

# Capturing activities performed by pharmacists in family health teams

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**OBJECTIVES:** To describe the range and proportion of time spent on activities performed by pharmacists working in Ontario family health teams (FHTs).

**METHODS:** This descriptive study was conducted using a web-based survey distributed to FHT pharmacists in Ontario. The survey was constructed using information from a preceding set of semi-structured telephone interviews with 10 purposefully selected pharmacists. The survey included a list of activities, grouped into 5 main and 20 sub categories. The participants were asked to estimate the percentage of time spent on each category of activities. The survey results were analyzed using descriptive analyses with a content analysis of open-ended responses.

**RESULTS:** Out of 155 invited pharmacists, 70 (45%) completed the survey. The mean age was 43 (SD 10) years. Respondents had a mean of 4 (SD 3) years of experience working in a FHT. Almost all engaged in direct patient care; managing single therapeutic issues including involvement in clinics (94%), general medication reviews (66%) and medication reconciliation post hospitalization (59%). Almost all provided education and drug information that was unstructured to physicians and others (84%). Pharmacists were most commonly involved in smoking cessation (61%) and diabetes (57%) clinics. Pharmacists felt they could make the most impact on inappropriate prescribing (91%), medication adherence (91%), the number of medications people are taking (87%) and adherence to guidelines (81%).

**CONCLUSIONS:** The majority of pharmacist time in FHTs is spent on direct patient care and on providing unstructured education and drug information to physicians. These activities should help improve the prescribing and use of medications.