SECTION I
HOSPITAL CHARACTERISTICS

1. How many beds are served by your pharmacy?
   
<table>
<thead>
<tr>
<th>In complete hospitalisation</th>
<th>In partial hospitalisation</th>
</tr>
</thead>
<tbody>
<tr>
<td>(the patient stays day + night)</td>
<td>(the patient stays during the day, part of the day, or only at night)</td>
</tr>
<tr>
<td>beds</td>
<td>beds</td>
</tr>
</tbody>
</table>

2. Tick the description which best fits your hospital(s):
   
   (A teaching hospital is a hospital affiliated to a university medical school which trains doctors at undergraduate and postgraduate level)
   
   - 2.1. General Teaching hospital
   - 2.2. General non Teaching hospital
   - 2.3. Ophthalmic hospital
   - 2.4. Oncology hospital
   - 2.5. Psychiatric hospital
   - 2.6. Geriatric hospital
   - 2.7. Other

3. What is your hospital(s)’s average bed occupancy percentage for the last year?

4. What was the average duration of stay for inpatients during the last year?
   (Round days to the nearest one decimal place, e.g. 6.1 days)

5. Is your hospital(s):
   (Tick the statement that best describes the situation of your pharmacy)
   
   - 5.1. A public (i.e. owned by the Government) Hospital?
   - 5.2. A Church affiliated Hospital?
   - 5.3. A private hospital?
   - 5.4. Other?

6. Is your hospital(s):
   (Tick the statement that best describes the situation of your pharmacy)
   
   - 6.1. A profit making institution?
   - 6.2. A non profit making institution?
7. Personnel

7.1. How many nurses, calculated in Full Time Equivalent (FTE) are employed in the hospital(s) served by your pharmacy? ...........................

7.2. How many doctors, calculated in Full Time Equivalent (FTE) are employed in the hospital(s) served by your pharmacy? ...........................

A Full Time Equivalent (FTE) is a measure to convert total staff numbers including part time and full time personnel into a single figure for purposes of comparison. One FTE is the standard number of hours worked in your country for a specific category of staff.

Example: In Italy, 1 FTE in hospital pharmacy is 42 hours. Therefore, a hospital with one pharmacist who works 21 hours and one who works 42 hours per week has 1.5 FTE pharmacists. The number of hours per FTE varies from profession to profession and from country to country.

8. Is the hospital pharmacy director responsible for other departments in the hospital?

- Yes ............................. If Yes, mark all that apply:

8.1. Sterilisation
- Yes  No
8.2. Infection Control
- Yes  No
8.3. Medical Analysis Lab.
- Yes  No
8.4 Medical devices
- Yes  No
8.5 Waste Management
- Yes  No
8.6. Other
- Yes  No

9. To whom is the pharmacy director responsible?

(Tick the statement that best describes the situation of your pharmacy)

9.1. To the hospital Chief Executive Officer (Hospital Director)  Yes  No
9.2. To an outside pharmacy Director  Yes  No
9.3. To a contract administrator  Yes  No
9.4. To a clinical medical Director  Yes  No
9.5. To a local Authority  Yes  No
9.6. To nobody  Yes  No
9.7. Other  Yes  No

10. As a percentage of the total hospital budget, what is the total cost of:

(Round the percentage to one decimal place)

10.1. Operating the pharmacy (all expenses including salaries, drugs, sterile fluids, supplies)? ...........................................................  %
10.2. The budget only for the acquisition of drugs for the past year? .................  %

11. Has the pharmacy director freedom to allocate some resources within the hospital budget to his department?

- Yes  No
12. Is there a budget:

(Tick the statement that best describes the situation of your pharmacy)

12.1. For pharmacy equipment?

☐ Yes ☐ No

12.2. For research in your pharmacy?

☐ Yes ☐ No

12.3. For clinical audit?

☐ Yes ☐ No

SECTION II

PHARMACY CHARACTERISTICS

II.1. PHARMACY STAFFING

13. How many Full Time Equivalent personnel work in your pharmacy?

(Round number to one decimal place)

A) Personnel in the hospital pharmacy:

13.1. Pharmacists .............................................................

13.2. Trainee pharmacists (interns) ........................................

13.3. Pharmacy students ...................................................

13.4. Prescriptionists (Bachelor of Science in Pharmacy) (if applicable) ............

13.5. Qualified pharmacy assistants / Technician staff ..............................

13.6. Non qualified pharmacy assistants ...........................................

13.7. Cleaning personnel (0 if cleaning centralised) .................................

13.8. Administrative Staff .....................................................

13.9. Nurses ...........................................................................

13.10. Others ..........................................................................

B) Personnel in the hospital: Are there pharmacists in your hospital who are not member of the hospital pharmacy staff?

