

Barriers and facilitators to implementing an evaluation framework for pharmacy services

Lisa Dolovich, BScPhm, PharmD, MSc; Saira Akram, BSc, MSc; Sarah Rietkoetter, BHSc; Feng Chang, BScPhm, PharmD; Barbara Farrell, BScPhm, PharmD; Linda MacKeigan, BScPhm, PhD; Nainifard Ava, BSc, MPH; Tejal Patel, BScPhm, PharmD; Karen Slonim, MA, PhD; Nancy Waite, BScPhm, PharmD

OBJECTIVES: An Evaluation Framework for Pharmacy Services could foster research to support evidence-based policy and practice. The current study was undertaken to explore and capture stakeholder perspectives on the perceived barriers and facilitators to the development and uptake of a Canadian community-based primary health care pharmacy services evaluation framework. Perspectives on the potential content and structure were also elicited.

METHODS: A general qualitative exploratory design was used. A purposively selected sample of academics, policy makers, physicians and pharmacists from across Canada were invited to participate in a 45-60 minute interview. A thematic analysis approach was used to guide key informant semi-structured interviews and the analytic step of the research process. Data were organized using an iteratively developed codebook. Data analysis focused on emerging themes related to an evaluation framework structure, indicators and outcomes, and barriers and facilitators to its use.

RESULTS: 19 key informants were interviewed: 8 Academics, 7 Policy makers and 4 Practitioners (Pharmacists and Physicians). There were four key barriers revealed to implementation and uptake of an evaluation framework: redundancy, development and process, attitude, and implementation. Five key facilitators were revealed to implementation and uptake of an evaluation framework: knowledge, ease of use, development and process, attitude and motivation.

CONCLUSIONS: The data shows that designing an evaluation framework that can be readily implemented is significantly complex. The identification of perceived barriers and facilitators will aid in designing an evaluation tool so that there can be a deeper understanding of the true impact of pharmacy services and ultimately direct policy and optimize patient care.