


7

Methods (1)


- Interviews based on a pre-prepared questionnaire were carried out during support visits to the pharmacy
 - The interviews were recorded and transcribed
 - The questionnaires were based on the results from the pilot study
- 5 pharmacies were selected from the pharmacies working towards external survey in 2009

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8

Methods (2)

- The pharmacies were interviewed twice during two different support visits and the person interviewed was one of the quality coordinators of the pharmacy and was chosen by the pharmacy
- The purpose of the first interview was to identify the experience of the pharmacy, the experience of the quality coordinator and the methods selected for implementation of DDKM
- The purpose of the second interview was to demonstrate how the pharmacy had worked with quality development since the first visit


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9

Results (1)

All quality coordinators agreed on the following statements during the two interviews:

- **Working with quality development means**
 - Agreement on working procedures and processes
 - Common quality goals
- **Working with DDKM means**
 - Delegation of tasks
 - New areas are included in the quality work
 - Existing guidelines and instructions are up-dated
- **Tools for implementing DDKM**
 - Reviews at joint morning meetings and
 - Reading of new documents


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10

Results (2)

The pharmacies with no experience of quality management:

- Express that the work with the implementation of the accreditation standards should be as simple as possible
- Ask questions about the accreditation process
- Ask questions about the interpretation of the accreditation standards
- Ask for new tools for implementation


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11

Results (3)

The pharmacies with experience of quality management systems:


- Work with implementation of the DDKM in the same way as they worked with the former quality development system
- Use a lot of time to adjust the new quality model (DDKM) to the existing quality system
- Ask questions about the differences between the existing quality system and DDKM

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12

Conclusions

- The level of experience is not an important factor in how the community pharmacies implement the accreditation standards
- Experience affects the level and type of support needed to facilitate implementation
 - The inexperienced pharmacies ask for new tools of implementation
 - The experienced pharmacies ask questions about the differences between the existing quality system and DDKM

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13

Perspective

How to adjust our support depending on the level of experience of the pharmacies

Lack of experience	Extensive experience
<ul style="list-style-type: none">Information about the accreditation processInterpretation of the set of standardsEncouragement to ensure the pharmacy are on the right track	<ul style="list-style-type: none">Focus on understanding and implementation of the new quality systemLess time spent on comparing the new system with the old systemGuidance to ensure the pharmacy acts according to results of evaluation

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14

Thank you



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