

Implementation of programs and services by community pharmacists: Barriers, facilitators and operational requirements

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- OBJECTIVES:** Community pharmacist practice is evolving towards an emphasis on chronic disease prevention and management. This literature review aims to identify the barriers, facilitators, and operational requirements in the implementation of such new services in a community pharmacy setting.
- METHODS:** Retrospective review of OVID, Embase, Scopus, PubMed and IPA from January 2008 to July 2014. Truncation, Boolean operators, and keyword searching were used to yield relevant resources. Two independent reviewers assessed papers for inclusion with discrepancies resolved by consensus or a third independent reviewer. Bibliographies of retrieved articles were manually reviewed for additional articles for inclusion.
- RESULTS:** A total of 293 articles were retrieved, of which 16 full-text articles were included. These focused on the implementation of disease-specific services (4, 25.0%), core pharmacy services (6, 37.5%), medication review services (4, 25.0%), and electronic tools (2, 12.5%). Pharmacy layout, lack of documentation and lack of time were commonly identified barriers. Facilitators were identified as rapport with physicians and patients, remuneration, patient expectation, manpower/staff, communication/teamwork, external support, program training, readiness, re-evaluation of roles and responsibilities, individual awareness and/or confidence, and understanding of workflow. Discussing errors and enhanced skills training helped increase staff comfort level and satisfaction. Helpful operational requirements included access to a computer, private counseling area, Internet and literature database, and electronic decision-making tools.
- CONCLUSIONS:** Published literature provides insightful advice regarding barriers, facilitators and operational needs that community pharmacists should be familiar with, and apply when implementing innovative services.