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Work Package 3:	PREPARATION
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Lead Organization:	Trinity College Dublin
Participating Organization:	All consortium members
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Task	1.2 Design of the relevant survey questionnaires		

Revision History				
Version	Date	Author(s)	Organization(s)	Brief description of change
v.00	28.11.2021.	TG members	TCD	Preparation of the document

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1. INTRODUCTION AND MAIN ACTIVITIES

The deliverable “Design of the relevant survey questionnaires” reports the results of the activities carried out in:

Task 1.2 Design of the relevant survey questionnaires

The main aim of this task was to design and conduct an anonymous online survey in order to explore the expected competencies of recently graduated pharmacists in Bosnia and Herzegovina. This study was been led by Drs Martin Henman and Cathal Cadogan in the School of Pharmacy, Trinity College Dublin with the participation of all TG 1.2 members.

The main question TG wishes to address in the online questionnaire concerns the competencies required by a recently graduated pharmacist in:

Pharmaceutical Public Health

Pharmaceutical Care

Organization and Management

Personal and Professional

For the design of the questionnaire, the TG used the FIP Global Competency Framework v2 2020. The final questionnaire is presented below.

Table 1 IQ Pharm 2021Pharmacist Survey

Demography questions.

Sex: F M Prefer not to say

Country of practice:

Job title:

Type of practice Community Hospital Industry Academic Other

Years since qualification as a pharmacist ≤2 3-5 6-9 10-19 ≥20

Domain				
1. Pharmaceutical Public Health				
Competencies	Behaviours	Not relevant	Low relevance	Relevant
1.1 Emergency response				
	1.1.1 Participate in the response to public health emergencies			
	1.1.2 Assist the multidisciplinary healthcare teams in emergency situations			
1.2 Health promotion				
	1.2.1 Assess the patient's/population's primary healthcare needs (taking into account the cultural and social setting of the patient/populations)			
	1.2.2 Advise and provide services related to health promotion; disease prevention and control (e.g. vaccination); and healthy lifestyle			

Domain				
	1.2.3 Identify and support national and local health priorities and initiatives			
1.3 Medicines information and advice				
	1.3.1 Counsel the patient/population on the safe and rational use of medicines and devices (including the selection, use, contraindications, storage, and side effects of non-prescription and prescription medicines)			
	1.3.2 Identify sources, retrieve, evaluate, organise, assess and provide relevant and appropriate medicines information according to the needs of patients and clients			
	1.3.3 Support the patient's use of health information technologies and digital communication (including IT driven health solutions)			
2. Pharmaceutical Care				
Competencies	Behaviours	Not relevant	Low relevance	Relevant
2.1 Assessment of medicines				
	2.1.1 Gather, analyse, research, and interpret information about the patient and patient's medicines-related needs (e.g. indication, effectiveness, safety and adherence)			
	2.1.2. Retrieve relevant patient information (including drug history, or immunisation status for example) and record of allergies to medicines and Adverse Drug Reactions (ADR) in medication record			
	2.1.3 Identify, prioritise, resolve and follow up on medicine-medicine interactions; medicine-disease interactions; medicine-patient interactions; medicines-food interactions			
	2.1.4 Appropriately select medicines (e.g. according to the patient, hospital, government policy, etc)			
2.2 Compounding medicines				
	2.2.1 Prepare pharmaceutical medicines (e.g. extemporaneous, cytotoxic medicines), determine the requirements for preparation (calculations, appropriate formulation, procedures, raw materials, equipment etc.)			
	2.2.2 Compound under the good manufacturing practice for pharmaceutical (GMP) medicines			
2.3 Dispensing				
	2.3.1 Accurately dispense medicines for prescribed and/or minor ailments, including an embedded checking process			
	2.3.2 Accurately report defective or substandard medicines to the appropriate authorities			
	2.3.3 Appropriately validate prescriptions, ensuring that prescriptions are correctly interpreted and legal			
	2.3.4 Dispense devices (e.g. Inhaler or a blood glucose meter)			
	2.3.5 Document and act upon dispensing errors			
	2.3.6 Implement and maintain a dispensing error reporting system and a 'near misses' reporting system			
	2.3.7 Label the medicines (with the required and appropriate information)			
	2.3.8 Learn from and act upon previous 'near misses' and 'dispensing errors'			
2.4 Medicines				
	2.4.1 Advise patients on proper storage conditions of the medicines and ensure that medicines are stored appropriately (e.g. humidity, temperature, expiry date, etc.)			
	2.4.2 Appropriately select medicines formulation and concentration for minor ailments (e.g. diarrhoea, constipation, cough, hay fever, insect bites, etc.)			
	2.4.3 Ensure appropriate medicines, route, time, dose, documentation, action, form and response for individual patients			
	2.4.4 Package medicines to optimise safety (ensuring appropriate re-packaging and labelling of the medicines)			
2.5 Monitor medicines therapy				

