


# SYSTEMATIC REVIEW AND E-QUESTIONNAIRE ON THE SERVICE CHARACTERISTICS, OPERATIONS AND ACTIVITIES OF CENTRES FOR MEDICINES INFORMATION (CMI) (4CPS-110)

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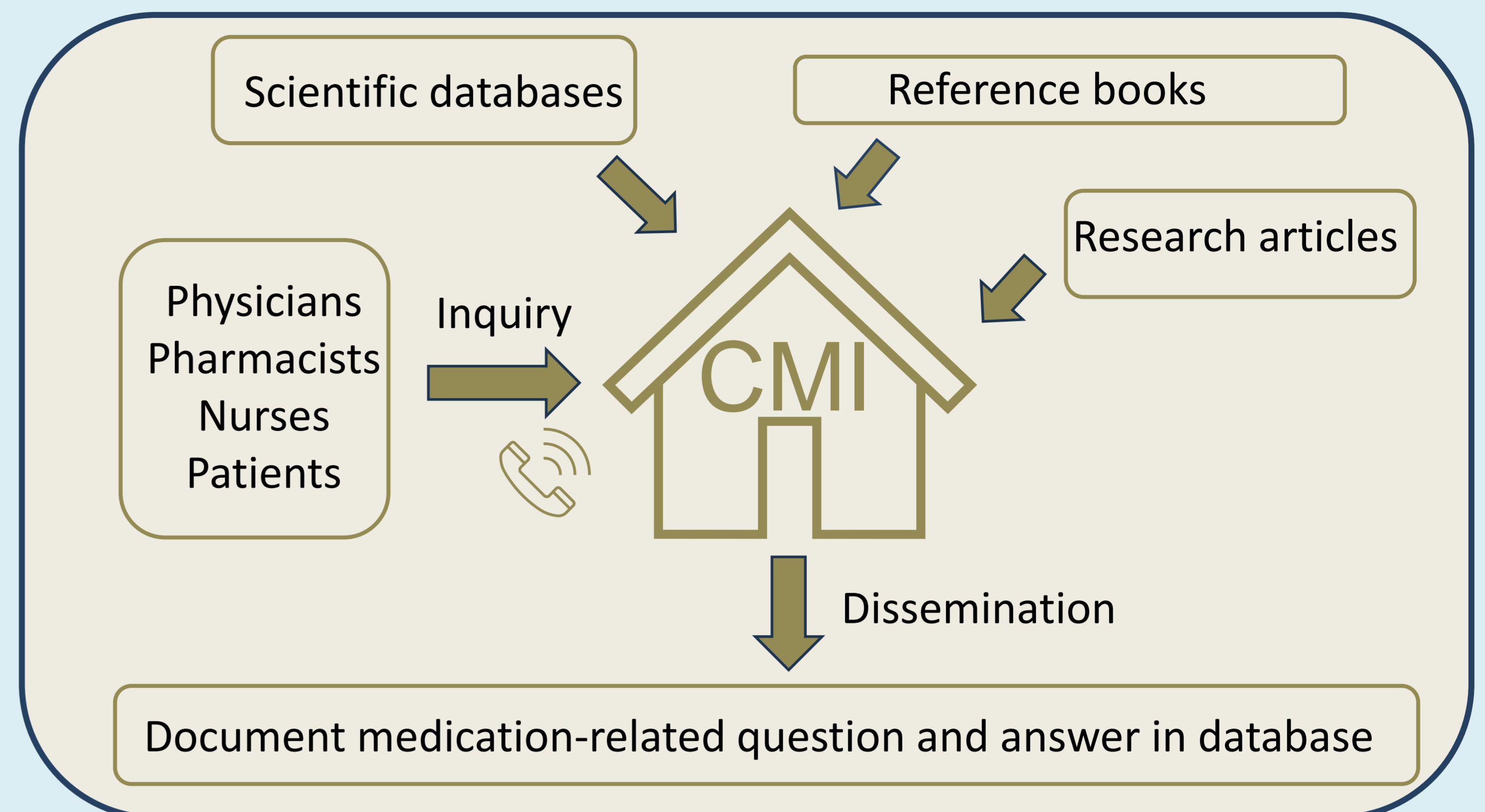
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## BACKGROUND

