

SYSTEMS FOR ASSESSING THE PHARMACIST’S PERFORMANCE IN COMMUNITY PHARMACIES

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Introduction

Pharmaceutical care has a major impact on the health of the population, therefore it is necessary to ensure its quality. To this end, performance evaluation systems have been developed to ensure the assessment of pharmacists' professional skills.

Keywords

- evaluation
- performance
- pharmacist
- community pharmacy

Purpose

Determining and researching performance evaluation systems, which will truly determine the degree of development of the pharmacist's professional skills and will prevent the occurrence of professional errors.

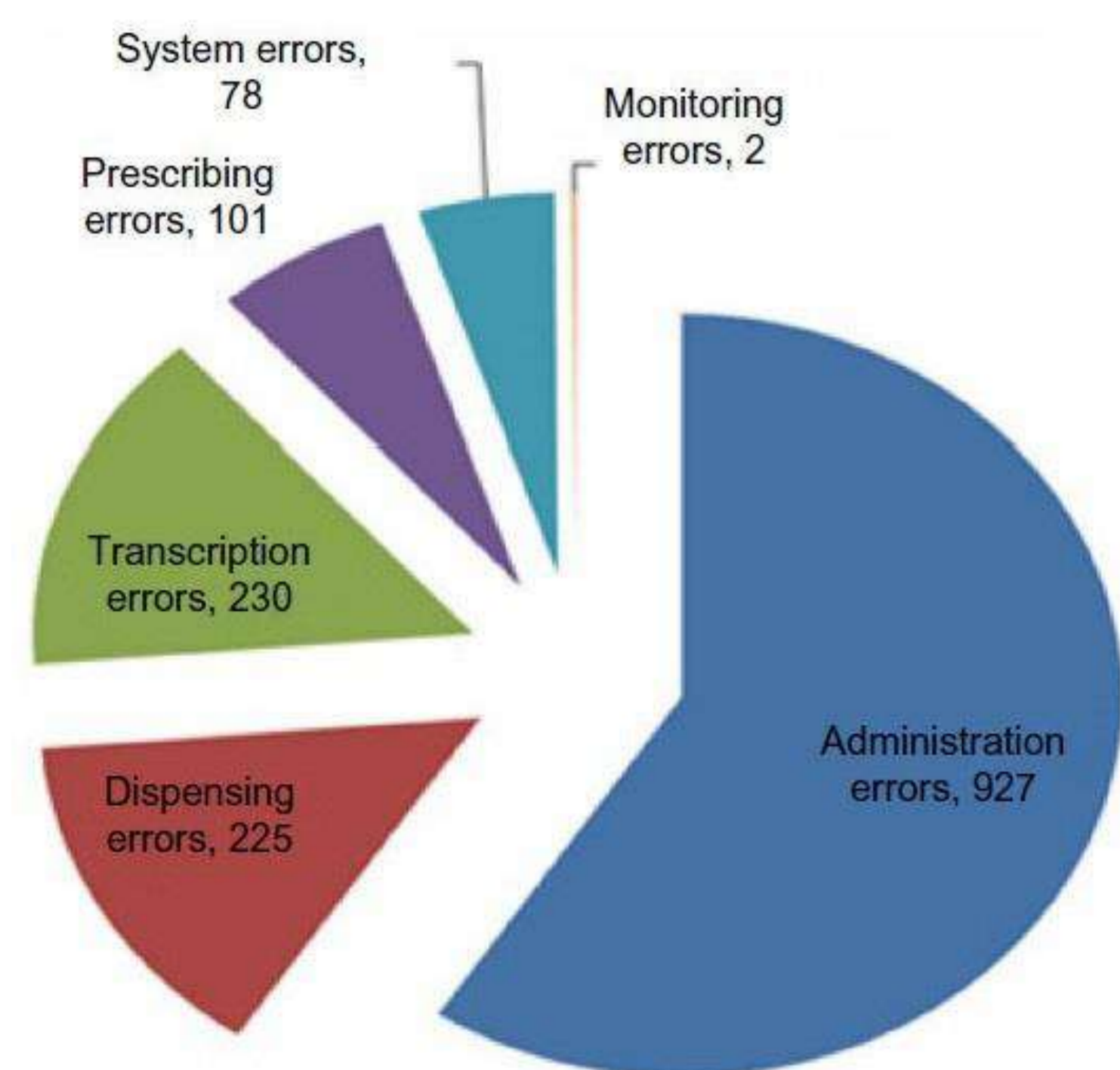


Fig.1 Medication errors (N=1563)

