



# Developing Quality of Care Indicators for Community-Based Pharmacist Prescribing for Minor Ailments and Contraception In British Columbia – A Qualitative Study

## Summary

33 quality of care indicators for pharmacist prescribing for minor ailments and contraception were identified through a multi-phase process.

## Study Design

### 3 Phases:

- 1 Literature review and environmental scan
- 2 Semi-structured 1-on-1 interviews
- 3 Constructive workshop

## Population

**Phase 2:** 64 one-on-one interviews with patients, pharmacists, prescribers and leaders from partner organizations

**Phase 3:** 6 representatives from Phase 2



## Findings: Quality of care indicators fit within 5 key categories

### Patient Experience

- Privacy
- Treatment choices and engagement
- Preferred name and pronouns
- Positive patient experience
- Pharmacist as the preferred provider



### Safety

- Adverse events
- Medication errors
- Health care utilization due to adverse events or safety issues

### Appropriateness

- Evidence-based care
- Non-drug treatment
- Clinical documentation
- Comprehensiveness of assessment
- Follow-up plan
- Sharing of communication
- Patient education
- In-scope of practice
- Improvement or cure
- Escalation of care / failed management



### Access

- Uptake of services
- Proximity and geographic distribution
- Timely care
- Net new care
- Service for unattached patients
- Virtual vs. in-person availability
- Wait times
- Service for equity-deserving groups
- Reasons for refusal

### Cost-Effectiveness

- System utilization
- Referrals to lower-acuity settings
- Avoidance of service duplication
- No secondary provider needed
- Impact on physician workload
- Value for reimbursement

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