

Kazalniki kakovosti farmacevtske skrbi ob hipertenziji

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Povzetek

Raziskovalno vprašanje (RV): Razvoj kazalnikov kakovosti za kognitivno storitev farmacevtske skrbi ob hipertenziji, ovrednotili jih bodo uporabniki lekarniške storitve v slovenskih lekarnah.

Namen: Ocena trenutnega stanja kakovosti izvajanja storitve farmacevtske skrbi ob hipertenziji v slovenskih javnih lekarnah s pomočjo kazalnikov kakovosti na podlagi uporabnikove izkušnje s storitvijo, merjenje le-teh bo omogočalo tako oceno kakovosti v posamezni lekarni kot tudi primerjavo med posameznimi lekarnami ter kronološko primerjavo z namenom uvedbe periodičnih izboljšav pri izvajanju farmacevtske skrbi ob hipertenziji.

Metoda: Za pripravo teoretičnih izhodišč smo uporabili kvalitativne metode raziskovanja z namenom identifikacije glavnih kazalnikov kakovosti storitve farmacevtske skrbi ob hipertenziji v Sloveniji in tujini. Sledila bo empirična raziskava, v ta namen bomo uporabili vprašalnik.

Rezultati: Ustrezna kakovost zdravstvene obravnave je temelj uspešnega zdravljenja, katerega cilj je izboljšanje zdravstvenega stanja. Farmacevt ni le kompetenten strokovnjak za preskrbo z zdravili, ampak predvsem za zdravljenje z zdravili. Pregled uporabe zdravil je storitev optimizacije in racionalizacije uporabe zdravil posameznega bolnika s ciljem izboljšati oziroma vzdrževati bolnikovo z zdravjem povezano kakovost življenja. Farmaceutska intervencija je strokovni poseg nosilca lekarniške dejavnosti v primeru nepopolnosti, nejasnosti ali napak na predpisanem receptu, ki so lahko administrativne ali strokovne narave in bi lahko povzročile ekonomske ali zdravstvene posledice za uporabnika ali zdravstveni sistem ter niso skladne s temeljnim namenom zdravljenja ali zdravstvenimi pravili. V Sloveniji od 117 bolnikov s povprečno starostjo 66 let 30.2% njih ne prepozna potrebe po jemanju zdravil za zniževanje krvnega tlaka, pri 12.9% bolnikov zaskrbljenost zaradi jemanja zdravil prevlada nad dojetjem njihovih koristi. Reševanje in preprečevanje z zdravili povezanih težav v okviru storitve farmacevtske skrbi potrjujejo znižanje stroškov za celoten zdravstveni sistem, saj se učinkovitost farmacevtske skrbi kaže na različnih ravneh zdravstvene oskrbe. Naloga stroke je, da oblikuje specifične kazalnike, ki odražajo stopnjo sodelovanja bolnikov pri zdravljenju z zdravili, razumevanje zdravljenja, ustrezne uporabe zdravil in specifične kazalnike farmakoterapije za določena zdravila, populacije in izide zdravljenja.

Organizacija: Identifikacija kazalnikov kakovosti bo omogočala oceno kakovosti v posamezni lekarni kot tudi primerjavo med posameznimi lekarnami ter kronološko primerjavo z namenom uvedbe periodičnih izboljšav pri izvajanju farmacevtske skrbi ob hipertenziji v lekarnah.

Družba: Identifikacija kazalnikov kakovosti za ovrednotenje povezave med izvajanjem obstoječih smernic farmacevtske skrbi in kakovostjo storitve v smislu varne uporabe zdravil.

Originalnost: Naše temeljno raziskovalno vprašanje je identifikacija kazalnikov kakovosti iz vidika uporabnika storitve. Dosedanje raziskave so se večinoma opirale na komplianco, adherenco in konkordanco kot kazalnike kakovosti oziroma učinkovitosti storitve farmacevtske skrbi.

Omejitve/nadaljnje raziskovanje: Omejitev raziskave na slovenske javne lekarne.

