

# USPHARNA®

## Identifying a planning group for the development, implementation and evaluation of a pharmacy service aimed at preventing cardiovascular diseases in Australia

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Background	Methods
In Australia, cardiovascular disease (CVD) is the leading cause of death <sup>1</sup> and 22% of adults were estimated to have at least one CVD in 2011-2012 <sup>2</sup> . Community pharmacies constitute a network of more than 5000 healthcare facilities in Australia <sup>3</sup> . Thus, the development of a sustainable cardiovascular service to be provided through this network can improve the situation in cardiovascular care.	Eight key informants attended a workshop run by an experienced facilitator. Participants were divided into two tables of four people during discussions, and then each group reported their results to the whole group, followed by a discussion. Butcher's paper and post-it notes were used as materials. Two researchers took notes and the workshop was audiotaped and transcribed.

Intervention Mapping (IM) is a useful framework to provide pharmacy service planners with guidelines for the development, implementation and evaluation of community pharmacy health programs<sup>4,5</sup>. As a first step in IM, it is necessary to establish a stakeholder planning group, which, in this project, includes "any individual or organisation that can be directly or indirectly affected by, have an influence on, or have an interest in the development of a community pharmacy service aimed at the prevention of cardiovascular diseases in New South Wales (NSW)".<sup>5,6</sup>

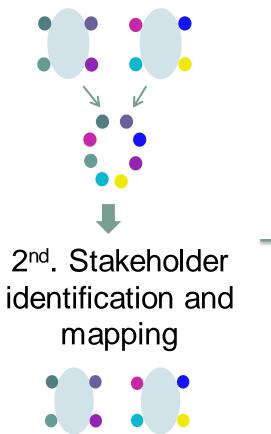
## Objective

The main objective of this study was to identify a core group of stakeholders who can be part of a planning group for the development, implementation and evaluation of a community pharmacy service aimed at preventing cardiovascular diseases in NSW, Australia.

As a secondary objective, the needs or gaps in cardiovascular care in Australia and the potential role of community pharmacies were discussed.

#### 8 key informants

#### 1<sup>st</sup>. Discussion: 2 open questions

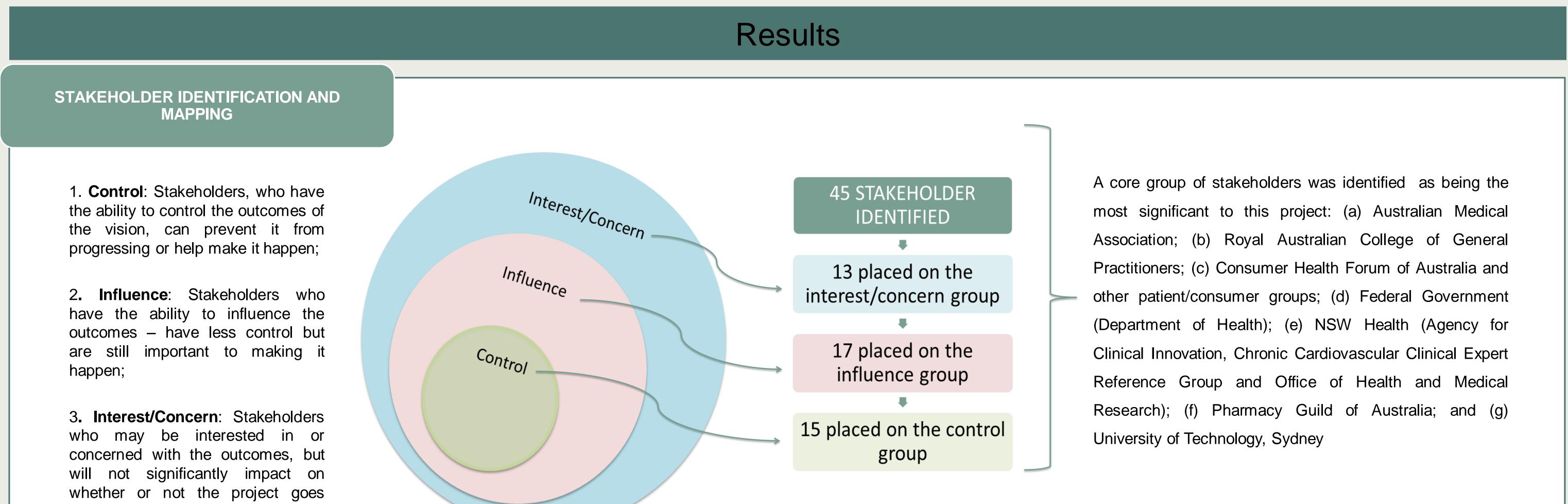


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Different backgrounds in both cardiovascular health and pharmacy, and belonging to different professional and academic organisations in NSW.

(1) "What do you see from your perspective are the key gaps or needs in cardiovascular care in New South Wales?" (2) "After identifying what those gaps are, what could be the role of community pharmacies to address these?"

"What we'd like to do is really get a sense from you of who you think the key stakeholders are on this project". Participants were provided with the definition of stakeholder and with different stakeholder categories (adapted from Preskill & Jones<sup>7</sup>): (1) Endbeneficiaires and representative organisations, (2) Healthcare providers (and other staff), health system/service managers and professional organisations, (3) Experts, researchers and health service planners, (4) Health policymakers, regulators and payers, and (5) Collaborators. Once participants identified the stakeholders, they were asked to organise them, based on their opinion of what the stakeholder relationship could be with the project, by following the figure shown in results.



ahead.

#### GAPS IN CARDIOVASCULAR CARE

- Disconnect between parts of the patient-care system: (a) Between different professionals; (b) Between the services already existing in community pharmacy
- Lack of Health Literacy and misperceptions of CVDs and CVD care: (a) Lack of awareness of CVDs extent and impact; (b) Lack of understanding about generic medications; (c) Lack of knowledge of medications; (d) A need to improve patient adherence; and (e) Misperceptions amongst the public and doctors about the role of community pharmacies

#### **ROLE OF COMMUNITY PHARMACIES**

- Screening (working with general practitioners)
- Follow-up
- Dose administration aids
- Discharge home medications review
- Flu immunisation for patients with CVD
- Control of drug interactions
- Improvement of adherence
- A specific role in a potential new multidisciplinary service

## Conclusion

Within the 45 stakeholders identified, key informants agreed on a core group they considered the most significant in relation to the development, implementation and evaluation of a community pharmacy service aimed at preventing CVD in NSW, Australia. Some needs with respect to cardiovascular care in NSW were also identified, and the roles that community pharmacies could play to address them. In the work to follow, this core group of stakeholder's interest in being part of the planning group will be confirmed, as well as the need to complete the planning group with other stakeholders.

### References

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