

# NARRATIVE REVIEW: PERCEPTION OF HEALTH PERSONNEL ON THE COMPETENCY OF THE PHARMACY PROFESSIONAL IN HOSPITAL

**Anggia Paramita**

Mahasiswa Magister Farmasi Universitas Surabaya, Indonesia

Email: [kertadrianianggia@ymail.com](mailto:kertadrianianggia@ymail.com)

## Abstract

### Article Info

Received: 22/01/2023

Revised: 02/02/2023

Accepted: 17/02/2023

Pharmaceutical services in the hospital environment have changed from being drugs oriented to being patient oriented in the sense that they are not only managing drugs but in a broader sense including providing information to support the correct and rational use of drugs, monitoring drug use to find out the goal, and the possibility of medication errors. There needs to be more research on nurses' perceptions of the role of pharmacists in Indonesia. Research on a similar topic was conducted by Alcantara (2018) in Brazil, namely Perceptions of a group of hospital pharmacists and other professionals of the implementation of clinical pharmacy at a high complexity public hospital in Brazil. Then research was conducted by Rayes (2016), a qualitative study exploring physicians' perceptions on the role of community pharmacists in Dubai. Research in Indonesia was conducted by Safitrih (2019) with the title Health Workers' Perceptions and Expectations of the Role of the Pharmacist in Emergency Units: A Qualitative Study in Kupang, Indonesia and research conducted by Meradiana (2021) on Perceptions of Health Workers in Collaborative Practices Interprofessional in Hospitals in Banyu Wangi, the articles used and meet the requirements based on the suitability of the topics, objectives, research methods, and research results of each article. The writing of this review article was carried out by conducting a literature study using scientific article sources. Searches were conducted online using the Google Scholar, PubMed, Elsevier, and ScienceDirect search engines with the keywords "Interprofessional collaboration pharmacist", "Role of clinical pharmacist", and "Collaborative practice pharmacist". This study shows significant differences in the domain of coordination and division of roles in different professional backgrounds. This shows that inter-professional health workers have different perceptions when coordinating and dividing roles in an inter-professional collaborative team. Coordination between team members is important to achieve common goals, improving patient health and safety, sharing knowledge and mutual respect between professions. Various studies have identified that patient safety is achieved by reducing the incidence of medication errors when the entire team works safely, cooperatively and in a coordinated manner to avoid gaps in quality assurance. division of roles according to each profession will increase mutual understanding and harmonious coordination between health worker professions.

Keywords: Pharmaceutical services, doctors, health workers, collaboration

## 1. INTRODUCTION

Health can be defined as a state of health, both physically, mentally, spiritually and socially that allows everyone to live a socially and economically productive life<sup>4</sup>

In line with the development of science and technology in the pharmaceutical field, there has been a shift in the orientation of pharmaceutical services from drug management as a commodity to comprehensive services (*pharmaceutical care*)<sup>1-3</sup>

The hospital is one of the health facilities that is a referral for health services with the main function of organizing health efforts that are healing and recovery for patients.<sup>2</sup>

Pharmacy services in the hospital environment have changed from being *originally* drug oriented to *patients oriented* in the sense of not only as a drug manager but in a broader sense including the implementation of providing information to support the correct and rational use of drugs, monitoring the use of drugs to find out the ultimate goal, and the possibility of treatment errors<sup>4</sup>

As a consequence of the change in orientation, pharmacists are required to improve their knowledge, skills and behaviors to be able to interact directly with patients and must be able to work together with other health workers including nurses to provide optimal therapy for patients.

Research on nurses' perceptions of the role of pharmacists in Indonesia has not been widely carried out. Research on a similar topic has been conducted by Alcantara (2018) in Brazil, namely *Perceptions of a group of hospital pharmacists and other professionals of the implementation of clinical pharmacy at a high complexity public hospital in Brazil*. Then the study was conducted by Rayes (2016) namely *A qualitative study exploring physicians' perceptions on the role of community pharmacists in Dubai*. Research in Indonesia has been conducted by Safitrih (2019) with the title *Health Workers' Perceptions and Expectations of the Role of the Pharmacist in Emergency Units: A Qualitative Study in Kupang, Indonesia* and research conducted by Meradiana (2021) on *Perceptions of Health Workers in Interprofessional Collaboration Practices in Hospitals in Banyuwangi*, Articles are used and meet the requirements based on the suitability of the topic, purpose, research methods, and research results of each article.<sup>2,5,6,8</sup>

The purpose of writing this scientific article in the form of a *narrative review* is to describe an idea about the perception of health workers towards the authority of pharmacists in East Java hospitals.

