



## Pharmacist services evaluation framework

*A research project that's capturing a broad range of perspectives on the structure, indicators and processes of a framework to evaluate professional services pharmacists provide to their patients*

Known as OPEN, the Ontario Pharmacy Research Collaboration is a \$5.77 million multi-institutional and interdisciplinary research program comprised of a number of projects that are examining the quality, outcomes and value of new and emerging medication management services that pharmacists and other healthcare professionals provide.

### Pharmacist services evaluation framework

The goal of this OPEN research project is to develop a broadly accepted pharmacist services evaluation framework that has a set of comparative outcomes to provide evaluators and decision-makers with critical guidance on the process and expected outcomes of pharmacist services. The project's findings will help to ensure that pharmacist-led services are delivered effectively and are responsive to pressing patient and healthcare priorities in Ontario.

### Opportunities for students

Undergraduate and graduate students on OPEN's projects are provided with individual and collaborative experiential and applied-learning opportunities to develop and enhance their training and research skills.

Student training focuses on pharmacy practice and health service research knowledge and skills. Importantly, students learn from and network with other researchers, their peers and knowledge users, strengthening research rigour as findings are put into practice.

### Research based, knowledge-user driven

OPEN has strong ties to its knowledge users — individuals from partner organizations who apply project results to improve pharmacy practice, the effectiveness of services pharmacists provide to their patients, and the quality of healthcare in Ontario.

### Project researchers

**Project lead:** Dr. Lisa Dolovich, McMaster University

**Project members:** Drs. Feng Chang and Nancy Waite, University of Waterloo; Linda MacKeigan and Lisa McCarthy, University of Toronto; Barbara Farrell, Bruyère Research Institute; Nedzad Pojskic, University of Toronto; Connie Sellors, McMaster University; Nancy Winslade, McGill University

### Would you like to learn more?

If you'd like more information about this project, please contact **Susan Dimitry**, BA, coordinator of the Pharmacist services evaluation framework project — [dimitrys@mcmaster.ca](mailto:dimitrys@mcmaster.ca) • (905) 525-9140, ext. 28423.

You can also visit [open-pharmacy-research.ca/research-projects/pharmacist-services-evaluation-framework](http://open-pharmacy-research.ca/research-projects/pharmacist-services-evaluation-framework)

### OPEN's funding

*Funded primarily by the Government of Ontario*