☐ Yes ☐ No

13.11. Pharmacists .............................................................

14. How many hours per day is your pharmacy open and available to provide service?

(In each case, enter the total number of hours open)

14.11. Monday to Friday

☐ Yes ☐ No

14.12. Saturday

☐ Yes ☐ No

14.13. Sunday

☐ Yes ☐ No

15. Does your pharmacy provide a 24 hour on call service?

☐ Yes ☐ No
16. Is there a residency service in the hospital(s), with an on call pharmacist living in the hospital at night?

- Yes
- No

II.2. INPATIENT DRUG DISTRIBUTION SERVICES

17. Drug distribution services

<table>
<thead>
<tr>
<th>Question</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>17.11. Have you a centralised pharmacy service: drug distribution</td>
<td></td>
<td></td>
</tr>
<tr>
<td>is made by the central pharmacy?</td>
<td></td>
<td></td>
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<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>17.12. Have you decentralised pharmacy services: drug distribution</td>
<td></td>
<td></td>
</tr>
<tr>
<td>is made by satellites (i.e. ward based pharmacy outlets supplied</td>
<td></td>
<td></td>
</tr>
<tr>
<td>from the central pharmacy)?</td>
<td></td>
<td></td>
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<tr>
<td></td>
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<tr>
<td>17.13. Have you patient oriented distribution with medications supplied</td>
<td></td>
<td></td>
</tr>
<tr>
<td>to each individual patient (i.e. unit dose drug distribution)?</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

18. Use of bar codes in the drug distribution system in your hospital

<table>
<thead>
<tr>
<th>Question</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>18.11. Do you use EAN-barcodes in the stock management of the medicinal</td>
<td></td>
<td></td>
</tr>
<tr>
<td>products (product receipt and/or preparation of internal distribution)?</td>
<td></td>
<td></td>
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<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>18.12. Do you use the barcodes printed by your supplier in the stock</td>
<td></td>
<td></td>
</tr>
<tr>
<td>management of medical devices (product receipt and/or preparation of</td>
<td></td>
<td></td>
</tr>
<tr>
<td>internal distribution)?</td>
<td></td>
<td></td>
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<tr>
<td></td>
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</tr>
<tr>
<td>18.13. Do you label the medicinal products prepared in your pharmacy</td>
<td></td>
<td></td>
</tr>
<tr>
<td>with bar code?</td>
<td></td>
<td></td>
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<tr>
<td></td>
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</tr>
<tr>
<td>18.14. Does hospital staff use barcode readers for manual picking of</td>
<td></td>
<td></td>
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<tr>
<td>medicinal products in your pharmacy?</td>
<td></td>
<td></td>
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<td></td>
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</tr>
<tr>
<td>18.15. Does hospital staff use or plan to use barcode readers at the</td>
<td></td>
<td></td>
</tr>
<tr>
<td>bedside to capture information about the dispensation of medicine</td>
<td></td>
<td></td>
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<tr>
<td>products to the patient?</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

19. Drug distribution system

(Definitions: An individual patient drug supply system is one in which drugs are dispensed for each patient on an individual basis, for several days, and a medication profile is kept for each inpatient at the pharmacy. The drugs do not need to be supplied in unit dose package.

A 24 hour unit-dose dispensing system is a particular kind of individual patient drug supply system in which drugs are dispensed for each patient on an individual basis, but for not more than 24 hours and a medication profile also kept for each inpatient at the pharmacy. The medications are dispensed in single unit dose packages, with medicines in a ready to use form.)

<table>
<thead>
<tr>
<th>Question</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>19.11. Have you an individual patient supply system?</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
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<tr>
<td>If Yes, for how many beds?</td>
<td></td>
<td></td>
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<tr>
<td></td>
<td></td>
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</tr>
<tr>
<td>19.12. Have you a 24 hours unit dose dispensing system?</td>
<td></td>
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<td></td>
<td></td>
<td></td>
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<tr>
<td>If Yes, for how many beds?</td>
<td></td>
<td></td>
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<tr>
<td></td>
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<td></td>
</tr>
<tr>
<td>19.13. Have you a ward stock system?</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Page 4 sur 20
20. **Drug distribution and robotics** ➔ do you use?:

(Tick one or more if applicable)

Computerised picking systems and robotic systems are now used in some hospital pharmacies. Computerised drug trolleys are also used in some hospitals at ward level.

