

Pharmaceutical Counselling on Anticoagulation – Identifying Needs of German Community Pharmacies

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1. Background and Objectives

The role of the community pharmacist has been evolving from product-focused to patient-oriented¹. In this context, pharmaceutical counselling becomes especially important to ensure safe and effective use of drugs². This survey is the German arm of an international survey conducted by the international pharmaceutical anticoagulation care task force (iPACT)³.

The objective is to identify the educational needs of German community pharmacies assessed by reported self-confidence when advising patients on anticoagulants.

2. Method

In October and November 2016 we conducted a multiple-choice survey with community pharmacy staff in Germany. Data were collected anonymously.

In the first part of the survey, demographic data were collected. The second part dealt with the self-confidence of the participants when counselling patients on

- direct acting oral anticoagulants (DOAC)
- low molecular weight heparins (LMWH), and
- vitamin K antagonists (VKA),

the references they used, their willingness to receive additional education on specific anticoagulation topics and the form of the training as well as the support needed.

Contact Details

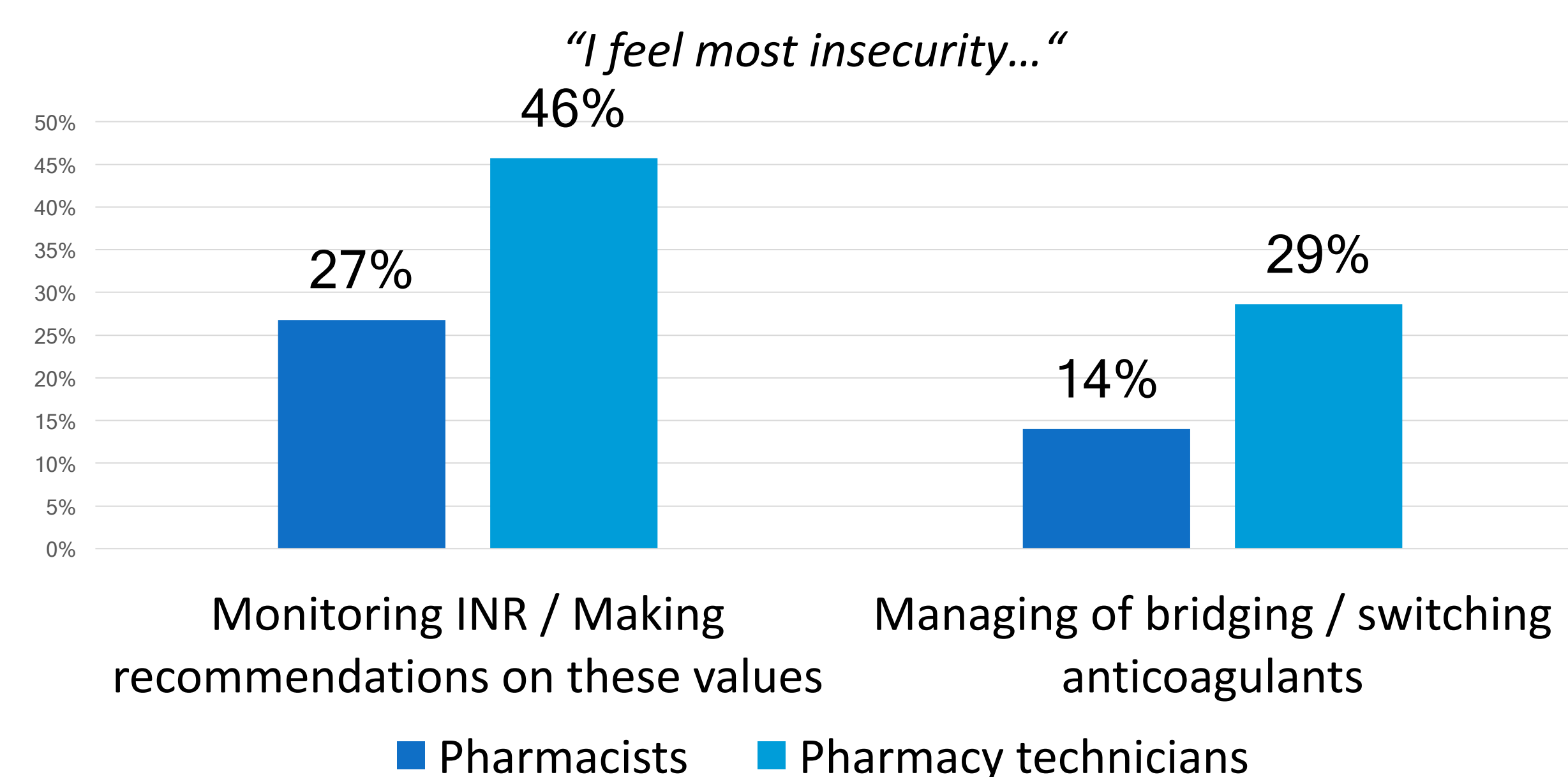
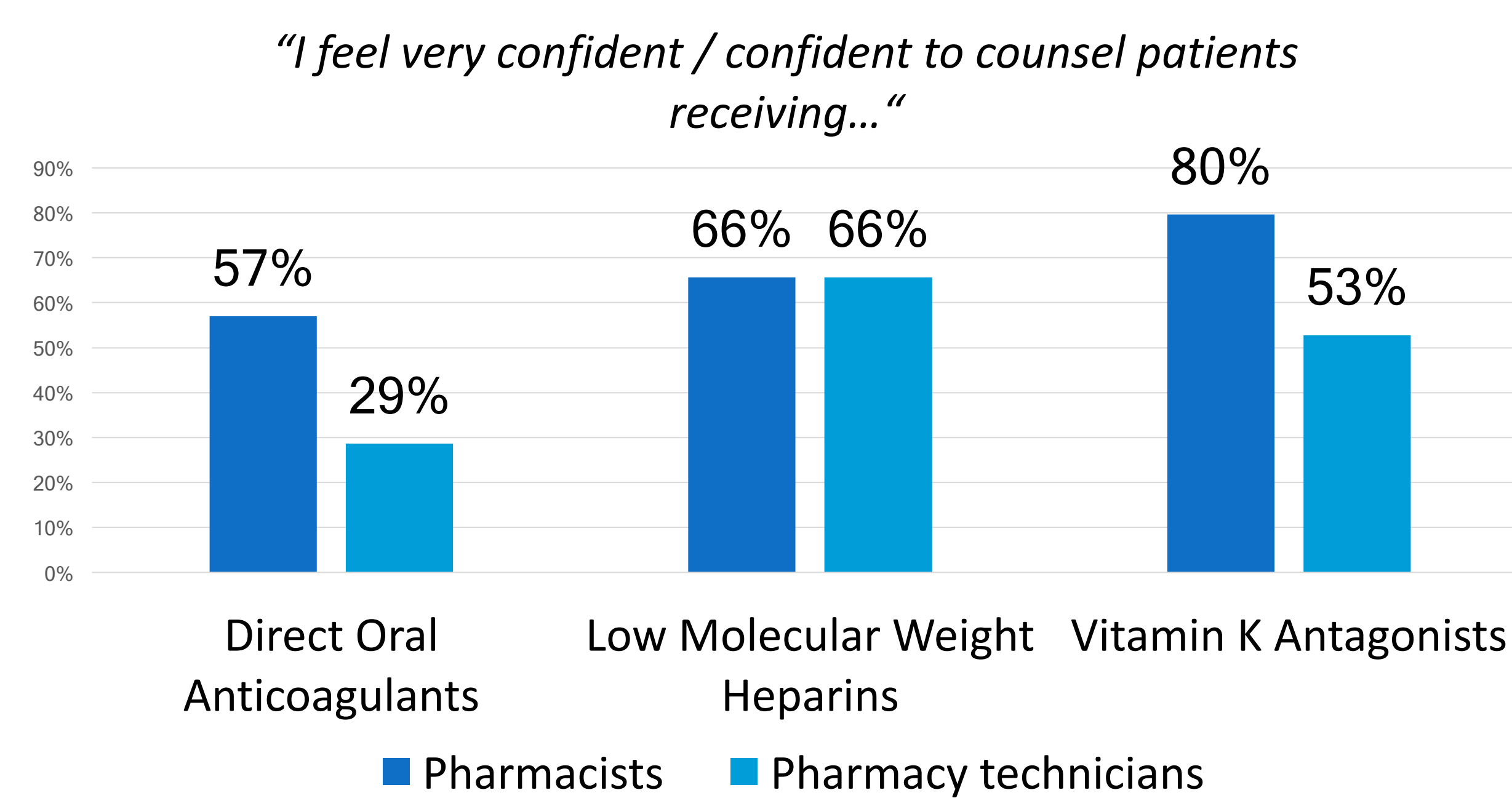
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3. Results

A total of 279 questionnaires were completed (206 pharmacists, 69 pharmacy technicians and three others).



Main focus of interest for further education were interactions and their management (Pharmacists: 50,2%, PT: 32,9%). Participants use information from pharmaceutical industry as a reference (Pharmacists: 70%, PT: 55,7%), followed by internet and pharmacy software. Both groups prefer seminars/symposia and personalized e-learning as educational form and would find a list of frequently asked questions supportive. The majority of pharmacists (79,7%, 165) and technicians (71,4%, 50) reported that information should be accessible from the pharmacy software.

5. Discussion and conclusion

Based on these findings, different approaches should be considered for pharmacists and pharmacy technicians in order to provide a comprehensive, practice-based education addressing their individual needs. Following any education live or per e-learning, content should be made accessible through the pharmacy software in order to assure sustainability.