Towards Patient-Centred Care: Interview Tool

A. What would my patient care responsibilities be in this position?

B. In order to develop as a pharmacist and further our profession I would like the opportunity to practice patient-centred care. Could you tell me about what supports you have in place so that I may practice patient-centred care?

C. If the interviewer did not deliver specific information about supports for patient-centred care, ask questions about…

Private counselling area

Support staff

Time set aside for patient-centred care

Prescription volume requirements

Innovation track record

WHAT IS PATIENT-CENTRED CARE?

Patient-centred care is the meaningful communication between patient and pharmacist that identifies health concerns and sets forth a mutually developed strategy aimed at achieving a desirable state of health for the patient. Pharmacists who are engaged in patient-centred care are proactive, take responsibility for their patients’ desired states of health and use their expert drug and health system knowledge to ensure that patients achieve their goals. The provision of patient-centred care may include counselling, education, medication review, clinical services, screening for disease, developing pharmaceutical care plans, prescribing medication and referral to other health care professionals.

SUGGESTED QUESTIONS

Private counselling area: Does this pharmacy have a private or semi-private counselling area? If so, please describe the area.

Support staff: How many pharmacists and technicians are in the dispensary during each shift? What are the specific roles of the pharmacist and technician in dispensing at this store? Have any responsibilities been delegated to front-store staff in this pharmacy?

Time for patient-centred care: Is there currently a set amount of time for patient-centred care that is scheduled on a weekly or daily basis? If so, what percentage of time is set aside for this?

Prescription volumes: Is my time for patient-centred care tied to prescription volume requirements? If so, how? If prescription volumes are not high enough will I lose my time for patient-centred care?

Innovation: Tell me about any innovative patient care programs your pharmacy has developed.
Individualized Questions/Notes

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