20.1. Manual picking of medicines?
- ☐ Yes
- ☑ No

20.2. Computer dispensing machines (e.g. ATC machine) to pick doses for individuals?
- ☐ Yes
- ☑ No

20.3. Computer picking systems to pick drugs for stock (e.g. Rowa Machine)?
- ☐ Yes
- ☑ No

20.4. Robotic picking systems to pick individual patient supplies (e.g. APS Robot)?
- ☑ Yes
- ☐ No

20.5. Integrated computer systems for ordering, picking and ward storage (e.g. Pyaxis)?
- ☑ Yes
- ☐ No

21. **Clinical pharmacy services** ➔ have you?:

(Tick one or more if applicable)

21.1. Centralised clinical pharmacy services, and pharmacists visiting each patient care area at least once daily?
- ☐ Yes
- ☑ No

21.2. Centralised clinical services and pharmacists occasionally visiting patient care areas but not on a daily basis?
- ☑ Yes
- ☐ No

21.3. Decentralised clinical services and pharmacists spending at least 50% of their time in the wards/patient care areas?
- ☑ Yes
- ☐ No

22. **Do you assign clinical services to pharmacy technicians in your hospital?** .. ☐ Yes ☑ No

23. **If Yes to question 22, what tasks are assigned to pharmacy technicians?** (Tick one or more if applicable)

23.1. ward stock
- ☐ Yes
- ☑ No

23.2. drug information
- ☐ Yes
- ☑ No

23.3. patient counselling
- ☐ Yes
- ☑ No

23.4. member of committees
- ☐ Yes
- ☑ No

23.5. member of audit
- ☐ Yes
- ☑ No

23.6. other……………………
- ☐ Yes
- ☑ No
### 24. In the patient care areas, who orders ward stock drugs from your pharmacy?

(Tick one or more if applicable)

<table>
<thead>
<tr>
<th></th>
<th>Nursing staff</th>
<th>Pharmacy staff</th>
<th>Medical staff</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>No</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>No</td>
<td>Yes</td>
<td>No</td>
<td>Yes</td>
</tr>
</tbody>
</table>

### 25. Does your pharmacy provide intravenous (I.V.) admixture services?

(Tick one or more if applicable)

- No
- Yes, pharmacy prepares nearly all I.V. admixture products for almost all patient care areas
- Yes, pharmacy prepares nearly all I.V. admixture products but only for special units within the hospital(s) (e.g. ICU, CCU...)
- Yes, pharmacy prepares total parenteral nutrition (TPN)
- Yes, pharmacy prepares cytotoxic medications

### 26. Which of the following are under the control of your pharmacy?

(Tick one or more if applicable)

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Intravenous fluids</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Haemodialysis fluids</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Irrigation fluids</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Premixed I.V. solutions</td>
<td></td>
<td></td>
</tr>
<tr>
<td>I.V. fluid administration sets</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Infusion pumps and controllers</td>
<td></td>
<td></td>
</tr>
<tr>
<td>General anaesthetics other than pressurised gases</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Medical gases</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Stable blood derivates</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Labile blood derivates</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Radiographic contrast materials</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Radio pharmaceuticals</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tax free alcohol</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Chemical reagents</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Enteral nutrition products</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Investigational drugs of agents</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Wound care products</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Sutures</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Surgical instruments</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>In vitro diagnostic tests (e.g. urinalysis sticks, glucose meters...)</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Cytotoxic drugs</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Medicines</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>Other</td>
<td>Yes</td>
<td>No</td>
</tr>
</tbody>
</table>
### SECTION III

**COMPUTERISATION**

*(If your department is in the midst of installing a computer system, answer as though the installation was completed)*

<table>
<thead>
<tr>
<th>Question</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>27. Equipment</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Has your pharmacy a computerised system?</td>
<td></td>
<td></td>
</tr>
<tr>
<td>[ ] Yes</td>
<td>[ ] No</td>
<td></td>
</tr>
<tr>
<td>If yes, is it for:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>27.1. getting the prescriptions from the wards?</td>
<td>[ ] Yes</td>
<td>[ ] No</td>
</tr>
<tr>
<td>27.2. stock control and stock distribution?</td>
<td>[ ] Yes</td>
<td>[ ] No</td>
</tr>
<tr>
<td>27.3. drug consumption</td>
<td>[ ] Yes</td>
<td>[ ] No</td>
</tr>
<tr>
<td>27.4. patient medication profiling?</td>
<td>[ ] Yes</td>
<td>[ ] No</td>
</tr>
<tr>
<td>27.5. outpatient drug distribution?</td>
<td>[ ] Yes</td>
<td>[ ] No</td>
</tr>
<tr>
<td>27.6. drug information databases (Medline, Micromedex…)?</td>
<td>[ ] Yes</td>
<td>[ ] No</td>
</tr>
<tr>
<td>27.7. dosage calculation</td>
<td>[ ] Yes</td>
<td>[ ] No</td>
</tr>
<tr>
<td>27.8. sterile production control?</td>
<td>[ ] Yes</td>
<td>[ ] No</td>
</tr>
<tr>
<td>27.9. compounding?</td>
<td>[ ] Yes</td>
<td>[ ] No</td>
</tr>
<tr>
<td>27.10. product release</td>
<td>[ ] Yes</td>
<td>[ ] No</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Question</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>28. Mainframe</td>
<td></td>
<td></td>
</tr>
<tr>
<td>(Tick one or more if applicable)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>28.1. Is the pharmacy a part of the hospital(s)’s mainframe computer system?</td>
<td>[ ] Yes</td>
<td>[ ] No</td>
</tr>
<tr>
<td>28.2. Has the pharmacy a stand alone system that interfaces with the mainframe or other departments?</td>
<td>[ ] Yes</td>
<td>[ ] No</td>
</tr>
<tr>
<td>28.3. Has the pharmacy a stand alone system that does not interface with the mainframe or other departments?</td>
<td>[ ] Yes</td>
<td>[ ] No</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Question</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>29. Is there at least one personal computer in your pharmacy?</td>
<td>[ ] Yes</td>
<td>[ ] No</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Question</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>30. Is your pharmacy connected to Internet?</td>
<td>[ ] Yes</td>
<td>[ ] No</td>
</tr>
</tbody>
</table>
SECTION IV
PHARMACEUTICAL PRODUCTION

31. Do you have a government licence for the manufacture of:
   (Tick one or more if applicable)
   31.1. Sterile pharmaceuticals for use in the hospital?  Yes  No
   31.2. Non sterile pharmaceutical for use in the hospital? Yes  No
   31.3. Sterile pharmaceuticals for use in other hospitals or in patients’ homes? Yes  No
   31.4. Non sterile pharmaceuticals for use in other hospitals or in patients’ homes? Yes  No
   31.5. Drugs for clinical trials? Yes  No
   31.6. Gene therapy Yes  No

32. Does your pharmacy prepare the following in batches for storage?
   (Tick one or more if applicable)
   32.1. Sterile pharmaceuticals Yes  No
   32.2. Non sterile pharmaceuticals Yes  No
   32.3. Laboratory reagents Yes  No

33. Does your pharmacy prepare the following for individual patients on prescription?
   (Tick one or more if applicable)
   33.1. Sterile pharmaceuticals Yes  No
   33.2. Non sterile pharmaceuticals Yes  No

34. Does your pharmacy operate (inside or outside) quality control and analytical procedures for:
   (Tick one or more if applicable)
   34.1. Chemical stability? Yes  No
   34.2. Physical stability? Yes  No
   34.3 Microbiological safety? Yes  No

35. Does your pharmacy follow GMP directive for the manufacture of all products?
   (GMP: Good Manufacturing Practice)
   Yes  No

36. Does your pharmacy use a written procedure for the recall of all batches produced if an error has been discovered?
   Yes  No
37. When calculating the costs of production, what is taken in account in your system?

