

# QUALITY ASSESSMENT WITHIN FRENCH FIRE AND RESCUE SERVICES PHARMACIES IN THE NORTH OF FRANCE : DEVELOPMENT AND EVALUATION OF A SELF-ASSESSMENT TOOL.

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## Background - Purpose

The organisation of Pharmacies of French Fire and Rescue Department, Services (FFRDS) progressively switches to an operating mode currently applied in hospital pharmacies. FFRDS pharmacies have very specific activities and, currently, there is no self-assessment tool available that enables assessment of the quality system (QS).

Primary aim of this study was to develop a QS self-assessment tool compatible with healthcare products (HP) management. Another goal was to set up a state of QS within the different pharmacies of FFRDS in the north of France.

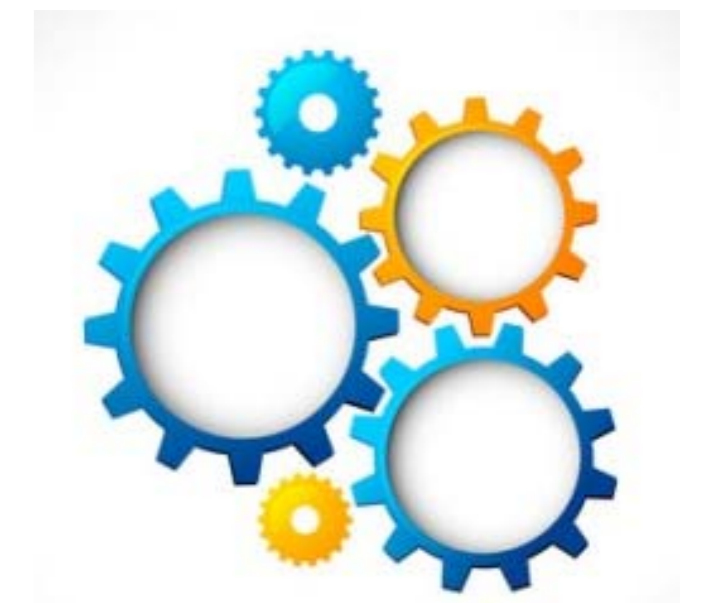
## Material and methods

An expert group composed of 15 members with different professions was created .

An audit check list made up of 194 items was built

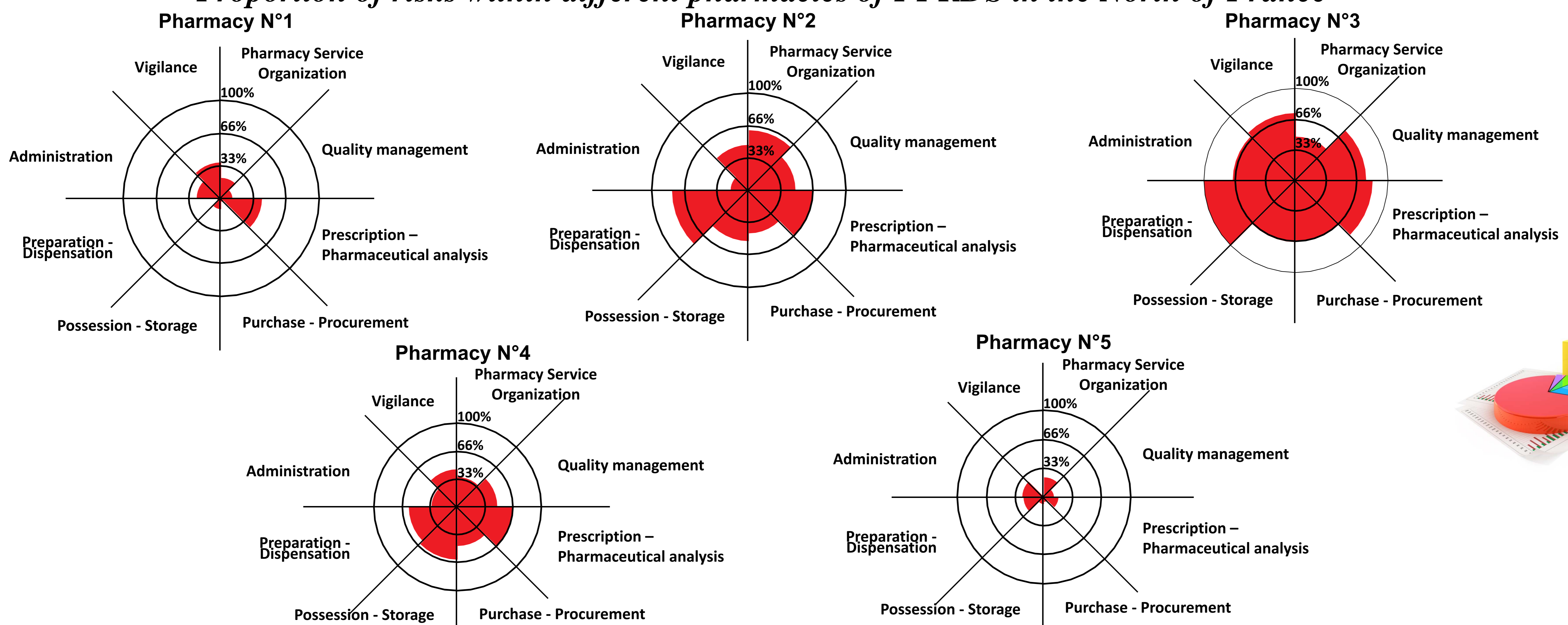
Each item was rated according to a risk level (from 0 "no risk" to 3 "unacceptable risk") and to an effort level required to control this risk (from 0 "no effort" to 3 "major effort")