- Belgium's clinical pharmacy
  - ❖ Is primarily driven by pharmacist initiatives
  - ❖ **lacks a standardized on-demand approach**
- In our center, recommendations are given in response to telephone inquiries in a non-standardized manner (= basic service)
- Need for development and implementation of an advanced **Centre for Medicines Information (CMI)**
  - ❖ to provide a central and dedicated helpdesk for medication-related questions (Fig 1.)
- The aim of this study was to identify the organizational and operational characteristics of other CMIs to formulate recommendations for future CMIs

Figure 1. Workflow of question-answer service in a CMI



## METHODS

- A **systematic review** was conducted using PubMed as database
- Fig 2. describes the manuscript selection process
- Additionally, an anonymous **e-questionnaire** was disseminated to hospital pharmacies across Europe through the European Association of Hospital Pharmacists (EAHP)

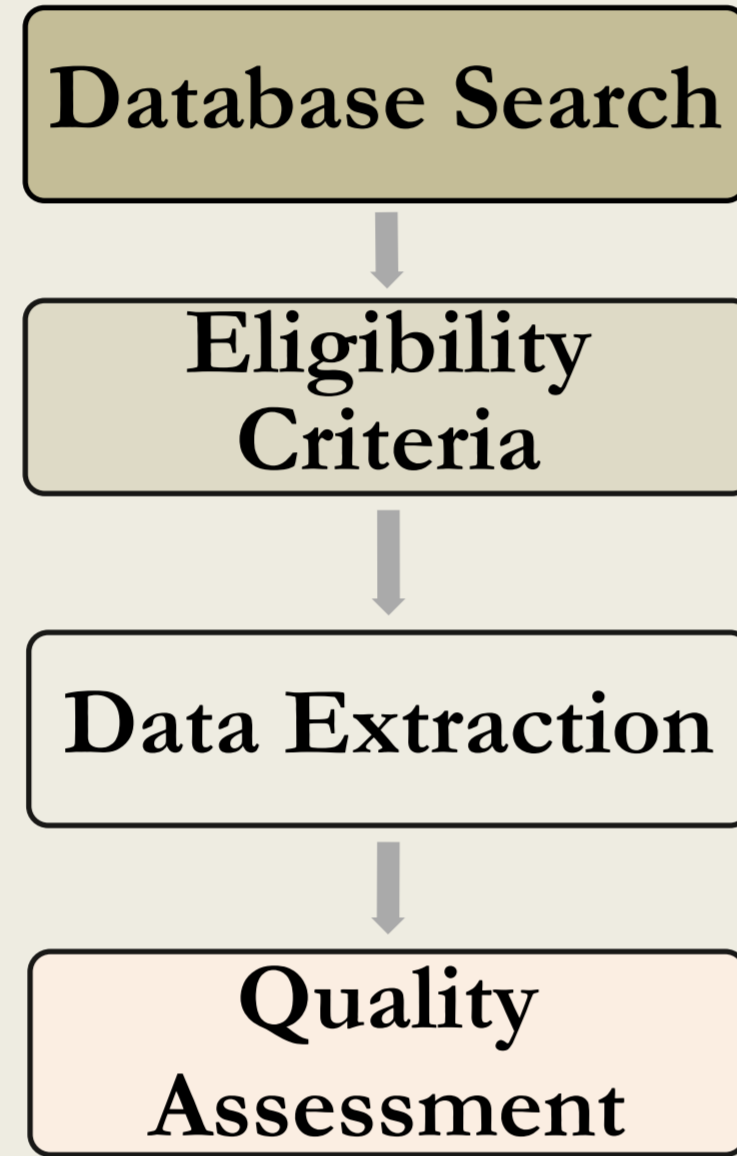
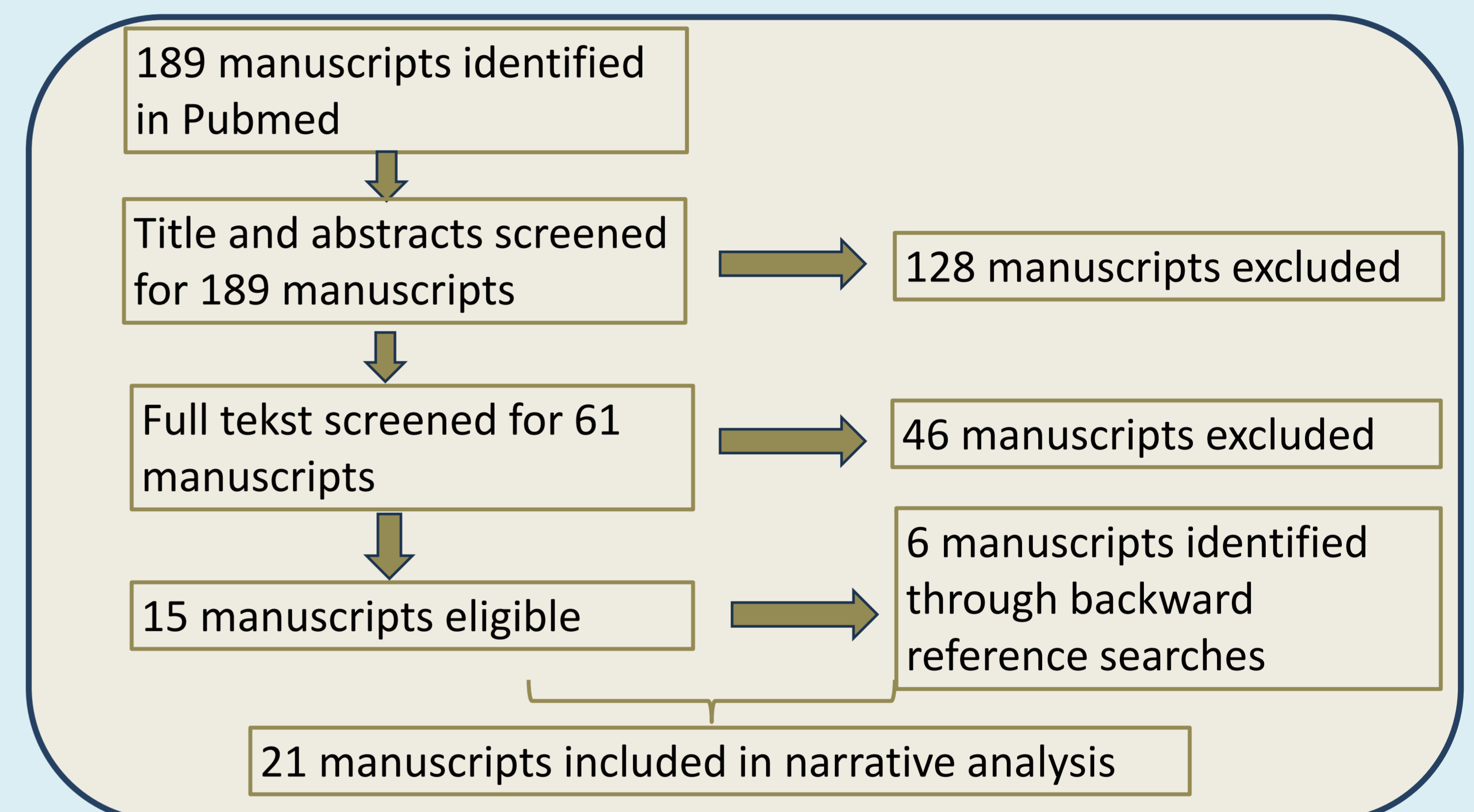