(Tick one or more if applicable)

37.1. Raw material costs
   - Yes
   - No

37.2. Labour costs
   - Yes
   - No

37.3. Depreciation of equipment
   - Yes
   - No

37.4. Quality control
   - Yes
   - No

38. Does your pharmacy sell products to other hospitals or outside pharmacies?
   - Yes
   - No

39. If Yes to question 38, do you operate for profit?
   - Yes
   - No

40. Has your pharmacy a licence to sell products to other hospitals?
   - Yes
   - No
   - Not obligatory

SECTION V
QUALITY ASSURANCE & CONTROL

41. Are tests (analytical, microbiological, pyrogen tests) carried out?

(Tick one or more if applicable)

41.1. Tests are carried out
   - Yes
   - No

If Yes, tests are carried out on the following:

41.1.1. Chemical raw material
   - Yes
   - No

41.1.2. Packaging materials
   - Yes
   - No

41.1.3. Finished batches
   - Yes
   - No

42. If tests are carried out (question 41), is the analysis done?

(Tick one or more if applicable)

42.1. In the pharmacy department?
   - Yes
   - No

42.2. In another hospital department?
   - Yes
   - No

42.3. By an external laboratory?
   - Yes
   - No
43. **Is there a formal quality assurance process that uses written standards for the following?**  
*(Tick one or more if applicable)*

- **43.1. Drug dispensing**  
  - Yes  
  - No

- **43.2. Sterile product preparation**  
  - Yes  
  - No

- **43.3. Clinical pharmacy services:**
  - 43.3.1. Clinical trials  
    - Yes  
    - No
  - 43.3.2. Pharmacokinetics  
    - Yes  
    - No
  - 43.3.3. Drug treatment monitoring  
    - Yes  
    - No
  - 43.3.4. Drug Information Services  
    - Yes  
    - No
  - 43.3.5. Patient Counselling  
    - Yes  
    - No
  - 43.3.6. Anticoagulant clinic  
    - Yes  
    - No
  - 43.3.7. Lipid Clinic  
    - Yes  
    - No
  - 43.3.8. Pain Control Team  
    - Yes  
    - No
  - 43.3.9. Enteral nutrition  
    - Yes  
    - No
  - 43.3.10. Other  
    - Yes  
    - No

43.A **Do you have external quality certification?**  
*(Tick one or more if applicable)*

- 43.A.1. ISO 9001  
  - Yes  
  - No
- 43.A.2. ISO 14001  
  - Yes  
  - No
- 43.A.3. Others:___________  
  - Yes  
  - No

---

**SECTION VI**  
**ANALYTICAL AND CLINICAL CHEMISTRY CONTROL**

44. **Are drug level analysis carried out in your pharmacy itself?**

  - Yes  
  - No

45. **If Yes, are blood samples collected by a member of your pharmacy staff?**

  - Yes  
  - No
### SECTION VII
#### OUT PATIENT PHARMACY SERVICES

*(Definition: for the purpose of this survey, outpatients are considered to be either ambulatory patients, patients being discharged, hospital staff, homecare patients, and the general public)*

<table>
<thead>
<tr>
<th>Question</th>
<th>Options</th>
</tr>
</thead>
<tbody>
<tr>
<td>46. Does your hospital(s) provide pharmacy service to any of these patients?</td>
<td>Yes, through the hospital in inpatient pharmacy department (a)</td>
</tr>
<tr>
<td>46A. Is the source and price of the drugs for outpatients the same?</td>
<td>Yes</td>
</tr>
<tr>
<td>47. Does your pharmacy routinely provide patients with medication at discharge from the hospital?</td>
<td>Yes</td>
</tr>
<tr>
<td>48. If Yes to question 47, do you supply:</td>
<td>Yes</td>
</tr>
<tr>
<td>48.1. all patients</td>
<td></td>
</tr>
<tr>
<td>48.2. only some patients (e.g. AIDS, cancer..)?</td>
<td></td>
</tr>
<tr>
<td>49. If Yes to question 47, how many days’ supply is given to the patient?</td>
<td></td>
</tr>
<tr>
<td>50. Do you supply to outpatients, for administration at home?:</td>
<td></td>
</tr>
<tr>
<td>50.1. Cytotoxic injections?</td>
<td>Yes</td>
</tr>
<tr>
<td>50.2. Total parenteral nutrition solutions?</td>
<td>Yes</td>
</tr>
<tr>
<td>50.3. Analgesic infusions?</td>
<td>Yes</td>
</tr>
<tr>
<td>50.4. Antibiotic infusions?</td>
<td>Yes</td>
</tr>
<tr>
<td>50.5. Routine prescribed medication?</td>
<td>Yes</td>
</tr>
<tr>
<td>51. Do you charge a fee to outpatients for these services?</td>
<td></td>
</tr>
<tr>
<td>Never</td>
<td>Always</td>
</tr>
<tr>
<td>Yes, for some patients only</td>
<td>Yes, for some drugs only</td>
</tr>
</tbody>
</table>
SECTION VIII
PHARMACY PRACTICE

