

## DIGITAL LITERACY OF HEALTHCARE PROFESSIONALS IN PHARMACIES

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Professional standards require from healthcare professionals to possess a certain level of digital literacy. The aims of paper were: examination of the experience of healthcare professionals in pharmacies in the use of digital technologies, self-assessment of knowledge and skills, evaluation of attitudes and analysis of the needs for improvement of digital competencies. A special paper questionnaire was designed and used in the research, which was distributed to the pharmacy staff from AU “Benu”. 94,3% use digital technology at work every day, 89,8% of respondents using it for searching of medical and medicine information (89,8%). Only 9,7% of the respondents completed an additional formal program or course. Pharmacists assessed their digital literacy significantly higher than pharmaceutical technicians,  $3,67 \pm 0,79$  vs  $3,44 \pm 0,63$  ( $p < 0,05$ ). Most of them think that it is important to improve their digital literacy (agreement  $4,62 \pm 0,95$ ) and are motivated to do so through additional training or learning on their own (agreement  $4,50 \pm 0,94$ ). They understand benefits of new ways of communicating and data source and spontaneously accept the new technologies in the field of eHealth. A similar conclusion is mentioned in National strategy for digital skills development (1). Pharmacy professionals rate their digital literacy at 3,56, which could be compared with similar research from Canada (2), where computer literacy is mostly rated at 3. Considering the positive attitude towards using digital technologies in practice and high motivation for improving digital skills, it is expected that the pharmacists will quickly master technological innovations in the field of providing pharmaceutical services in the future.

### References

1. National strategy for digital skills development Republic of Serbia for period from 2020. to 2024., (“Sl.glasnik RS br.21/2020)
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## DIGITALNA PISMENOST ZDRAVSTVENIH RADNIKA U APOTEKAMA

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Današnji profesionalni standardi zahtevaju od zdravstvenih radnika u apotekama da poseduju određeni stepen digitalne pismenosti. Ciljevi rada bili su: ispitivanje dosadašnjih iskustava zdravstvenih radnika u apotekama kada je u pitanju upotreba digitalnih tehnologija, samoprocena stečenih znanja i veština, kao i ispitivanje stavova i analiza potreba za unapređenjem digitalnih kompetencija. Korišćen je posebno dizajniran upitnik u papirnoj formi koji je distribuiran zaposlenima u Apotekarskoj ustanovi „Benu“. Ukupno 94,3% ispitanika svakodnevno koristi digitalne tehnologije na poslu, dok za pretragu stručne medicinske literature i literature o lekovima digitalne tehnologije koristi 89,8% ispitanika. 9,7% ispitanika je završilo dodatni formalni program ili kurs. Farmaceuti svoju digitalnu pismenost procenjuju statistički značajno višom ocenom u odnosu na farmaceutske tehničare,  $3,67 \pm 0,79$  prema  $3,44 \pm 0,63$  ( $p < 0,05$ ). Većina njih smatra da je važno da unapređuje svoju digitalnu pismenost (slaganje sa izjavom  $4,62 \pm 0,95$ ) i motivisano je da to čini kroz dodatne obuke ili samostalno učenje (slaganje sa izjavom  $4,50 \pm 0,94$ ). Činjenica je zdravstveni radnici uviđaju benefit novih načina komunikacije i izvora informacija, odnosno na spontani način prihvataju nove tehnologije iz oblasti eZdravlja. Sličan zaključak se pominje i u Nacionalnoj strategiji za razvoj digitalnih veština (1). Zdravstveni radnici u apotekama svoju digitalnu pismenost ocenjuju ocenom 3,56, što bi se moglo uporediti sa rezultatom sličnog istraživanja koje je rađeno u Kanadi (2), gde je kompjuterska pismenost u najvećem broju ocenjena sa 3. Obzirom na pozitivan stav o korišćenju digitalnih tehnologija u praksi i visoku motivisanost za unapređenjem digitalnih veština, očekuje se da će farmaceuti u apotekama u budućnosti brzo ovladati tehnološkim inovacijama iz oblasti apotekarske delatnosti.

### Literatura

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