**BACKGROUND AND OBJECTIVE**

In our hospital, outpatient drug dispensing is a pharmaceutical activity. Performed by pharmacy technicians (PT) under pharmacist supervision. Aimed at helping the patient make the best use of medicine.

The objective was:

- to design and implement a PT training
- to improve outpatient drug dispensing

**MATERIAL AND METHODS**

ACCUMPA-VP is a theoretical and practical training for PT developed according to the ADDIE-M method (Analyze - Design - Development - Implementation - Evaluation - Maintenance).

IMPLEMENTATION of the training program

**IMPACT on PT and patients**

ACCUMPA-VP

**DESIGN : Needs assessment of PT and patients**

PT needs and self-confidence before training

Outpatient satisfaction before PT training

9 theoretical sessions on 80% of dispensed prescriptions. For each session: quiz just before – Interactive slideshow on prescription analysis – same quiz one week after.

1 practical sessions

PROFFileROLE like: the PT plays alternately 3 different roles on 3 different days on 3 predefined scenarios.

PT self-confidence after training and training evaluation

Outpatient satisfaction after PT training

**RESULTS**

**1) Evaluation of PT skills development**

<table>
<thead>
<tr>
<th>% of Acquired Knowledge</th>
<th>Before</th>
<th>After</th>
</tr>
</thead>
<tbody>
<tr>
<td>1a</td>
<td><strong>70</strong></td>
<td><strong>90</strong></td>
</tr>
<tr>
<td>1b</td>
<td><strong>60</strong></td>
<td><strong>80</strong></td>
</tr>
</tbody>
</table>

For all PT (n=9) and all theoretical sessions merged, it has been observed a :

1a significant improvement of theoretical knowledge after ACCUMPA-VP training (74 to 82% of acquired knowledge, p=0,006)

1b decrease of almost all the error types and more particularly inappropriate counseling (21 to 6%)

**2) Evaluation of PT self-confidence evolution**

- **Hepatitis C**
  - Regulation / Medication system
  - Information to be collected to secure the dispensation
  - Before
  - After

- **Syntical Respiratory Virus Infection**
  - Patient counseling
  - Before
  - After

- **Myeloma**
  - Prescription analysis
  - Before
  - After

- **Pulmonary Arterial Hypertension**
  - Before
  - After

Within 6 months of practice, PT self-confidence throughout the dispensation process was enhanced leading them to gain the abilities to achieve an appropriate drug dispensing, especially when it comes to counseling the patient.

**3) Training evaluation**

- All PT felt more comfortable with drug dispensing to patients. They declared having more interactions with the patients and were more likely to detect drug interaction or medication misuse.
- They assigned a global average grade of 7.7/10 including relational, educational and organizational evaluation.

4) Outpatient satisfaction

Outpatient global satisfaction was substantially the same before and after training :

- Well received
- Satisfied with the PT responses to their questions

What does it change after PT training ?

- Outpatients dared to ask questions to PT more often
- PT ask more often patients’ associated medicines

**CONCLUSION**

More skillful and confident PT
- Satisfied PT
  « It makes me want to listen to the patient »
- Change of PT position
  « Patient is a patient and not a prescription »
- Satisfied outpatient

And next ?
Need to maintain developed skills through new educational sessions