Domain				
	2.5.1 Apply guidelines, medicines formulary system, protocols, and treatment pathways			
	2.5.2 Apply therapeutic medicines monitoring and assess impact, and outcomes (including objective and subjective measures)			
	2.5.3 Identify, prioritise, and resolve medicines management problems (including errors)			
2.6 Patient consultation and diagnosis				
	2.6.1 Support urgent care needs (physical and mental) of patients and others and act upon arranging follow-up care			
	2.6.2 Appropriately refer the patient or carer			
	2.6.3 Assess and diagnose based on objective and subjective measures (where applicable)			
	2.6.4 Evaluate, assess, and develop health literacy education and counselling on medicines and healthcare needs			
	2.6.5 Discuss and agree with the patient on the appropriate use of medicines, taking into account patients' preferences			
	2.6.6 Document any intervention (e.g. document allergies, such as from medicines and nutrition in the patient's medicines history)			
	2.6.7 Obtain, reconcile, review, maintain and update relevant patient medication and disease history			
3. Organisation and Management				
Competencies	Behaviours	Not relevant	Low relevance	Relevant
3.1 Budget and reimbursement				
	3.1.1 Acknowledge the workplace organisational structure			
	3.1.2 Effectively set and apply budgets			
	3.1.3 Manage appropriate claims for reimbursements			
	3.1.4 Ensure financial transparency			
	3.1.5 Ensure proper reference sources for service reimbursement			
3.2 Human resources management				
	3.2.1 Demonstrate organisational and management skills (e.g. plan, organise and lead on medicines management; risk management; self-management; time management; people management; project management; policy management.)			
	3.2.2 Identify and manage human resources and staffing issues			
	3.2.3 Recognise and manage the potential of each staff member and utilise systems for performance management (e.g. conduct staff appraisals)			
	3.2.4 Recognise the value of pharmacy team and of a multidisciplinary team			
	3.2.5 Support and facilitate staff training and continuing professional development			
3.3 Improvement of service				
	3.3.1 Identify, implement, and monitor new services (according to local needs)			
	3.3.2 Resolve, follow up and prevent medicines related problems			
3.4 Procurement				
	3.4.1 Access reliable information and ensure the most cost-effective medicines in the right quantities with the appropriate quality			
	3.4.2 Develop and implement contingency plans for shortages			
	3.4.3 Efficiently link procurement to formulary, to push/pull system (supply chain management) and payment mechanisms			
	3.4.4 Ensure there is no conflict of interest			
	3.4.5 Identify and select reliable supplier(s)			
	3.4.6 Select reliable supply of high-quality products (including appropriate selection and procurement processes, cost effectiveness, timely delivery)			

Domain				
	3.4.7 Supervise procurement activities			
	3.4.8 Understand the tendering methods and evaluation of tender bids			
3.5 Supply chain management				
	3.5.1 Demonstrate knowledge in store medicines to minimise errors and maximise accuracy			
	3.5.2 Verify the accuracy of rolling stocks			
	3.5.3 Ensure effective stock management and running of service with the dispensary			
	3.5.4 Ensure logistics of delivery and storage			
	3.5.5 Implement a system for documentation and record keeping			
	3.5.6 Take responsibility for quantification and supply chain forecasting			
	3.5.7 Mitigate risk of medicines shortages and stock outs through liaison and appropriate communication with healthcare staff, healthcare stakeholders, clients/customers and patients			
3.6 Workplace management				
	3.6.1 Address and manage day-to-day management issues			
	3.6.2 Demonstrate the ability to take accurate and timely decisions and make appropriate judgements			
	3.6.3 Ensure the production schedules are appropriately planned and managed			
	3.6.4 Ensure the work time is appropriately planned and managed			
	3.6.5 Improve and manage the provision of pharmaceutical services			
	3.6.6 Recognise and manage pharmacy resources (e.g. financial, infrastructure)			
4. Professional/Personal Competencies	Behaviours	Not relevant	Low relevance	Relevant
4.1 Communication skills				
	4.1.1 Communicate clearly, precisely, and appropriately while being a mentor or tutor			
	4.1.2 Communicate effectively with health and social care staff, support staff, patients, carer, family relatives and clients/customers, using lay terms and checking understanding			
	4.1.3 Tailor communication that is appropriate to the patient's needs (including health literacy, cultural or language barriers, social needs, and emotional status)			
	4.1.4 Use appropriate communication skills (e.g. verbal and non-verbal) to establish and maintain rapport with the patient and others including when communicating through digital and electronic platforms			
4.2 Continuing Professional Development (CPD)				
	4.2.1 Document CPD activities			
	4.2.2 Engage with students/interns/residents			
	4.2.3 Evaluate accuracy of knowledge and skills			
	4.2.4 Identify learning and development needs			
	4.2.5 Evaluate learning and development progress			
	4.2.6 Identify if expertise is needed outside current scope of knowledge			
	4.2.7 Recognise own limitations and act upon them			
	4.2.8 Reflect on performance			
	4.2.9 Demonstrate engagement/participation in professional development and lifelong learning activities			
4.3 Digital literacy				
	4.3.1 Identify, manage, organise, store, and share digital information			
	4.3.2 Critically appraise, analyse, evaluate, and/or interpret digital information and their sources			
	4.3.3 Where applicable, participate in digital health services that promote health outcomes and engage with digital			

