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**GOOD PHARMACY PRACTICE: IMPLEMENTATION OF THE PROTOCOL OF PROVISOR/PHARMACISTS IN THE POSTGRADUATE EDUCATION OF PHARMACY SPECIALISTS**

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**Аbstract**

The article deals with the current state of implementation of the protocols of provisor/pharmacists in practical activities of of pharmacy specialists as an important component of good pharmacy practice in Ukraine. The authors summarize the experience of short cycles of thematic improvement in the form of workshops and seminars as a promising form of continuing professional education, most adapted to modern conditions of existence of the pharmaceutical sector, the health care industry.

The successful combination of initiatives of governmental regulatory bodies, in particular the Ministry of Health, with the latest educational technologies, leading specialists practitioners, teachers can become real method to improving the quality of pharmaceutical care.

***Keywords:*** standardization of medical care, protocols of provisor/pharmacist, pharmaceutical care, pharmaceutical postgraduate education.

Occupation pharmacist / pharmacist is developing rapidly in the modern world. There are new aspects of the professional activities of a pharmacist. New responsibilities recognized specialist doctors and international and national health agencies [4.21]. Currently, in most countries, including the Ukraine, the main duty of a professional pharmacist at the pharmacy there is Good Pharmacy Practice (NAP) [6,10,15,20]. It is aimed at improving the health of every citizen and the entire nation. Pharmacists should help to use drugs [6,8,14,19]. In different countries, different pharmaceutical practice [7,12,16]. WHO / FIP create standards of quality pharmacy services [5.6,17]. In accordance with the strategy of the WHO / FIP in Ukraine also introduced NAP standards, which are currently being introduced in the form of protocols of provizor/pharmacists (Protocols). Now protocols are implemented in the practice of pharmacy [5,9]. Protocols were approved by orders of the Ministry of Health of Ukraine. Protocols are part of the system of standardization of health care in Ukraine. Development of protocols - the first step in the standardization of pharmaceutical care pharmacy. The next important step is the implementation of the protocols to the practical activities of pharmacists every day [3,11]. According to monitoring data [2], currently protocols used at the pharmacy rarely. Currently, 72% of specialists know the protocols, 56% saw a book about the protocols, 46.5% of the protocols used in the work. Thus, it is necessary to look for new ways to implement the Protocols to the work of pharmacies. It is necessary to study the the Рrotocols in the educational institutions continuous pharmaceutical education [1,13,18]. You can carry out short cycles of Professional pharmacies about the Protocols. Scientific workshops about the Protocols is a good form of implementation of the Protocol.

**Purpose** - to generalize the experience of the implementation of Protocols provizor/pharmacist by conducting scientific-practical seminars for the formation of competencies for pharmaceutical care and improve the quality of pharmaceutical care in professionals practice of pharmacy.

To achieve this goal following tasks are solved:

1. Determine the characteristics of short-term forms of training pharmacists (scientific-practical seminars) as one of the possible ways of implementing protocols in practice pharmacy workers.
2. Choose topics of Protocols for conducting scientific-practical seminars, which are most relevant for the implementation in everyday practice (including seasonal incidence, regional features, etc.).
3. Choose the modern methodological and teaching metods for effective learning during scientific-practical seminars on topics Protocols.
4. Develop a feedback questionnaire pharmacists, teachers and participants to assess the effectiveness of form of scientific-practical seminars in the implementation of the protocols in the practice of a pharmacist.
5. According to the results of questionnaires identify the areas to improve the shape of post-graduate education to improve the professional competence of pharmacists to improve pharmaceutical care on Protocols.

**Materials and methods.** A compilation and analysis of the experience of scientific-practical seminars for the pharmacists on the materials of Protocols in ten regions of Ukraine in 2015 Total number participants 1,768 persons age - from 23 to 64 years of experience in the pharmacy - from 1 to 38 years. Survey participants on a specially designed questionnaire conducted among 654 professionals practice of pharmacy. Used analytical, logical and statistical methods; the method of synthesis.

**Research results.** According to the guidelines of the Ministry of Health of Ukraine [3] the implementation of the approved protocols can be accomplished by use as:

1) regulatory and information materials;

а) developed and approved internal documents of pharmacies - work instructions (standard operating procedures) for pharmacists, clinical pharmacists and pharmacists on ratings service standards and procedure for the retail sale of OTC medicines;

б) the indicator of the quality of work "pershostolnyka" under the periodic monitoring of internal audit methods, "mystery shopper" survey of end users, etc.;

в) time for internal staff to monitor the methods of work, such as testing, surveys, certification, competition for the best professional and etc.;

2) informational and educational material for visitors to pharmacies about of rational pharmacotherapy and responsible self-medication;

3) information manual for the provisors, clinical provisors and pharmacists in the sale of OTC drugs;

4) obligatory training materials for trainees and newly employees of pharmacies within the implementation of adaptation measures.

