work on SWOT analysis to define the national context
 - Explain CPD Principles and Concepts
 - Understand Pillars and Foundations of Educational Quality
 - Introduce Competency Framework (to assess the pharmacists)
 - Discuss Indicators of Quality of Services (to assess the pharmacy)
 - Develop the SMART Plan – Define the national pilot project and identifying possible participants
 - Initiate Commitment to Change

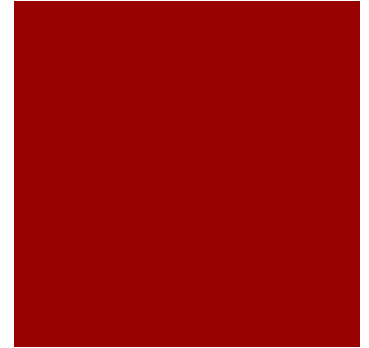


Format: lectures, workshops, open space training, small group discussions, round table discussions

Expert Team (International + local)

4 – 6 months work

SMART PLAN – designing the model
Define change management
Technical and marketing support



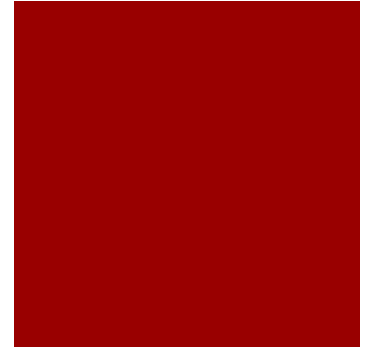
■ Possible goals to be achieved in this period:

- Continue the change management process
- Validate National Competency Framework
- Design Indicators of Quality of Services Catalogue
- Prepare technical support to the pilot project
- Prepare PR and marketing plan
- Select participants for pilot project
- Complete the materials and equipment for the pilot project
- Explore and discuss the legal and regulatory implications
- Predict the challenges and threats
- Motivate and engage partners in the project



- **Format: teleconferences, share point, on-line documentation development, design, enrollment, analysis, expert panels, working and advisory groups (e.g. legal)**

Train the Trainers – Starting pilot project



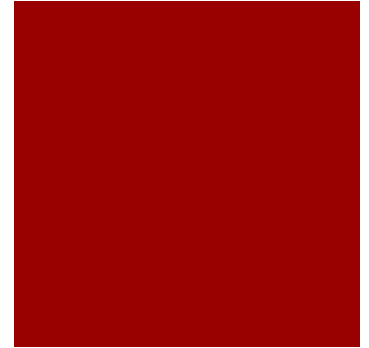
- Example of possible content of the training –
- Dependent on outcomes of Innovation Workshop

Day 1 - CPD: WHAT – SO WHAT – WHAT NOW?

- CPD – Concepts, Components and Commitment
- Pillars and foundations of quality of pharmacy education
- Commitment to change
- New Model of Pharmacy Education
- Enrollment, Objectives, Process, Leadership, Implementation, Timeline



Train the Trainers – Starting pilot project



- Day 2 - PHARMACY COMPETENCIES AND NEW SMART SERVICES
- National Competency Framework
- Indicators of Quality – National Catalogue
- New services in pharmacies
- SMART Project - Following the New Model of Pharmacy Education
- (Education, Certification, Added value, PR and Marketing activities, Promotions)

Train-the-Trainer Schedule:

Day 1 *(example from Turkey)*

10:00 – 10:30	Welcome and Introductions
10:30 – 11:00	Presentation of SMART Pilot Project
11:00 – 12:00	Introduction to CPD, Needs-Based Education, Pillars & Foundations of Quality
12:00 - 12:30	Introduction to New Educational Model - Asthma Example
12:30 – 12:45	Break
12:45 – 13:30	Introducing CPD Portfolio for SMART Pharmacies
13:30 – 14:00	Introducing the Process of Documentation - Asthma Example
14:00 – 15:00	Lunch
15:00 – 15:30	The New Face of SMART Pharmacy
15:30 – 16:00	Change and Time Management in Pharmacy - SMART priorities
16:00 – 16:15	Break
16:15 – 16:45	Learning Styles – Self-Assessment
16:45 – 17:15	Questions and Answers + Wrap Up
17:15 – 17:30	Break
	Parallel Sessions:
17:30 – 18:30	Asthma Course Details for Educators
17:30 – 18:30	Learning Styles for SMART Participants

Train-the-Trainer Schedule:

Day 2 *(example from Turkey)*



9:00 – 9:30	Recap: What Did We Learn from Day 1?
9:30 – 10:00	Indicators of Quality of Services; Checklist for SMART Pharmacy
10:00 – 11:00	Workshop: self assessment of Quality Indicators
11:00 – 11:30	Break
11:30 – 12:00	Pilot Data Collection and Evaluation: Instructions for the Pilot Coordinators
12:00 – 12:30	Introducing National Competency Framework
12:30 – 13:00	Competency Assessment and Plans for the Future
13:00 – 14:00	Lunch
14:00 – 14:30	New Educational Model and Plans for the Future
14:30 - 15:00	Announcing the dates for Assessors + NEMT Training and Follow-Up Workshop Questions and Answers
15:00 – 15:30	Wrap Up & Commitment to Change
15:30 – 16:00	Presentation of Certificates to Trainers

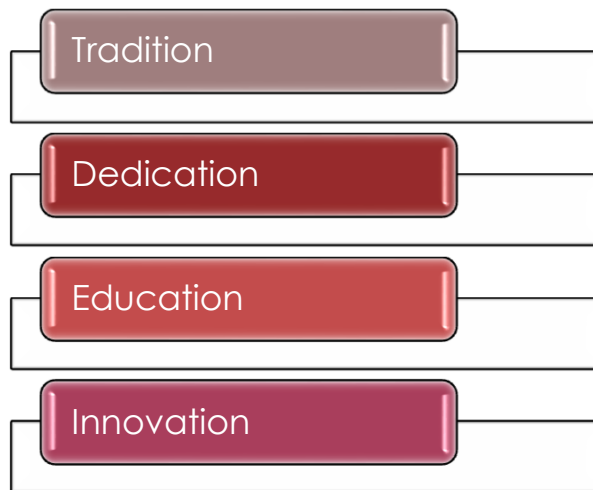
SMART Pilot Project – Translation to the National Level

Example dates from Turkey:

- First results – January 2016
- Evaluation and follow up workshop – March 2016
- National level implementation plan – April, May 2016
- Train the trainers – June 2016
- National implementation and launch – September 2016



National visibility



SMART Pharmacists offer a pharmacy service evidence based model – document!

+SMART PHARMACY Asthma and COPD Patient Therapy



TÜRK ECZACILARI BİRLİĞİ

YENİ ECZACI EĞİTİM MODELİ
SÜREKLİ MESLEKİ GELİŞİM PORTFOLYOSU

ECZANELERİMİZ FİKİRLERİMİZ
MESLEKİ EĞİTİMLERİMİZ
ARAÇLARIMIZ STRATEJİ PLANLARIMIZ
PROJELERİMİZ

YÖNÜMÜZ MESLEKİ BAĞLILIK VE SAVGINLIK
HASTA SAĞLIĞI, MESLEKİ DUYUM VE İLERLEME
VİZYON VE HEDEFLERİMİZ KAMU YARARI



ÖRGÜTLÜLÜĞÜMÜZ GÜCÜMÜZ
BİLİMSEL LİGİMİZ SOSYAL KAPSAYICILIĞIMIZ
ETİK DEĞERLERİMİZ YETKİNLİLİĞİMİZ
YAYGINLIĞIMIZ

Dayı Symptoms:

- Apnea: yes ☐ no ☐
- Wheezing: yes ☐ no ☐
- Cough: yes ☐ no ☐

BÖLÜM C

Yetkinliğin/Yetkinliğin Özdeğerlendirmesi
(Öğrenme İhtiyaçlarını ve amaçları belirlemek için, pilot öncesi)

1. FARMASÖTİK HALK SAĞLIĞI YETKİNLİKLERİ	DEĞERLENDİRME			
1.1. Sağlık İhtiyaçlarının ve Geliştirilmesi	Hiz Zaman	Genelile	Nadiren	Hiç Zaman
<p>1.1.1. Hasta ve Eczaneden Hizmet Alanların Temel Sağlık İhtiyaçlarını Değerlendirme</p> <p>Etki açıklama:</p> <ul style="list-style-type: none"> Hasta ve eczaneden hizmet alanların kültürel, beceriksel ve ekonomik koşullarını göz önünde bulundurarak onların temel sağlık ihtiyaçlarını tespit eder. Konuşması azıcık engellenen, çengemünde çengemsel olmayan hastaların hastalarını eczaneden hizmet alanların bazı hastaların geliştirme ihtiyaçlarını belirlemesi yönünde destek verir ve gerekli durumlarda hekime yönlendirir. Sağlık ihtiyaçları doğrultusunda tavsiyelerde bulunur. Hastalar için en uygun ilaçları hastaların hastalarında farmakolojik etki ve beklentilere dayanarak yararlanılabilir durumda hastalara yardım eder. 	4	3	2	1
<p>1.1.2. Sağlık Ötmesi, Hastaların Önermesi ile Kontrolünü ve Sağlık Bir Yapan Tarzını Teyak Edecek Tarzlarında Bulunma</p> <p>Etki açıklama:</p> <ul style="list-style-type: none"> Hastalara ve kamuoyuna, sağlık bilimi, hastalıkların önlenmesi ile kontrol ve sağlık yaşam tarzı hakkında bilgi sağlar, önlemleri sunar, etkili bir rol üstlenir. Sağlık geliştirilmesi ve geliştirilmesine olan katkıdayı bilgi kayımlarını tespit eder ve kullanır. 	4	3	2	1
NOTLAR:				

Name:

Today's Date:

