

Perceptions and expectations of health professionals regarding hospital pharmacy services: A qualitative systematic review



Lead author: Kyungmin "Kirsten" Lee, University of South Australia 

 Kyung_min.lee@mymail.unisa.edu.au

OBJECTIVE

To identify the perceptions and expectations about roles of hospital pharmacists held by non-pharmacy health professionals.

METHODS

Inclusion criteria: MEDLINE, Embase, and CINAHL were searched for peer reviewed journal articles published between Jan 2011 to Aug 2022, containing original, qualitative data regarding roles of hospital pharmacists held by non-pharmacy health professionals.



Fig 1. Data extraction and synthesis steps. See [PROSPERO: CRD42021276415](https://www.prospero.org/CRD42021276415) for protocol.

RESULTS

The search generated 14718 hits, of these 37 met the inclusion criteria above.



Fig 2. Locations of studies included in review (2 studies with undisclosed locations excluded)

CORE THEMES EXTRACTED

FREQUENT SUB-THEMES

-  SPECIFIC ROLES OF PHARMACISTS
-  CHARACTERISTICS OF PHARMACISTS
-  ADEQUACY OF SERVICES
-  EXPECTATIONS & IMPLICATIONS

- Medication review**
- Valuable, useful**
- Improves workflow, saves time**
- Incentives and workflow should be reviewed**

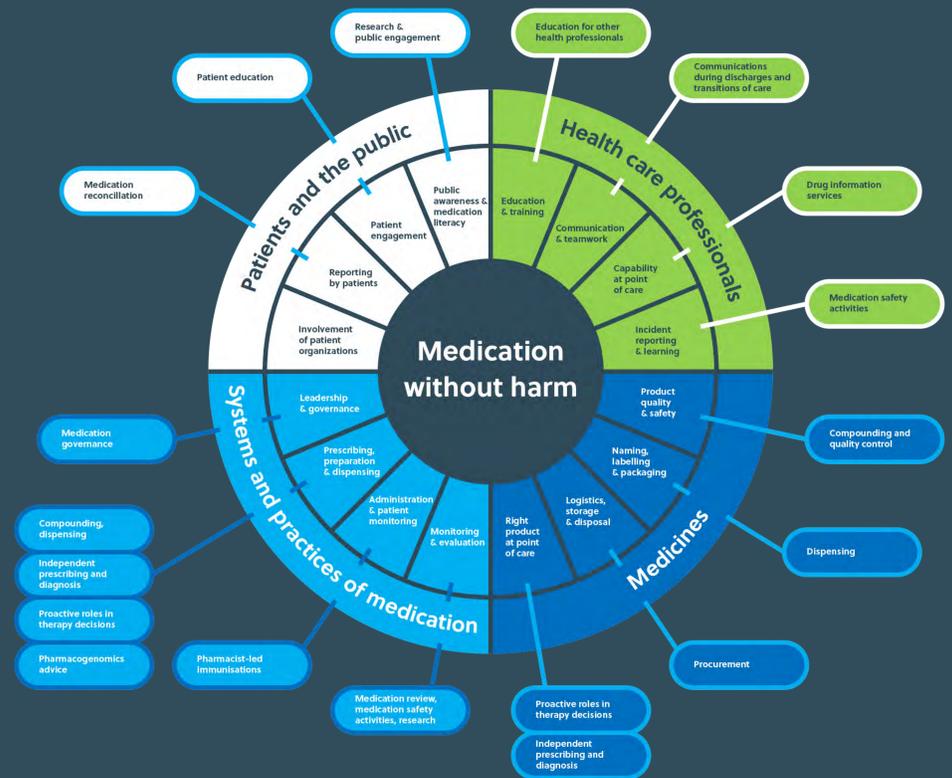


Fig 3. Hospital pharmacist roles identified by other health professionals in the qualitative literature, mapped to the World Health Organization. The Strategic Framework of the Global Patient Safety Challenge; 2018.

Top 3 hospital pharmacist roles discussed

1. **Medication review** – saves time and improves patient safety (26 studies)
2. **Drug information** – provide latest and comprehensive information for health professionals (22 studies)
3. **Ward Rounds** – Facilitates real-time medication-related interventions (20 studies)

CONCLUSIONS

Perceptions of the roles of hospital pharmacists held by other health professionals are mostly positive, world-wide. Pharmacists are valued for their role in improving workflow and patient safety. Most health professionals preferred pharmacists to contribute to patient-centred roles such as medication reviews and provision of drug information, regardless of geographical region. Changes in workflow structures in future pharmacy services were also discussed.

PRACTICE IMPLICATIONS

Value placed on specific roles of hospital pharmacists by other health professionals has potential implications for prioritising pharmacy services and optimising workforce structure.

STUDY CO-AUTHORS

Dr Amy Page, University of Western Australia
 Dr Ivanka Koeper, SA Pharmacy
 Sangseo Kim, University of South Australia
 Dr Jacinta Johnson, University of South Australia | SA Pharmacy

