

Pharmaceutical Care Network Europe (PCNE)

13th Working Conference 2023

Hillerød (Denmark), 8-11 February 2023

Implementation of pharmaceutical care in South-Eastern Europe Health Network (SEEHN) member states: survey results

Dr Silvia Ravera

Scientific Programme Manager

European Directorate for the Quality of Medicines and HealthCare (EDQM)

Council of Europe



Background and Methods

EDQM: Directorate of the Council of Europe in charge of contributing to public health and access to good quality medicines and healthcare in Europe

SEEHN: regional intergovernmental organization founded in 2001 which aims to improve health of member states' populations through better cooperation, integration, capacity building and coordination in public health at regional level

Aim of EDQM-SEEHN joint initiative: map the implementation of pharmaceutical care and related services in the 8 SEEHN member states belonging to the Council of Europe** to promote Council of Europe Resolution CM/Res(2020)3 on the implementation of pharmaceutical care for the benefit of patients and health services

Survey questionnaire developed by EDQM Secretariat and distributed using a web-based application to SEEHN National Focal Points

Survey launched in 2022 and responses collected over a 12-week period

**Albania, Bosnia and Herzegovina, Bulgaria, Moldova, Montenegro, North Macedonia, Romania and Serbia



Results (1)

Response rate: answers received from 7 countries: 2 federal entities of Bosnia and Herzegovina (i.e. Federation of Bosnia and Herzegovina and Republic of Srpska), Bulgaria, Moldova, Montenegro, North Macedonia, Romania and Serbia (response rate = 87.5%)

General questions and Characteristics of health system

50% of respondents (N=4) are familiar with Council of Europe Resolution CM/Res(2020)3

Concept of pharmaceutical care as described in above resolution known in 5 countries/entities (62.5%)

Education in pharmaceutical care fully included in pharmacy curriculum and continuing professional development in only 1 country (12.5%) and partially included in 4 countries/entities (50%)

Partial access to electronic health records in hospital pharmacies (37.5%) and community pharmacies (12.5%)

Electronic health information exchanges and interprofessional cooperation more often in place in hospital settings (5 countries/entities) than community care settings (2 countries/entities)



Results (2)

