

## **Instrument for identifying factors that hinder the implementation of Pharmaceutical Care**

This instrument aims to identify the factors that hinder the implementation of Pharmaceutical Care in Primary Health Care. For this purpose, the Delphi technique will be used, starting from the domains present in the APOTECA framework\*: **Attitudinal, Political, Technical, and Administrative.**

Regarding the aforementioned domains, **attitudinal** factors refer to behavior, action or reaction, motivated by an opinion about a certain fact, and may have internal or external motivation. **Political** factors are related to relationships within a group/organization, in which certain individuals or groups influence/support others. **Technical** factors are related to the skills and knowledge necessary to perform Pharmaceutical Care. Finally, **administrative** factors refer to administrative processes related to both management and the organization.

To apply the instrument, the pharmacist must analyze the sentences presented and select the alternative that comes closest to their reality. The respondent can leave comments regarding these obstacles below each question. To analyze the magnitude of difficulties, scores range from 0 to 3, with the higher the individual value or the total mean score of all 19 questions, the greater the degree of difficulties encountered in implementing Pharmaceutical Care.

**\*Reference APOTECA:** Santos Júnior GAD, Onozato T, Rocha KSS, Ramos SF, Pereira AM, Cruz CFDS, Brito GC, Lyra-Jr DP. Integration of clinical pharmacy services into the Brazilian health system using Problematization with Maguerez Arc. Res Social Adm Pharm. 2019 Feb;15(2):173-181. doi: 10.1016/j.sapharm.2018.04.009.

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**A) ADMINISTRATIVE FACTORS**

**1) The time and high workload of pharmacists dedicated to technical management activities.**

0 ( ) Doesn't make it difficult at all

1 ( ) Makes it a little difficult

2 ( ) More or less difficult

3 ( ) It makes it very difficult

Space for potential comments:

**2) The number of pharmacists to perform the activities carried out by the pharmacist, such as pharmacotherapeutic monitoring services, medication reconciliation, among others.**

0 ( ) Doesn't make it difficult at all

1 ( ) Makes it a little difficult

2 ( ) More or less difficult

3 ( ) It makes it very difficult

Space for potential comments:

**3) Obtaining clinical information about patients from medical records.**

0 ( ) Not a difficult factor

1 ( ) There is a little difficulty

2 ( ) More or less difficult

3 ( ) It is a factor that makes it very difficult

Space for potential comments:

**4) Access related to information technology to support Pharmaceutical Care (Examples: computer system, electronic medical records, applications/websites for checking information about medications).**

0 ( ) Not a difficult factor

1 ( ) There is a little difficulty

2 ( ) More or less difficult

3 ( ) It is a factor that makes it very difficult

Space for potential comments:

**B) TECHNICAL FACTORS**

**1) Number of subjects aimed at developing clinical skills and knowledge during professional training.**

0 ( ) Not a difficult factor

1 ( ) There is a little difficulty

2 ( ) More or less difficult

3 ( ) It is a factor that makes it very difficult

Space for potential comments:

**2) Pharmacists' knowledge of their clinical duties.**

0 ( ) Not a difficult factor

1 ( ) There is a little difficulty

2 ( ) More or less difficult

3 ( ) It is a factor that makes it very difficult

Space for potential comments:

**3) The effectiveness of communication between the healthcare team, the pharmacist and the patient.**

0 ( ) Not a difficult factor

- 1 ( ) There is a little difficulty
- 2 ( ) More or less difficult
- 3 ( ) It is a factor that makes it very difficult

Space for potential comments:

**4) Collaborative relationship (interprofessionality) with the healthcare team in carrying out the pharmacist's clinical work.**

- 0 ( ) Not a difficult factor
- 1 ( ) There is a little difficulty
- 2 ( ) More or less difficult
- 3 ( ) It is a factor that makes it very difficult

Space for potential comments:

**5) Patients are unaware of the pharmacist's clinical services.**

- 0 ( ) Not a difficult factor
- 1 ( ) There is a little difficulty
- 2 ( ) More or less difficult
- 3 ( ) It is a factor that makes it very difficult

Space for potential comments:

**6) Lack of knowledge of positive experiences with Pharmaceutical Care on the part of the healthcare team, patients, and management.**

- 0 ( ) Not a difficult factor
- 1 ( ) There is a little difficulty
- 2 ( ) More or less difficult
- 3 ( ) It is a factor that makes it very difficult

Space for potential comments:

### **C) ATTITUDINAL FACTORS**

#### **1) Trust in the pharmaceutical professional on the part of patients and the healthcare team.**

0 ( ) Not a difficult factor

1 ( ) There is a little difficulty

2 ( ) More or less difficult

3 ( ) It is a factor that makes it very difficult

Space for potential comments:

#### **2) The motivation on the part of the pharmacist to develop and carry out their clinical duties.**

0 ( ) Not a difficult factor

1 ( ) There is a little difficulty

2 ( ) More or less difficult

3 ( ) It is a factor that makes it very difficult

Space for potential comments:

#### **3) The resistance of doctors to the implementation of the Pharmaceutical Care service.**

0 ( ) Not a difficult factor

1 ( ) There is a little difficulty

2 ( ) More or less difficult

3 ( ) It is a factor that makes it very difficult

Space for potential comments:

#### **4) Attendance/commitment and feedback provided by patients regarding the Pharmacist's clinical service.**

0 ( ) Not a difficult factor

1 ( ) There is a little difficulty

2 ( ) More or less difficult

3 ( ) It is a factor that makes it very difficult

Space for potential comments:

**5) Involvement and awareness of the multidisciplinary team, management, and population regarding the importance of the Pharmaceutical Care service.**

0 ( ) Not a difficult factor

1 ( ) There is a little difficulty

2 ( ) More or less difficult

3 ( ) It is a factor that makes it very difficult

Space for potential comments:

**6) Resistance to change on the part of the pharmacist.**

0 ( ) Not a difficult factor

1 ( ) There is a little difficulty

2 ( ) More or less difficult

3 ( ) It is a factor that makes it very difficult

Space for potential comments:

#### **D) POLITICAL FACTORS**

**1) Support from the federal, state and/or municipal government (appropriate funding, policies and legislation) for implementation of the Pharmaceutical Care service.**

0 ( ) Not a difficult factor

1 ( ) There is a little difficulty

2 ( ) More or less difficult

3 ( ) It is a factor that makes it very difficult

Space for potential comments:

**2) The pharmacist's autonomy to perform their work in accordance with institutional policies**

0 ( ) Not a difficult factor

1 ( ) There is a little difficulty

2 ( ) More or less difficult

3 ( ) It is a factor that makes it very difficult

Space for potential comments:

**3) Support from administrators (support from managers) in the implementation of Pharmaceutical Care.**

0 ( ) Not a difficult factor

1 ( ) There is a little difficulty

2 ( ) More or less difficult

3 ( ) It is a factor that makes it very difficult

Space for potential comments: