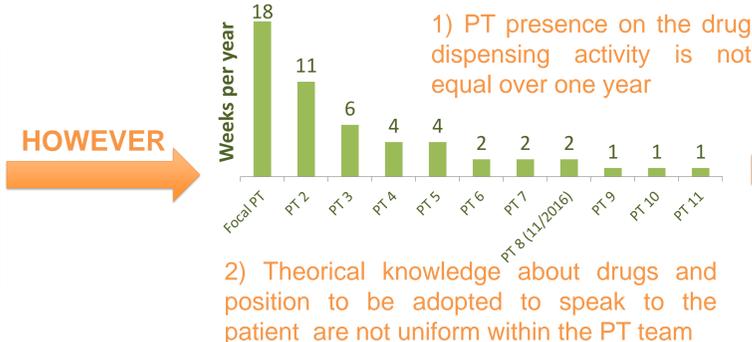


BACKGROUND AND OBJECTIVE

In our hospital, outpatient drug dispensing is a pharmaceutical activity

- Performed by all **pharmacy technicians** (PT) under pharmacist supervision
- Aimed at helping the patient make the best use of medicine



The objective was:

- to design and implement a PT training
- to improve outpatient drug dispensing

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ACCOMPA-VP

MATERIAL AND METHODS

ACCOMPA-VP is a theoretical and practical training for PT developed according to the ADDIE-M method (Analyse – Design – Development – Implementation – Evaluation – Maintenance)

DESIGN : Needs assessment of PT and patients

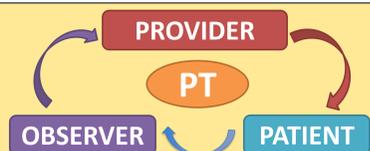
PT needs and self-confidence before training

Outpatient satisfaction before PT training

IMPLEMENTATION of the training program

9 theoretical sessions on 80% of dispensed prescriptions. For each session : quiz just before – Interactive slideshow on prescription analysis – same quiz one week after

3 practical sessions PROFFItEROLE like : the PT plays alternatly 3 different roles on 3 different days on 3 predefined scenari



IMPACT on PT and patients

PT self-confidence after training and training evaluation

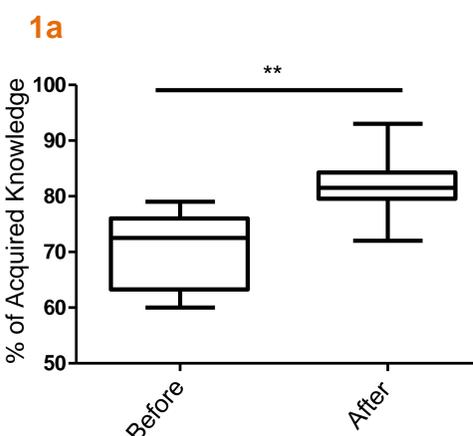
Outpatient satisfaction after PT training

This training program has been assessed all along the process

- 1) The PT skills development was evaluated by the percentage of acquired knowledge (1a) and a qualitative analysis of correct answers (1b) from each medication order
- 2) PT were asked to estimate, before and after training, their self-confidence to perform an optimal drug dispensing
- 3) The quality of the program was assessed by a PT anonymous survey and a collective feedback
- 4) Outpatient satisfaction was evaluated by a survey proposed before and after training

RESULTS

1) Evaluation of PT skills development

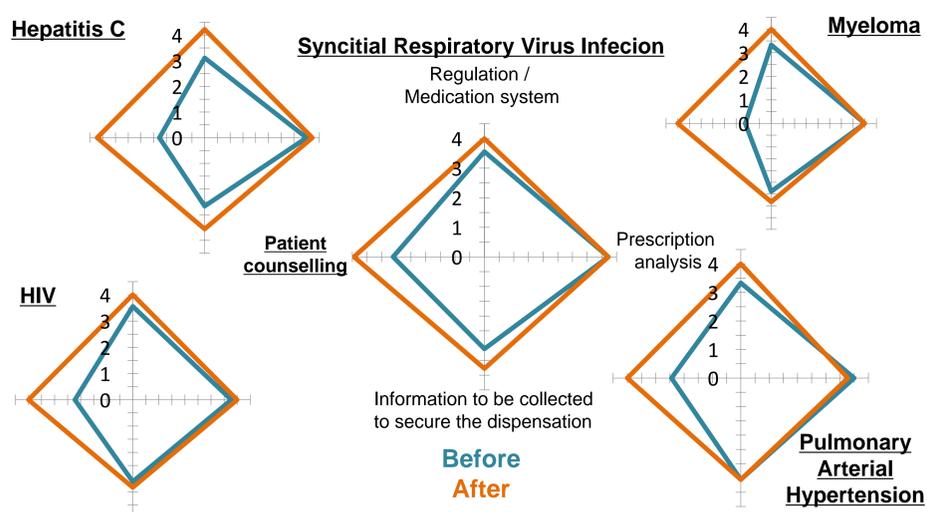


For all PT (n=9) and all theoretical sessions merged, it has been observed a :

1a significant improvement of theoretical knowledge after ACCOMPA-VP training (74 to 82% of acquired knowledge, p=0,006)

1b decrease of almost all the error types and more particularly inappropriate counseling (21 to 6%)

2) Evaluation of PT self-confidence evolution



Within 6 months of practice, PT self-confidence throughout the dispensation process was enhanced leading them to gain the abilities to achieve an appropriate drug dispensing, especially when it comes to counseling the patient.

3) Training evaluation



- All PT felt more comfortable with drug dispensing to patients. They declared having more interactions with the patients and were more likely to detect drug interaction or medication misuse.
- They assigned a global average grade of 7.7/10 including relational, educational and organizational evaluation.

4) Outpatient satisfaction

Outpatient global satisfaction was substantially the same before and after training :

- Well received
- Satisfied with the PT responses to their questions

What does it change after PT training ?

- Outpatients dared to ask questions to PT more often
- PT ask more often patients' associated medicines



CONCLUSION

ACCOMPA-VP
An innovative training For PT

More skillfull and confident PT

Satisfied PT

« It makes me want to listen to the patient »

Change of PT position

« Patient is a patient and not a prescription »

Satisfied outpatient



And next ?

Need to maintain developed skills through new educational sessions