

Quality indicators in community pharmacy practice

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Introduction/Background: The Donabedian Model is a conceptual model that provides a framework for examining health services and evaluating quality of care, according to which information about quality can be drawn from three categories: “structure,” “process,” and “outcomes”. To assess, compare and improve quality, items designated “quality indicators” are defined and applied. They have to date however been developed only to a limited extent for community pharmacy practice. In Europe, the Netherlands and Denmark have the longest experience in pharmacy quality indicators and Estonia and Sweden have recently followed.

Aim: To give an insight into the development, characteristics and use of quality indicators in community pharmacy practice in selected countries.

Topics to be addressed: This interactive workshop will present and discuss how quality indicators for use in community pharmacy practice to the benefit of patients may be developed, classified, validated, operationalized and measured. Furthermore, discuss how they may serve as a means to improve quality and patient safety and steer community pharmacy towards increased professionalism.

Learning outcomes:

After the workshop, the participants should be able to:

- give examples of quality indicators,
- describe how quality indicators may be developed, classified and validated,
- present how quality indicators may be operationalized and measured,
- discuss how quality indicators may be able to improve patient safety.

Reading suggestions

1. Donabedian, A. The quality of care. How can it be assessed? *Arch Pathol Lab Med* 1997; 121(11):1145-50.
2. Campbell, S.M., et al. Research methods used in developing and applying quality indicators in primary care. *Qual Saf Health Care* 2002; 11(4):358-64.
3. Nau, D.P. Measuring pharmacy quality. *J Am Pharm Assoc (2003)* 2009; 49(2):154-63.
4. De Bie, J., et al. The development of quality indicators for community pharmacy care. *BMJ Qual Saf* 2011; 20(8):666-71.