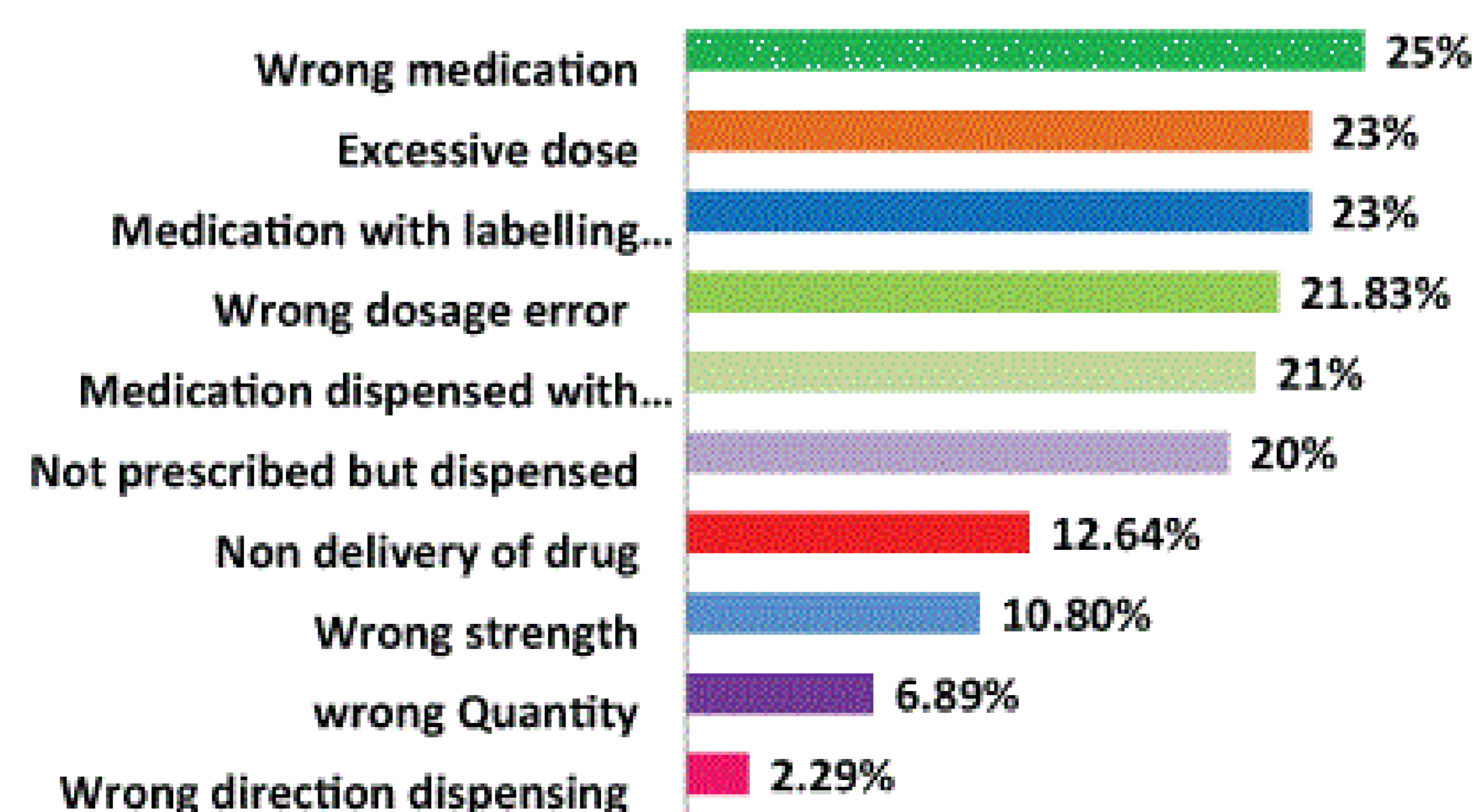


Fig.2 Pharmacist errors

Material and methods

The study was conducted through thematic and comparative qualitative research of pharmacist performance evaluation systems in community pharmacies. The evaluation systems of national and international pharmaceutical companies served as research tools.