Kalite göstergeleri SMART Türkiye Eczanesi	Gelişime ihtiyaç yok	Minimal ölçüde gelişime ihtiyaç var	Önemli ölçüde gelişime ihtiyaç var
SÜREKLİ MESLEKİ GELİŞİM (CPD)			
SMART eğitim aktivitelerinin katılıyor musunuz?	5	2	0
Diğer formasyonel faaliyetlerin katılıyor musunuz?	4	2	0
Eczane alanında farmasötik bilim veya klinik ilaçla ilgili seminerler katılıyor musunuz?	3	1	0
Sürekli Mesleki Gelişim (CPD) Portföy tutuyor musunuz?	3	1	0
CPD İÇİN TOPLAM PUAN (max 15)			
İLAÇ TEDAVİSİ YÖNETİMİ (AKILCI FARMADİTERAPİ)			
Hastaları ilaç tedavisi konusunda eğitiyor musunuz?	5	2	0
İlaçla ilgili soruları değerlendirip ve tavsiye ediyor musunuz?	5	2	0
Tedavi yönetiminde öncelikleri belirleyebiliyor musunuz?	5	2	0
Hastalar için, hastaya uygun terapötik plan oluşturuyor musunuz?	5	2	0
Az önce ilaç etkileşimlerini biliyor muyuz?	5	2	0
İlaç ilaç, ilaç etkileşimi, ilaç etkileşimleri hakkında bilgilendirme yapıyor ve onaylıyor musunuz?	5	2	0

Question: How many Turkish people with asthma don't know how to correctly use an inhaler?



Answer: 90 – 95%

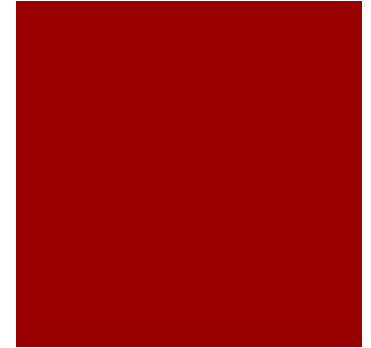
Source: Based on pharmacists' experience in the SMART Pharmacy Project 8-Chamber Pilot; May to October 2015

Advocacy



- ✓ The average improvement in 80 patients of the Asthma Control Test Score compared with the first visit was **76%**
- ✓ The average improvement in 80 patient of the PEAK flow value compared with the first visit was **40%**
- ✓ **30%** decrease occurred in the *Salbutamol* usage of the patients.

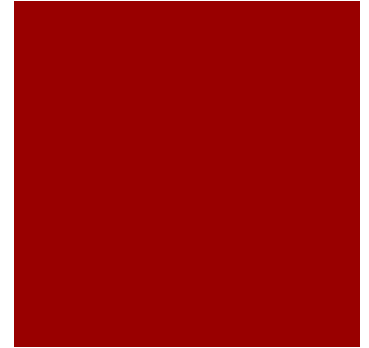
Introduction to Certification in Pharmacy Practice



- Main elements
 - Identification of required competencies
 - Pre-reading and pre-work in hours
 - Reflection and self-assessment (portfolio)
 - Assessment of knowledge at beginning of the course (module)
 - Competency and practice-based modules
 - Assessment of skills and attitudes at the end of the module
 - Assignments – application in practice (minimum 10 cases in 3 - 6 months)
 - Evaluation and certification – requirements
 - Time limitations
 - Re-certification



What has the SMART Program model been successful?



- Committed to **quality** and committed to **change**
- Brings all key stakeholders together
- “Innovation Workshop” – SWOT Analysis, setting priorities, developing/adapting/adopting national frameworks and resources
- Strategic change management
- Uses Needs-Based Model

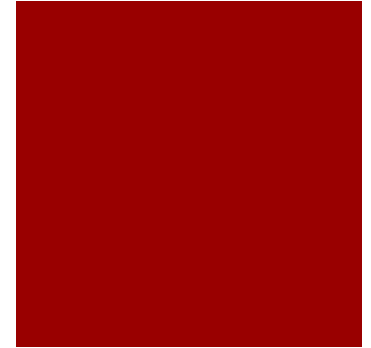


Why has the SMART Program model been successful?



- Addresses national context
- Uses globally adopted tools, frameworks and models
- Local leadership and expertise, supported by external advisors/experts
- Practical, relevant, and simple
- Motivates and empowers participants to change

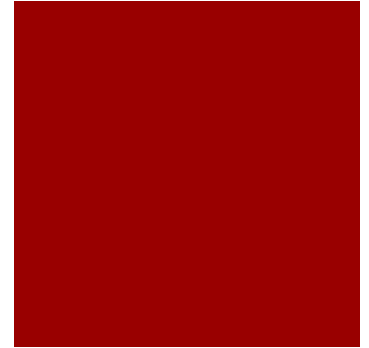
What Gets Measured Gets Done



- [Self] Assessment of competence/performance
 - [Self] Assessment of quality of services
 - Measurable patient interventions and outcomes/impact
- Set personal and/or organizational goals and targets
 - Measure progress
 - Celebrate success (motivation)



Don't forget!





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THE SMART PHARMACY EXPERIENCE INTERNATIONALLY

Mike Rouse & Arijana Meštrović