52. Is your pharmacy staff regularly providing patient care service concerning adverse drug reactions (prevention, monitoring, documenting, reporting, managing..) for :
   52.1. Inpatients ? ◐Yes ◐No
   52.2. Outpatients ? ◐Yes ◐No
   52.3. None ? ◐Yes ◐No

53. Is your pharmacy staff regularly providing patient care service concerning medication errors (prevention, monitoring, documenting, reporting, managing…) for :
   53.1. Inpatients ? ◐Yes ◐No
   53.2. Outpatients ? ◐Yes ◐No
   53.3. None ? ◐Yes ◐No

54. For pharmacist intervention concerning patient care, is a written report put in the patients’ medical record for at least 80% of the patients:
   54.1. Inpatients ? ◐Yes ◐No
   54.2. Outpatients ? ◐Yes ◐No
   54.3. None ? ◐Yes ◐No

55. For every pharmacist intervention concerning patient care, is a written report recorded in your pharmacy for at least 80% of the patients:
   55.1. Inpatients ? ◐Yes ◐No
   55.2. Outpatients ? ◐Yes ◐No
   55.3. None ? ◐Yes ◐No

56. Do pharmacists participate in :
   56.1. Research (including clinical drug trials) ? ◐Yes ◐No ◐Yes ◐No ◐Yes ◐No
   56.2. Medicine or drug use evaluation programmes (MUE, DUE) ? ◐Yes ◐No ◐Yes ◐No ◐Yes ◐No
   56.3. Pharmaco epidemiological studies ? ◐Yes ◐No ◐Yes ◐No ◐Yes ◐No
57. **With regard to medical devices, does your pharmacy participates in:** (Tick one or more if applicable)

- 57.1. Selection?  
  - Yes  
  - No

- 57.2. Evaluation?  
  - Yes  
  - No

- 57.3. Purchasing?  
  - Yes  
  - No

- 57.4. Vigilance?  
  - Yes  
  - No

58. **What is the role of your pharmacy in the decisions about nutrition support?**

(Tick the statement that best describes the situation of your pharmacy)

- 58.1. Participation in TPN team only  
  - Yes  
  - No

- 58.2. Participation in TPN/Enteral nutrition team  
  - Yes  
  - No

- 58.3. Not involved in decisions about nutrition prescription  
  - Yes  
  - No

59. **Does your pharmacy provide pharmacokinetic consultations for:**

(A pharmacokinetic consultation consists of at a minimum review of clinical laboratory or serum drug concentrations and oral/written follow-up with the prescriber)

- 59.1. Inpatients?  
  - Yes  
  - No

- 59.2. Outpatients?  
  - Yes  
  - No

- 59.3. None?  
  - Yes  
  - No

60. **For which following drug therapies does your pharmacy routinely provide pharmacokinetic consultations?** (Tick one or more if applicable)

<table>
<thead>
<tr>
<th>Drug Therapy</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aminoglycoside</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Carbamazepine</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cyclosporine</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Digoxin</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lithium</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Phenobarbitone</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Phenytoin</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Tacrolimus</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Theophylline</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Teicoplanin</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Vancomycin</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Warfarin</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Others:__________</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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61. For which following drug therapies does your pharmacy routinely provide additional clinical consultations?  

<table>
<thead>
<tr>
<th>Therapy</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Anticoagulant clinic prescribing</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lipid clinic prescribing</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Antibiotic therapy</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cytotoxic induced nausea</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Immunosuppressive therapy</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

62. Is there a specific pharmacist on your staff dedicated to the provision of drug information service?  

- Yes  
- No

63. If Yes to question 62, enter the total full time equivalent (FTE) assigned to drug information service: .......................................................

64. Is there a drug information centre as a formal division (or programme) within your pharmacy?  

- Yes  
- No

65. Does your pharmacy provide drug information service to persons outside the hospital?  

(Tick the statement that best describes the situation of your pharmacy)

<table>
<thead>
<tr>
<th>Service</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>With a charge for this service</td>
<td></td>
<td></td>
</tr>
<tr>
<td>With no charge for this service</td>
<td></td>
<td></td>
</tr>
<tr>
<td>No</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
66. Has your pharmacy a contract with another hospital to obtain drug information service?