Results

Following the scientific research, the systems for evaluating the pharmacist's performance in community pharmacies have been established, which report in the most accurate way the pharmacist's abilities, identify and evaluate the competencies, professional performances and the degree of performance of the proposed tasks; the gaps in the evaluation system have been identified, which can lead to professional errors.

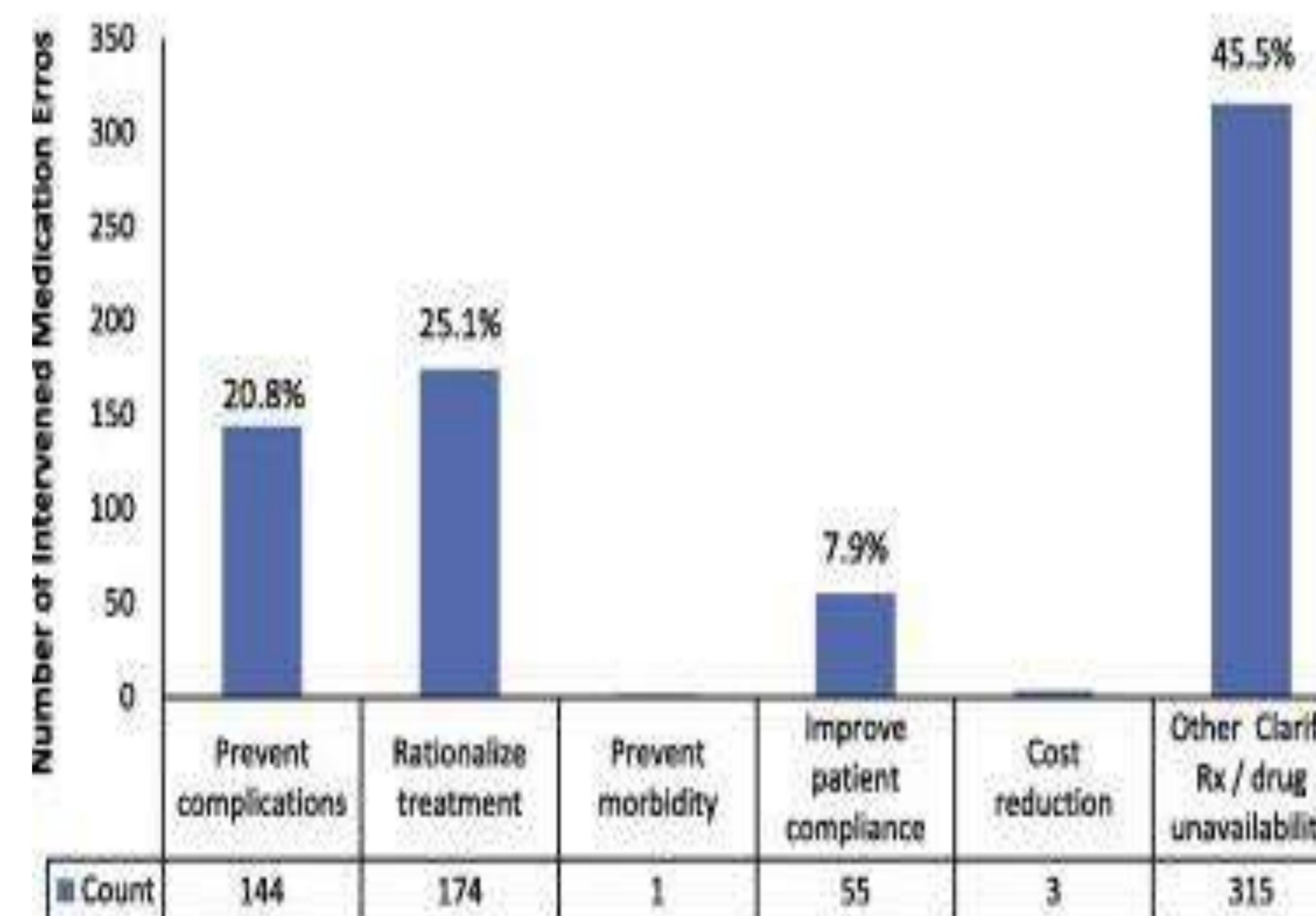


Fig.3 Pharmacist's interventions in management of risk

Conclusions

Pharmacist performance appraisal systems in community pharmacies contribute to determining the correspondence of professional competencies, skills, the degree of performance of the proposed tasks, as well as performance appraisal. A truthful evaluation system ensures the continuous development of the pharmacist in his professional field.