

Title : The Preliminary Practice Guidelines for Implementing the Standard 2.2
The Quality Process of Community Pharmacy Development and Accreditation
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Abstract

The Purposes

To develop the preliminary practice guidelines for implementing the Standard 2.2 of The Quality Process of Community Pharmacy Development and Accreditation.

Research Procedure

Four accredited drugstores were purposively sampled for an in-depth interview about qualitative process in their stores. An interview form was developed from the content of the in-depth interviews and then used to telephone-interview other 74 accredited drugstores who were willing to provide the information. A practice guideline for implementing the Standard 2.2 quality process in drugstore was developed from the results of the interviews. Nine experts were asked to evaluate the content and level of practice of the guideline. The revised guideline was piloted by implementing at a volunteer non-accredited drugstore. Experiences from the piloted guideline implementation was also described.

The results

The in-depth interviews with four pharmacists of the accredited drugstores revealed quality process in their stores, although, some items written on the standard were not fully understood. Out of other 74 accredited drugstores, only 42 (56.76%) stores were willing to be interviewed. The results have shown inconsistency of understanding and implementation the Standard 2.2 among the accredited drugstores.

However, a preliminary practice guideline for Implementing the Standard 2.2 the quality process of community pharmacy development and accreditation was developed and sent to the experts for evaluation of content appropriateness and level of practice. Five of nine experts returned the assessment therefore criteria of the assessment were adjusted accordingly. The experts accepted the guideline content as appropriate with the median appropriated score between 7 and 9 for all items. They also categorized each item of the guideline to be three the level of practice; must do to be accredited, should do for continuing quality improvement, and may do as part of the quality process but not required for the accreditation. The revised practice guideline was piloted for implementation at a volunteer drugstore who was applying for the next round of accreditation. The pharmacist who owns the store reported the practice guideline enhanced his understanding about the standard 2.2 and helped easing the implementation of quality process in his store.