

IS02-3 **Visualisation of pharmacy practice**

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Given the growth of aging populations, advancement of medical technology and medical diversification, the environment surrounding health care has greatly changed. Under these circumstances, the Japanese government issued a document titled “Pharmacy Vision for Patients” in October 2015 in order to clarify functions all community pharmacies are required to serve by 2025. Community pharmacists are required to shift from product-oriented practice to patient-centred care, meaning that the significance of current pharmacy practice itself is questioned. Therefore, activities to improve the quality of pharmacy practice are increasingly important.

The shift from product-oriented practice to patient-centred practice has become a global trend. In order to provide high-quality care to patients through evidence based practice, it is necessary to prove the benefit of the pharmacy practice by conducting research, and to develop a strategy to carry out the practice at the work site. In this sense, the importance of pharmacy practice research (PPR) will increase more and more in the near future.

As part of PPR, the development and operation of quality indicators (QIs) has recently started in several countries for the purpose of visualizing the quality of care provided by community pharmacists. Turning PDCA cycle based on QI scores, the quality of community pharmacy can be improved. In this symposium, the concept of QI, leading examples of some countries that have started building a pharmacy quality evaluation system using QI, followed by the feasibility of introducing QI system for community pharmacies in Japan will be presented.