

## P145

### Identifying barriers to the implementation of an electronic system designed for documenting clinical interventions within community pharmacies

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**Objective.** Hospital admissions due to drug-related problems (DRPs) remain a large problem within Australia. Previous studies showed that an electronic system to document the DRPs detected in community pharmacy was needed and may increase the number of interventions undertaken. The third iteration of the PROMISE project (Pharmacy Recording of Medication Incidents and Services electronically) aims to identify the barriers of implementation prior to a national roll-out of this system.

**Methods.** Three focus groups were conducted to explore barriers to implementation of the electronic documentation system. The first focus group consisting of earlier PROMISE participants was conducted to describe the previously experienced barriers prior to the trial. The second focus group was conducted during the trial with owners/managers from the participating pharmacies to identify the barriers experienced by the participants. The third focus group involved impartial pharmacist observers who had spent five days in participating pharmacies identifying the barriers that currently existed.

**Results.** The majority of the pharmacist respondents identified that time pressures were the main barrier to the use of the documentation system. However, observations identified that the easiest way to overcome these time pressures was to implement better systems to improve the workflow within the pharmacies, therefore increasing the amount of time available to use the documentation system. Other important identified barriers included the pharmacist's clinical knowledge, the pharmacist's level of interaction with the customers and the pharmacy's business culture.

**Discussion.** The identification of the major barriers will allow the project team to further refine the electronic documentation system to make it easier to use for national implementation.

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### Self-reflection of interns after development and implementation of a consumer health promotion campaign

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**Objective.** Intern pharmacists completing their pre-registration training in Western Australia conducted a consumer health promotion campaign on asthma inhaler technique awareness. The aim of this research was to thematically analyse the interns' reflection on their performance.

**Method.** Interns completed a self reflection form following their development and implementation of the health promotion campaign. The form provided the following prompts for reflection: facilitators and barriers; areas for future development; and the contribution of the process to their ongoing professional development. Thematic analysis was performed with an independent researcher review.

**Results.** One hundred and ninety three interns participated in the campaign. Interns reported that prior knowledge and previously developed skills in organisation, communication, teamwork and leadership were facilitators to the campaign. Other interns reported developing these skills during the campaign. The experience gained through the process of planning and delivery of a health promotion campaign was also a reported benefit. One perceived barrier to conducting the campaign was a lack of confidence in their ability to engage resistant patients. Other barriers included deficiencies in skills perceived as facilitators and conducting the campaign in a community pharmacy environment. Maintaining knowledge was identified for future development as was gaining skills described as facilitators.

**Discussion.** Communication, teamwork, leadership and organisational skills emerged as critical to conducting the health promotion campaign. Interns attempted to overcome barriers during the campaign which suggests the campaign encouraged problem solving behaviour. The campaign also provided interns the opportunity to reflect on their practice and identify development areas thereby fostering continuing professional development. Interns did not believe their level of experience a barrier, rather that the experience gained was a benefit. Overall, conducting a health promotion campaign was a suitable and beneficial activity during internship.