66.1. Yes
   66.1.1. With a charge for this service: Yes No
   66.1.2. With no charge for this service: Yes No

66.2. No

SECTION X
HOSPITAL COMMITTEES

67. Indicate the existence of hospital committees, and the pharmacy’s participation by marking all that apply to your hospital(s):

<table>
<thead>
<tr>
<th>Existence in the hospital</th>
<th>Participation of pharmacists</th>
</tr>
</thead>
<tbody>
<tr>
<td>67.1. Drug and Therapeutics</td>
<td>Yes</td>
</tr>
<tr>
<td>67.2. Cardio-pulmonary Resuscitation (CPR)</td>
<td>Yes</td>
</tr>
<tr>
<td>67.3. Ethics / Research</td>
<td>Yes</td>
</tr>
<tr>
<td>67.4. Infection Control</td>
<td>Yes</td>
</tr>
<tr>
<td>67.5. Nutrition support / TPN</td>
<td>Yes</td>
</tr>
<tr>
<td>67.6. Quality improvement</td>
<td>Yes</td>
</tr>
<tr>
<td>67.7. Health and Safety</td>
<td>Yes</td>
</tr>
<tr>
<td>67.8. Medical Devices assessment (users group)</td>
<td>Yes</td>
</tr>
<tr>
<td>67.9. Pain control</td>
<td>Yes</td>
</tr>
<tr>
<td>67.10. Information Systems / Information technology</td>
<td>Yes</td>
</tr>
<tr>
<td>67.11. Risk management</td>
<td>Yes</td>
</tr>
<tr>
<td>67.12. Others</td>
<td>Yes</td>
</tr>
</tbody>
</table>

SECTION XI
DRUG FORMULARY MANAGEMENT SYSTEM

68. Is there a drug formulary in your hospital(s)?
   Yes No

69. How many chemical entities are in your formulary? 

70. How many products are in your formulary?
71. **How often is your formulary updated?** *(Tick the statement that best describes the situation of your pharmacy)*

- [ ] every year
- [ ] every 2 years
- [ ] > 2 years

72. **What does your formulary contain?** *(Tick one or more if applicable)*

- 72.1. Price information
  - [ ] Yes
  - [ ] No
- 72.2. Dosage/prescribing information
  - [ ] Yes
  - [ ] No
- 72.3. Hospital drug use policies
  - [ ] Yes
  - [ ] No
- 72.4. Local bacterial sensitivity to antibiotics
  - [ ] Yes
  - [ ] No
- 72.5. Antibiotic prescribing protocols for surgical prophylaxis
  - [ ] Yes
  - [ ] No
- 72.6. Antibiotic prescribing protocols for treatment of infections
  - [ ] Yes
  - [ ] No

73. **What type of buying group do you use to purchase drugs?** *(Tick one or more if applicable)*

- 73.1. National multi hospital alliance
  - [ ] Yes
  - [ ] No
- 73.2. Regional group
  - [ ] Yes
  - [ ] No
- 73.3. Local group
  - [ ] Yes
  - [ ] No
- 73.4. You do not participate in group purchasing
  - [ ] No

74. What percentage of medicines up to 100% (in term of money value) are purchased from:

- 74.1. Wholesalers
  - [ ] , [ ] %
- 74.2. Direct from the Industry
  - [ ] , [ ] %
- 74.3. Other hospital pharmacies
  - [ ] , [ ] %
- 74.4. Own production
  - [ ] , [ ] %
SECTION XII
TRAINING AND STAFF DEVELOPMENT PROGRAMMES

75. Is your hospital(s) affiliated with any of the following teaching programmes?
(Affiliation is defined as a routine training site for students, residents, interns, externs or other trainees.
The employment of a salaried pharmacy student does not constitute an affiliation with a pharmacy school)
(Tick one or more if applicable)

75.1. University Pharmacy School
75.2. Nursing school
75.3. University Medical School
75.4. College offering pharmacy technician training
75.5. None of the above

76. Does your pharmacy:
(Tick one or more if applicable)

76.1. Serve as externship training site for pharmacy students?
76.2. Offer a post graduate pharmacy training programme?
76.3. Is involved in technician staff training programme?
76.4. None of the above?