Domain				
	technologies (e.g. social media platforms & mobile applications) to facilitate discussions with the patient and others			
	4.3.4 Maintain patient privacy and security of digital information related to the patient and workplace			
4.4 Interprofessional collaboration				
	4.4.1 Respect and acknowledge the expertise, roles and responsibilities of colleagues and other health professionals			
	4.4.2 Participate, collaborate, advise in therapeutic decision-making, and use appropriate referral in a multi-disciplinary team			
	4.4.3 Engage in collaborative practice, research and service provision to optimise patient health outcomes			
	4.4.4 Engage in relationship-building with health professionals allowing conflict resolution, teamwork, communication, and consultation			
	4.4.5 Demonstrate mutual respect and adopt shared values of the workplace and toward patient care			
4.5. Leadership and self-regulation				
	4.5.1 Apply assertiveness skills (inspire confidence)			
	4.5.2 Demonstrate leadership and practice management skills, initiative and efficiency			
	4.5.3 Document risk management (critical incidents)			
	4.5.4 Prioritise work, practice punctuality and time management			
	4.5.5 Develop, implement and monitor innovative ideas			
	4.5.6 Recognise and describe emotional information about self and others (e.g. self-awareness, self-regulation, motivation, social skills and empathy)			
	4.5.7 Demonstrate flexibility and adaptability to a variety of conditions and circumstances			
	4.5.8 Recognise when affected by setbacks or stress and manage with effective coping strategies (resilience)			
4.6 Legal and regulatory practice				
	4.6.1 Apply regulatory affairs and the key aspects of pharmaceutical registration and legislation			
	4.6.2 Apply the principles of business economics and intellectual property rights including the basics of patent interpretation			
	4.6.3 Be aware of and identify the new medicines coming to the market			
	4.6.4 Comply with legislation for drugs with the potential for abuse			
	4.6.5 Apply the principles of marketing and sales			
	4.6.6 Engage with health and medicines policies			
	4.6.7 Recognise the steps needed to bring a medical device or medicine to the market including the safety, quality, efficacy and pharmacoeconomic assessments of the product			
4.7. Professional and ethical practice				
	4.7.1 Demonstrate awareness and employment of local/national codes of ethics			
	4.7.2 Fulfil duty of care to the patient and the public			
	4.7.3 Maintain privacy and confidentiality (with the patient and other healthcare professionals)			
	4.7.4 Comply with patient privacy legislation including documentation of information			
	4.7.5 Consider available evidence and support the patient to make informed choices about medicine use			
	4.7.6 Obtain patient consent (it can be implicit on occasion)			
	4.7.7 Recognise professional limitations of self and others in the team			
	4.7.8 Demonstrate professional responsibility for all decisions made and actions taken			
	4.7.9 Demonstrate awareness of socially accountable practice (including cultural and social needs; cultural safety, respect, and responsiveness; diversity, equity and inclusiveness).			

Internal consortium documents and reports related to activity progress/completion are available in the folder in Google Disk link: https://drive.google.com/drive/folders/1SX5UmecR0jLQ8Wec0MXeN366gg4eWB70?usp=share_link