

# Capturing the perspectives of policy makers, physicians and pharmacists about the evaluation of pharmacy services

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**OBJECTIVES:** To capture expert perspectives on the critical structure, indicators and processes of a pharmacy services evaluation framework and to gain a better understanding of the barriers and facilitators to the development and uptake of this framework.

**METHODS:** Descriptive qualitative study with purposefully selected stakeholders (academics, practitioners and policy makers) from across Canada participating in semi-structured interviews. Data were organized using an iteratively developed codebook within NVivo software. Data analysis focused on emerging themes related to an evaluation framework structure, indicators and outcomes as well as barriers and facilitators to its use.

**RESULTS:** Thirty-five key informants were identified (13 academics, 14 policy makers, 8 practitioners). Preliminary findings from twenty interviews are available. The majority of participants identified a dearth of policy-informative evidence on the impact of existing pharmacy services. Participant responses varied considerably with regard to appropriate measures for evaluating pharmacy services. However, emergent themes of capturing the patient experience, outcomes important to patients and the role of pharmacists as important and effective communicators were identified. Consensus was less apparent in areas of the preferred unit of analysis (pharmacist vs. pharmacy) and preferred types of outcome measures (disease-specific vs. quality indicators).

**CONCLUSIONS:** This project has highlighted the importance of gathering input from diverse stakeholders in advance of creating an evaluation framework. The process is expected to encourage consensus building and consolidation of priorities across stakeholder groups to improve evidence-informed policy making.