77. Has your pharmacy an internally organized continuing education programme designed
to enhance the knowledge or skills of:
(Tick one or more if applicable)

77.1. Pharmacists?
77.2. Pharmacy technicians?
77.3. Other pharmacy staff?
77.4. None of the above?

78. Concerning continuing education for professional staff, does your pharmacy:
(Tick one or more if applicable)

78.1. Allows paid time off for continuing education programmes?
78.2. Pays all the expenses?
78.3. Pays at least some of the expenses, e.g. registration fees?
78.4. None of the above?
79. If a specialization in hospital pharmacy is established in your country, how many pharmacists (in full time and part-time employment) have this specialization in your hospital pharmacy?

79.1. Number of pharmacists with the specialization in hospital pharmacy in your pharmacy: [ ] [ ]

79.2. Total number of pharmacists in your pharmacy: [ ] [ ]

80. Do pharmacists in your hospital pharmacy have also other specializations?

- Yes  ☐  No  ☐

If yes, name the specializations they have and indicate the number of pharmacists with this specialization.

80.1. Specialization in clinical pharmacy ☐ Yes  ☐ No

80.1.1. Number of pharmacists with the specialization in clinical pharmacy in your pharmacy: [ ] [ ]

80.2. Other specialization (name of the specialization): [ ] [ ]

80.2.1. Number of pharmacists with this specialization in your hospital pharmacy: [ ] [ ]

80.3. Other specialization (name of the specialization): [ ] [ ]

80.3.1. Number of pharmacists with this specialization in your hospital pharmacy: [ ] [ ]

80.4. Other specialization (name of the specialization): [ ] [ ]

80.4.1. Number of pharmacists with this specialization in your hospital pharmacy: [ ] [ ]

80.5. Other specialization (name of the specialization): [ ] [ ]

80.5.1. Number of pharmacists with this specialization in your hospital pharmacy: [ ] [ ]

81. Have you experienced any shortages of pharmacists in your hospital pharmacy in the past 2 years?

- Yes  ☐  No  ☐

82. Have you experienced any shortages of pharmacy technicians in your hospital pharmacy in the past 2 years?

- Yes  ☐  No  ☐
### SECTION XIII
PATIENT SAFETY

#### 83. Is there a Patient Safety System implemented in your hospital?
- [ ] Yes
- [ ] No

#### 84. Was your hospital involved in any activities conducted in your country in the field of patient safety in the last year?
- 84.1. national survey in hospitals
  - [ ] Yes
  - [ ] No
  - Number of surveys: ............... Response rate (if known): ............... 
- 84.2. campaigns
  - [ ] Yes
  - [ ] No
  - Number of campaigns: ............................................
  - Title of campaign: ............................................

#### 85. Was professional staff in your hospital pharmacy involved in any educational or continuing educational programmes on safe medication practice issues in the last year?
- 85.1. national congress
  - [ ] Yes
  - [ ] No
- 85.2. continuous professional development programmes
  - [ ] Yes
  - [ ] No
- 85.3. incidental seminars
  - [ ] Yes
  - [ ] No
- 85.4. education included in faculty programme
  - [ ] Yes
  - [ ] No
- 85.5. other ............................................................... 
  - [ ] Yes
  - [ ] No

#### 86. Does your hospital have a:
- 86.1. policy on safe medication practice?
  - [ ] Yes
  - [ ] No
- 86.2. committee for safe medication practice?
  - [ ] Yes
  - [ ] No
- 86.3. teams doctor – pharmacist – nurse with defined system for medication errors reporting?
  - [ ] Yes
  - [ ] No
- 86.4. clinical incident reporting system?
  - [ ] Yes
  - [ ] No
87. Which activities in the field of safe medication practice are implemented in your hospital on regular basis (more than 50%)?  
(Tick one or more if applicable)

<table>
<thead>
<tr>
<th>Activity</th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>87.1. unit dose dispensing</td>
<td></td>
<td></td>
</tr>
<tr>
<td>87.2. centralized cytotoxic reconstitution</td>
<td></td>
<td></td>
</tr>
<tr>
<td>87.3. centralized intravenous administration service</td>
<td></td>
<td></td>
</tr>
<tr>
<td>87.4. therapeutic drug monitoring</td>
<td></td>
<td></td>
</tr>
<tr>
<td>87.5. drug information</td>
<td></td>
<td></td>
</tr>
<tr>
<td>87.6. patient visits at admission</td>
<td></td>
<td></td>
</tr>
<tr>
<td>87.7. patient counselling at discharge</td>
<td></td>
<td></td>
</tr>
<tr>
<td>87.8. others ……</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

End
Thank you for your cooperation!