

RESULTS OF TELEPHARMACY TRAINING PROGRAMME FOR PROFESSIONALS

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BACKGROUND AND IMPORTANCE

Training programmes for professionals are essential for quality healthcare.

AIM AND OBJECTIVES

To describe the development of a **multidisciplinary telepharmacy training programme (MTTP)** and evaluate its results.

MATERIAL AND METHODS

- **Multidisciplinary team:** pharmacists, pharmacy technicians, and nurses.
- **Knowledge questionnaires** (8 questions) administered before and after the theoretical-practical sessions. Increase in professionals' knowledge was analysed using results of questionnaires with Wilcoxon signed-rank test.
- **Patients included** → clinically stable chronic disease treated for >3 months, adequate tolerance to treatment, adherence >90%, and limited mobility.
- **Pharmacist** collected information from patients' electronic medical records on a **worksheet** (data: patients, drugs, prescribing medical service, interventions).
- Following this document a week later, patients were contacted by telephone to performed the process of **dispensing and informed delivery of medication at a distance** (DIDMdistance). After DIDMdistance, patients included in telepharmacy service were able to collect their treatments at outpatient centres.
- Results of MTTP → assessed based on **number and type of interventions** performed from 1/1/2024 to 31/12/2024.

Three-phase **professional training programme** was designed:

1. training a reference pharmacist in telepharmacy.
2. training three other professionals to maintain continuous activity.
3. training as many professionals as possible through theoretical and practical sessions.

RESULTS

- **12 professionals** were included in MTTP.
 - Average score on professional questionnaires before theoretical-practical sessions = 2.72/8 points.
 - Average score on questionnaires after sessions = 6.54/8 points.
- A statistically significant increase in telepharmacy knowledge was observed with theoretical-practical sessions (Wilcoxon signed-rank test $p=0.0057$).
- MTTP provided assistance to **538 patients**.

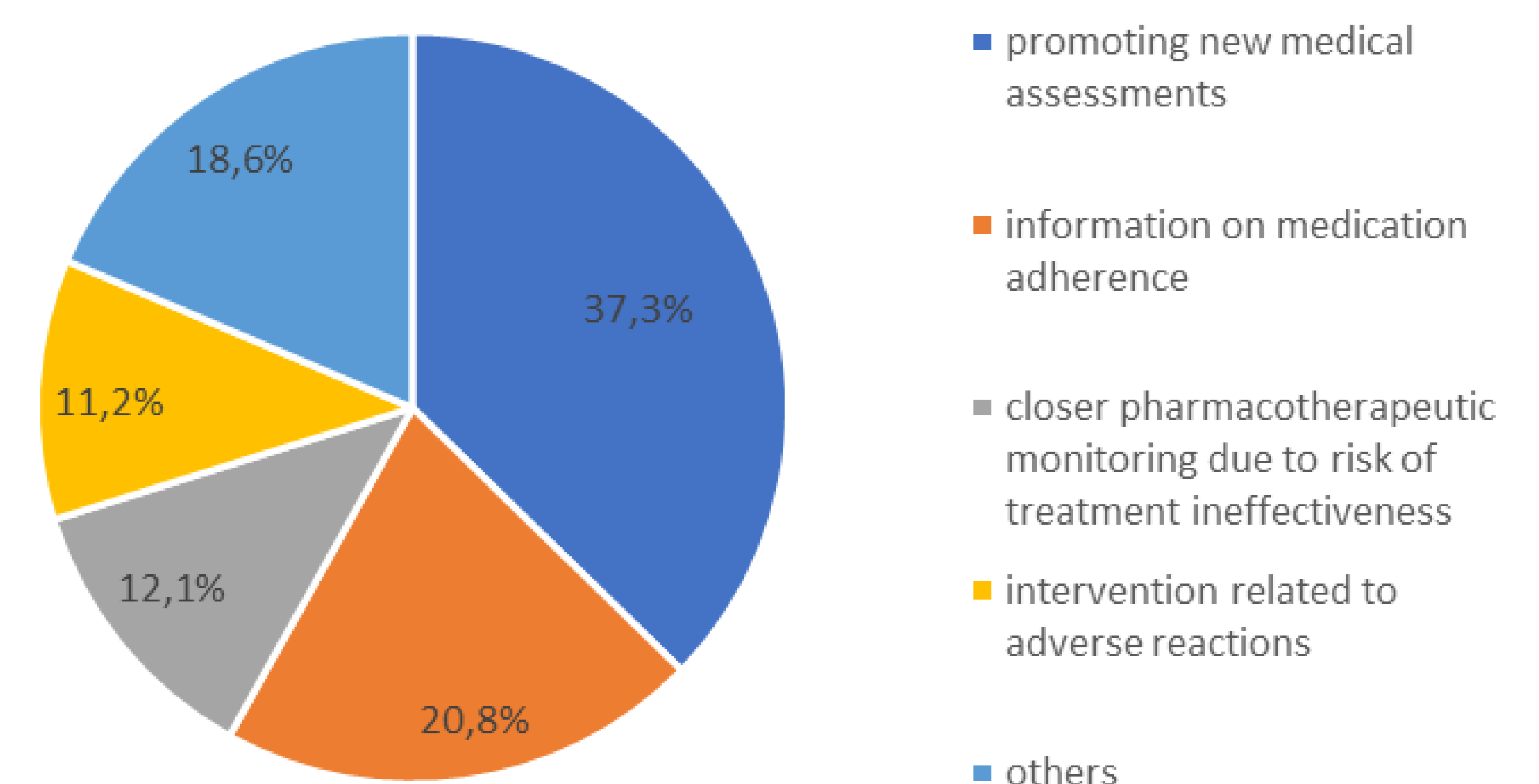
✓ Most frequently dispensed drugs :

- Adalimumab (20.60%)
- Etanercept (12.40%)

✓ Most common prescribing medical services:

- Internal medicine (37.60%)
- Dermatology (17.70%)

Types of interventions



Healthcare professionals performed a total of **322 interventions**.

CONCLUSION AND RELEVANCE

MTTP enabled a gradual inclusion of professionals and improved their theoretical and practical telepharmacy knowledge. MTTP allowed professionals to perform a considerable number of interventions, which facilitated medical and pharmacotherapeutic monitoring of patients, adequate adherence and drug tolerance.