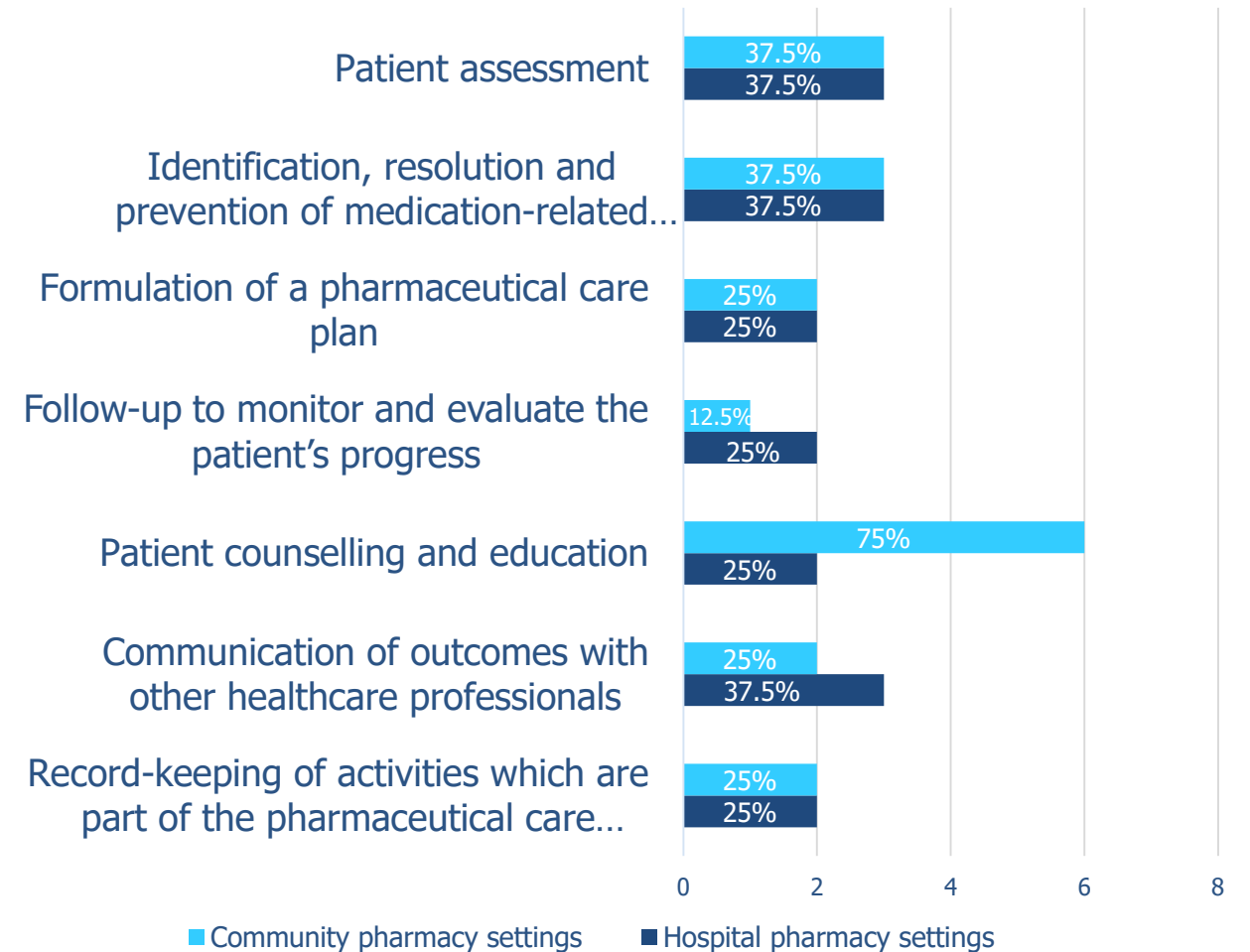
Pharmaceutical care process

Pharmaceutical care process not fully implemented in any of SEEHN member states

Patient assessment, identification, resolution and prevention of medication-related problems, and communication of outcomes most frequently implemented steps in hospital pharmacy settings

Patient counselling and education most frequently implemented step in community pharmacy settings

None of the activities belonging to the pharmaceutical care process are remunerated in hospital pharmacy settings and only one country remunerates 3 of these activities in community pharmacy settings



Results (3)

Pharmaceutical care services and barriers to implementation of pharmaceutical care

Hospital pharmacies: most of services listed in questionnaire (e.g. medication reconciliation, medication review) available in less than 50% of SEEHN member states

Community pharmacies: one third of pharmaceutical care services (e.g. medication review, counselling and management of chronic conditions, medicine information service) implemented in majority (62.5%) of SEEHN member states

Reimbursement of pharmaceutical care services lacking in all countries

Great heterogeneity observed in implementation of pharmaceutical care services across SEEHN member states

Major barriers to implementation of pharmaceutical care: absence of regulations or healthcare policies, lack of data on proven benefits of pharmaceutical care, lack of computerised systems and/or IT tools, and lack of access to patient medical records



Conclusions



Long and complex survey but very good response rate

Implementation of the pharmaceutical care process is still limited in SEEHN member states

Pharmaceutical care services are not widely available nor reimbursed in SEEHN member states

The following steps could be taken to enhance the implementation of pharmaceutical care into national legislation and daily practice:

- Dissemination of EDQM-SEEHN survey results among stakeholders to inform them and raise awareness

- Wider dissemination of Resolution CM/Res(2020)3 and promotion of pharmaceutical care concept, e.g. through targeted training events or meetings with policy makers and healthcare professionals

- To remove some barriers identified by respondents, e.g. evidence sharing on added value of pharmaceutical care

- To repeat the survey in the future to measure progress or assess effectiveness of targeted interventions (e.g. training events and campaigns to promote Resolution CM/Res(2020)3 and pharmaceutical care implementation)

Thank you for your attention



Stay connected with the EDQM

EDQM Newsletter: <https://go.edqm.eu/Newsletter>

LinkedIn: <https://www.linkedin.com/company/edqm/>

Twitter: [@edqm_news](https://twitter.com/edqm_news)

Facebook: [@EDQMCouncilofEurope](https://www.facebook.com/EDQMCouncilofEurope)

Committee of Experts CD-P-PH/PC: <https://go.edqm.eu/PC>

Questions and comments: PC@edqm.eu