Ključne besede: farmacevtska skrb, hipertenzija, kazalniki kakovosti, kognitivna storitev

Breda Drenek Sotošek, rojena 18.10.1947 sem po zaključeni osnovni šoli v Sevnici (1954-62) šolanje nadaljevala na 1.gimnaziji v Celju (1962-66). Po maturi je sledil študij farmacije v Ljubljani, kjer sem diplomirala leta 1974. Leta 1973 sem se zaposlila v JZ Lekarna Sevnica in leta 1976 postala direktorica zavoda (1976-94), v letih 1979-87 sem predsedovala celjski podružnici SFD, leta 1991 pa kot ustanoviteljica posavske podružnice le-tej predsedovala 1991-98. Leta 1987 sem končala kozmetično šolo in odprla kozmetični salon, ki je iz popoldanske obrti prerasel v podjetje LEKOS d.o.o. (1993), 1994 je sledilo odprtje zasebne lekarne. 1991 sem zaključila specializacijo iz farmacevtske informatike, 1997 pa magistrirala iz ekonomskih ved ter leta 2000 opravila šolanje iz homeopatije v avstrijskem Gradcu, 2020 NLP Master. V osemdesetih letih sem poučevala

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Quality indicators of pharmaceutical care in hypertension

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Abstract

Research Question (RQ): Development of quality indicators for the cognitive service of pharmaceutical care in the area of hypertension, evaluated by users of pharmacy service in Slovenian pharmacies.

Purpose: Assessment of the current state of the quality of pharmaceutical care in the case of hypertension in Slovenian pharmacies using quality indicators based on the user's experience with the service. Measuring them will allow both quality assessment in each pharmacy and comparison between individual pharmacies and chronological comparison with a view to introducing periodic improvements in the implementation of pharmaceutical care in the case of hypertension.

Method: We used qualitative methods of research in order to identify the main indicators of the quality of the service of pharmaceutical care in the field of hypertension in Slovenia and abroad. Empirical research will follow, and we will use a questionnaire for this purpose.

Results: Adequate quality of medical treatment is the cornerstone of successful treatment, which aims to improve health status. The pharmacist is not only a competent expert in the supply of medicines, but primarily for the treatment of medicines. The review of the use of medicinal products is a service of optimising and rationalising the use of medicinal products by an individual patient with the aim of improving or maintaining the patient's health-related quality of life. Pharmaceutical intervention is a professional intervention by the pharmacy operator in the event of incompleteness, uncertainty or errors in the prescribed prescription, which may be of an administrative or professional nature and could have economic or health consequences for the user or health system and are not consistent with the essential purpose of treatment or health rules. In Slovenia, out of 117 patients with an average age of 66 30.2% do not recognize the need to take blood pressure lowering medicines, in 12.9% of patients the concern about taking medicines outweighs the perception of their benefits. The resolution and prevention of drug-related problems in the context of the pharmaceutical care service confirms the reduction in costs for the whole health system, as the effectiveness of pharmaceutical care reflects at different levels of health care. The task of the profession is to develop specific indicators that reflect the degree of participation of patients in drug treatment, understanding of treatment, appropriate use of medicinal products and specific indicators of pharmacotherapy for specific medicinal products, populations and outcomes of treatment.

Organization: The identification of quality indicators will allow for quality assessment in each pharmacy, as well as a comparison between individual pharmacies and a chronological comparison with a view to introducing periodic improvements in the implementation of pharmaceutical care in the case of hypertension in pharmacies.

Society: Identification of quality indicators to evaluate the link between the implementation of the existing pharmaceutical care guidelines and the quality of the service in terms of the safe use of medicinal products.

Originality: Our fundamental research question is the identification of quality indicators from the point of view of the service user. The research so far has largely relied on compliance, adherence and concordance as indicators of the quality or effectiveness of the pharmaceutical care service.

Limitations / further research: Limitation of research to Slovenian public pharmacies.

Keywords: pharmaceutical care, hypertension, quality indicators, cognitive service

Breda Drenek Sotošek, born 18.10.1947, continued my education at the 1st Grammar School in Celje (1962-66) after completing primary school in Sevnica. After graduating, he studied pharmacy in Ljubljana, where I graduated in 1974. In 1973 I took a job at the JZ Lekarna Sevnica and in 1976 became director of the institute (1976-94), in 1979-87 I chaired the Celje branch of SFD and in 1991 I chaired the Posavje branch in 1991-98. In 1987 I finished cosmetic school and opened a beauty salon, which grew from afternoon crafts to company Lekos d.o.o. (1993), followed in 1994 by the opening of a private pharmacy. In 1991 I completed my specialisation in pharmaceutical informatics, in 1997, received a master's degree in economics and in 2000 completed my education in homeopathy in Graz, 2020 NLP Master. In the 1980s I taught chemistry at STŠ Sevnica, 2010-2012 professional subjects of the program of pharmaceutical technicians at ŠC Novo mesto, from 2015-2018 professional subjects of the cosmetics program at Erudio Ljubljana.