Computer modelling was made (Excel file)

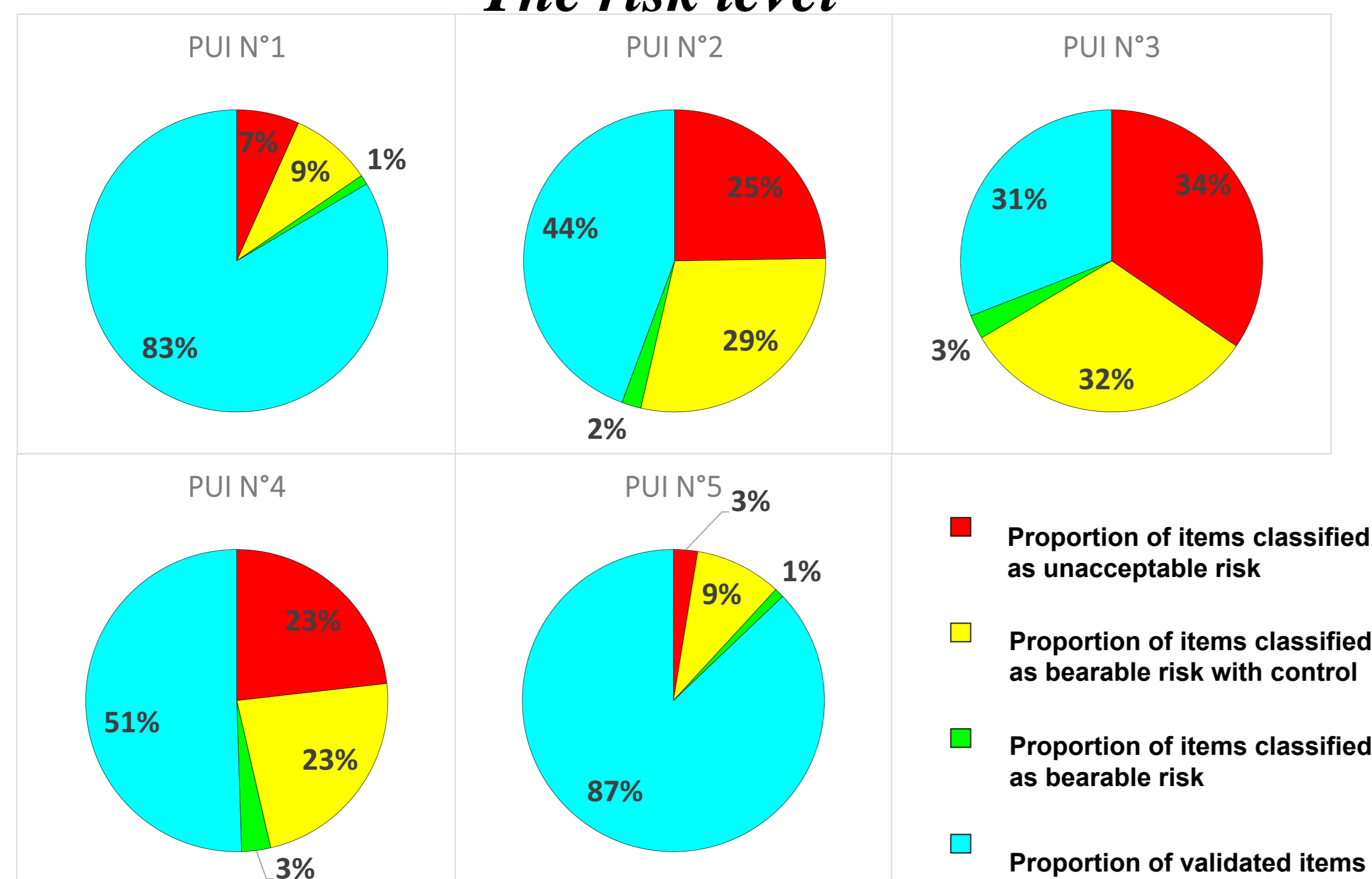


## Results

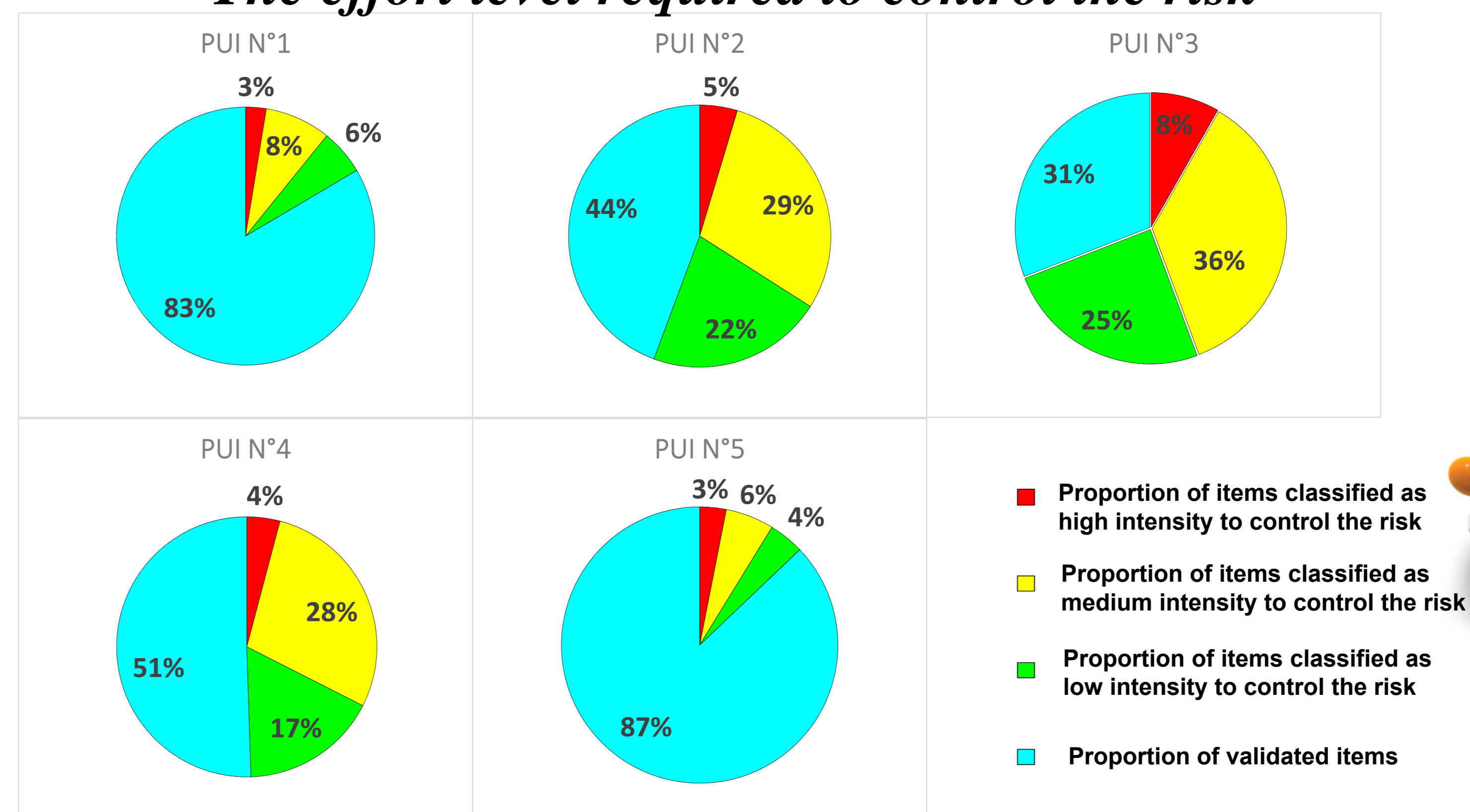
### Proportion of risks within different pharmacies of FFRDS in the North of France



### The risk level



### The effort level required to control the risk



## Discussion

This analysis revealed a high risk linked particularly to : pharmaceutical analysis and validation of medical prescriptions (70%), HP preparation and dispensation (67%). Furthermore, 16% of all the studied items showed a risk higher than 80%, whereas 32% showed a risk below 20%. As for the effort level required to control the risk, most items that have not been validated required a "low intensity" or a "medium intensity" effort. They represented 10% to 61% of items. Less than 8% of items required a "major effort".

## Conclusion

The development of this self assessment tool shows that the lack of shared guidelines leads to inequalities in the QS between the different FFRDS pharmacies. Nevertheless, some risks are common to these pharmacies. Hence, joint actions could be of critical importance to improve these QS.