Figure 2. Flow diagram of manuscript selection process



## RESULTS

### Systematic review

- The systematic review included 21 manuscripts identifying 301 CMIs
  - ❖ CMIs predominantly offered **regional services (75%)**
  - ❖ **58% operated during regular working hours**, 42% offered 24/7 service
  - ❖ Primary services included **question-answering** via telephone, mail or personal contact and **distribution of newsletters**
  - ❖ Only three CMIs mentioned the implementation of a **Frequently Asked Question (FAQ) database**
  - ❖ None discussed an inquiry system integrated in the electronic health record (EHR)

### E-questionnaire

- The survey was responded by 33 hospitals divided over 14 countries, 10 of which have a CMI
  - ❖ CMIs predominantly offered service to **one hospital (75%)**
  - ❖ Mostly operating during **regular working hours (63%)**, only 25% reported 24/7 service
  - ❖ Core activities encompassed **answering medication-related questions** and **providing additional staff training**
  - ❖ **50% of CMIs reported having their own FAQ database**
  - ❖ All hospitals document their questions and answers using a computer-based system, and **three hospitals offer posing questions directly through the EHR**

## CONCLUSION

- This study with dual-method revealed insightful information on standardized CMIs
- CMIs from the systematic review did not emphasize the use of software to a great extent, but CMIs from the survey used computer-based software systems for documenting questions and answers
- Core recommendations for future CMIs are shown in Fig. 3

Figure 3. Recommendations for the operational and organisational characteristics of CMIs

