

HOSPITAL PHARMACISTS PROFESSIONAL EMPOWERMENT THROUGH SKILLS INTEGRATION

EXPERIENCE OF INTERNATIONAL COOPERATION BETWEEN ITALY AND TANZANIA

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What was done?

An initiative for **cooperation** and **interaction** between hospital pharmacists from different income countries has been developed.

What has been achieved?

A **Strengths Weaknesses opportunities Threats** (SWOT) matrix was developed to assess the impact on three main areas: **drug management**, **clinical pharmacy** and **pharmaceutical care**.



Why was it done?

Drug dispensing and **patient monitoring** are institutional activities of hospital pharmacists worldwide. Nevertheless, the enhancement of managerial capabilities, hard and soft skills is crucial to tackle the critical challenge arising from **geographical**, **epidemiological**, **demographic**, **cultural** and **legislative** differences between **different countries**.

STRENGTHS

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- Attitude for **standardization** **workflow**
- Multidisciplinary and multicultural **teamwork**
- **Sharing** of expertise and best practice
- Speed up of limiting processes in order to develop activities in **support of patients and clinicians**
- **Time** and **effectiveness** in qualified staff training

WEAKNESSES

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- Complexity of procedures for **drug import**
- Hospital staff **shortage** (both pharmacists and physicians)
- **Absence of primary care** and hospital-territory continuity of care **network**
- **Clinical severity** of patients admitted to hospital
- **Imbalance** between clinical pharmacy/ pharmaceutical care in favour of **drug management**



How was it done?

The initiative was led by a **pharmacist** from an **Italian hospital** who was hosted by a hospital in **southern Tanzania** and spent a month collaborating with local hospital pharmacists, in order to streamline integrated workflows and optimise clinical care outcomes and professional training.



OPPORTUNITIES

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- **Professional growth** due to new healthcare **challenges** facing
- **Soft skills** improvement (problem solving, versatility, working under stress, teamwork, integration, overcoming prejudices)
- **Hard skills** enhancement (logistics, international legislation, scientific English)
- **Budget optimisation** for new investments (equipment/staff)
- Improvement of **patient safety** and overall level of care

THREATS

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- Language/cultural barriers
- Variable learning curve and resistance to change
- Barriers in social/professional relationships
- Individual variability in adaptation period
- Different patient perceptions of health and medical care

What next?

Professional integration of hospital pharmacists from different educational and cultural backgrounds could enhance their ability to address different clinical, environmental and socio-economic issues, with the following outcomes:

- strengthening the **professional pathway**
- optimising outcomes with consequent **cost savings**
- **improving the quality of healthcare** for patients.

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