In our opinion, the above ways of implementing Protocols advisable to add another - namely, using the protocol as teaching material for short-term training to pharmacies in the form of scientific seminars. This way of implementation of the Protocols has certain advantages over other, namely:

* рrovides an opportunity to raise awareness among pharmacists about the content of the Protocols within a very short time (one time - 6 hours.)
* seminars in one day to bring you the leading lecturers (according to topics of seminars);
* the highest level of lecturing skills significantly increases the motivation to participate in seminars and promotes effective absorption of the material;
* depending on immediate needs (time of year, the incidence of regional characteristics, etc.) may choose from the most relevant protocols for a certain time and a certain audience theme. This, in turn, contributes to motivation for learning;
* raising awareness of the materials of protocols may simultaneously for a sufficiently large number of employees of pharmacies (200-250 people);
* considering updating the range of drugs in the pharmaceutical market and the level of scientific knowledge about the clinical features of both materials Protocols implement and update their information content;
* the combination of the practical implementation of protocols and professional development and obtaining a certificate. certificate provides a certain number of points to obtain confirmation professional category;
* availability of direct communication between pharmacists and lecturers lets you instantly adjust the content and the way information material, and later - to amend the Protocols;
* providing direct control over the efficiency of the information component of the Protocols and innovative educational technologies in Ukraine.

Of the 34 approved protocols we have chosen 8 protocols. They are devoted to the symptoms for which often buy OTC drugs [9]. These protocols combine the subject of "symptoms of colds and acute respiratory illness (ARI)," "pain of various localization" and "heartburn". All lectures were created on a single methodological approach that meets algorithm presentation of the material in the protocol. Originally provides clinical characteristics of specific symptoms, for the treatment of which the patient goes to the pharmacy for OTC-drugs; then describes symptoms that require urgent appeal for medical help ("red flags"); after that describes more detailed description of the relevant areas of pharmacotherapy symptom; then clinical and pharmacological characteristics of drugs and conditions of their rational use. In the printed version of the Protocols the drugs are called INN. The lecture presents the characteristics of a particular brand name drugs (TN), their features - the dosage form, dosage, and more. The composition of lecturers were involved exclusively Doctors of Medical and pharmaceutical sciences, professor highly qualified professionals, namely, the president of the Ukrainian Association of Gastroenterology, Chief Specialist of Ministry of Health of Ukraine on specialty "Pediatrics" and others. By special program in ten regions of Ukraine were conducted short-term training to pharmacies in the form of scientific and practical seminar "Modern farmakotrapiya. The role of the pharmacist». In every region to attend the seminar attracted 200-250 pharmacy workers. According to the registration of pharmacist during seminars in 9 regions out of 10 the number of visitors was higher than planned. To survey pharmasists to assess the effectiveness of seminars as a way of implementing protocols in pharmacy practice was developed questionnaire. Main questions of questionnaire and analysis of survey are given in table 1.

Table 1

**Questionnaire assess the effectiveness of implementation of the Protocols provisor/pharmacist for participants to increase the qulity short-term cycles training of pharmacy workers in the form of scientific-practical seminars**

|  |  |  |  |
| --- | --- | --- | --- |
| №question | **Question** | **Possible answers** | **Answer "yes"(%)** |
| 1 | Do you know about the Protocols of the provesor/pharmacist ? | yesno | 100% |
| 2 | Do you have Рrotocols in your pharmacy ? |  | 96% |
| 2.1 | * in printed form
 | yesno | 37% |
| 2.2 | * in electronic form
 | yesno | 60% |
| 3 | Are there drugs from Protocols in your pharmacy ? | yesno | 91% |
| 4 | Are you following the protocols in your professional practice ? | yesno | 64% |
| 5 | Do pharmacists have a need of scientific-practical seminars on the subject of Protocols ? | yesnodifficult to answer | 88% |
| 6 | Have these lectures a new material for you ? | yesnodifficult to answer | 91% |
| 7 | Are you satisfied from the form of workshop ? | yesnodifficult to answer | 98% |
| 8 | Do you have a desire to attend a seminar next time ? | yesno difficult to answer  | 98% |
| 9 | You have improved your knowledge of the materials of the Protocol ? | yesnodifficult to answer | 99% |
| 10 | Will you do more consultation under the Protocol after your participate in the seminar & | yesnodifficult to answer | 82% |
| 11.1 | Your overall assessment of seminar | perfectly |  |
| 11.2 |  | well |  |
| 11.3 |  | satisfactorily |  |

According to data compiled from survey participants there are protocols and the drugs specified in the protocols in almost all pharmacies. Overall, the level of implementation of the Protocols is somewhat higher than was found in previous monitoring in 2014 (respectively 46% and 64%). At the same time, it should be noted that in this case the survey conducted among the participants, that is among the most motivated to use the protocols share of pharmacy workers. The survey results show that short-term seminars are effective form of training and are effective form of implementation of the Protocols in practice works of pharmacist. The high proportion of pharmacists are planning to expand the use of protocols in the future professional activity. Most listeners are satisfied subjects and forms of seminar. The vast majority of respondents confirmed that these forms of continuing professional education promotes knowledge and professional competence of the modern pharmaceutical sector health

CONCLUSIONS:

1. Scientific-practical seminars on the subject of protocols provisor/pharmacist - is an effective tool for standardization of pharmaceutical care in daily practice employees of pharmacies Ukraine.
2. It is advisable to continue the practice of this form of training pharmacists as scientific-practical seminars on the subject of Protocols provisor/pharmacist.
3. In today's economy the short-term cycles of thematic improvement is one of the most effective, flexible and modern forms of postgraduate professional education.
4. The practics of siminars for pharmacy specialists according to Ministry of Health strategic directions for standardization of medical and pharmaceutical care an important factor in ensuring the active support of the state institutions and improves the quality of pharmaceutical care.