## 2. METHOD

The writing of this *review* article is carried out by conducting a literature study using scientific article sources. The search was conducted online using the *Google Scholar, PubMed, Elsevier, and ScienceDirect* search engines with the keywords "*Interprofessional collaboration pharmacist*", "*Role of clinical pharmacist*", and "*Collaborative practice pharmacist*".

## 3. RESULTS AND DISCUSSION

Table 1. Data from Scientific Article *Review* Results

Researchers	Title and Article	Research Results
Alcantara et al	<i>Perceptions of a group of hospital pharmacists and other professionals of the implementation of clinical pharmacy at a high complexity public hospital in Brazil</i> , 2018	<ol style="list-style-type: none"> <li>1. Perception of current conditions: There is an imbalance in the number of Pharmacist human resources between logistics pharmacists and clinical pharmacists, so that pharmacists work more in logistics than clinical pharmacy.</li> <li>2. Expectations from Pharmacists and hospital stakeholders: The hope of pharmacists is to be given special training so that the work of hospital pharmacists is more focused on clinical practice, this allows improving the process of rational use of drugs, reducing costs and damage caused by drug abuse in hospitals, in addition to that it is hoped that there will be a development of skills in terms of communicating with clinical pharmacists because it can improve</li> </ol>

- 
- qualifications and professional appreciation of pharmacists.
3. Problems affecting the implementation of clinical pharmacy services in hospitals have been identified: external factors beyond the control of pharmacy, structural and organizational barriers, and obstacles with respect to the attitude of pharmacists and the relationship between health teams.
- Rayes et al. *A qualitative study exploring physicians' perceptions on the role of community pharmacists in Dubai, 2016*
1. Pharmacists as health workers who are professionals in the understanding of doctors : the result is that all the doctors that the researcher interviewed agreed that pharmacists are very important for the hospital and ideal for the medical team, since the doctors argue that pharmacists have responsibility for medicines
  2. Doctors' psychological perception of pharmacists: The result is that doctors feel that pharmaceutical personnel, especially pharmacists, interfere with the work of doctors because they feel that pharmacists have too broad and deep knowledge which should belong to doctors, pharmacists only in the field of pharmacology, this can be explained because of the lack of knowledge about the responsibilities and duties of each profession
  3. Willingness of doctors to cooperate with pharmacists: The result is that almost the entire study subjects agree that working with pharmacists will improve the patient's drug therapy outcomes and speed up the healing process, doctors also feel that doctors' performance is improving thanks to the advice and innovation of pharmacists.
  4. Separation of jobs between *dispensing* (drug delivery) and prescribing activities in dubai: The result is that the state of Dubai has made a clear separation between the duties of the two professions, according to the DHA (*Dubai health authority*) it is illegal for doctors to sell drugs to patients and will be given large fines if they do so.
- Safitrih et al *Health Workers' Perceptions and Expectations of the Role of the Pharmacist in Emergency Units: A Qualitative Study in Kupang, Indonesia, 2019*
- Positive impact of Pharmacists in service: in the first outcome is divided into 2 sub *outcomes* , namely
1. Time efficiency: According to respondents, the presence of pharmacists in the emergency department has a positive impact, namely services are provided to patients faster.
  2. Prevention of treatment errors : According to respondents, Pharmacists have competence in reviewing prescriptions, including recalculating doses based on the patient's condition, because respondents are aware that they can make treatment errors in both the prescription and administrative phases, respondents agree that the presence of pharmacists greatly affects patient safety in the emergency department.

- Expectations of health workers: divided into 2 sub *outcomes* , namely;
- a. Availability of drugs: Respondents expect pharmacists to procure maximum medicines to avoid shortages of medicines in hospital units.
  - b. Drug utilization review : Respondents hope that pharmacy services will also be implemented in the emergency department, according to respondents Pharmacists not only manage medicines and medical devices but also ensure patient safety.
  - c. Drug information and education : Respondents said that the provision of drug information to patients by Pharmacists will reduce the workload of other professional workers, in other situations the nurses also expect pharmacists to provide education about drug incompatibility in the case of mixing drugs.
- Meradiana et al      Perceptions of Health Workers in Interprofessional Collaboration Practices in Hospitals in Banyuwangi, 2021
- This study involved 109 respondents of health workers. There was no significant difference ( $p \text{ value} > 0.05$ ) according to gender, age and length of work experience. In terms of each profession, there are significant differences in the domains of coordination and division of roles ( $p \text{ value} = 0.013$ ). The results of this study show that doctors / specialists have an average score in the domain lower than other professions. This value states that they do not understand the role of themselves or other health workers in carrying out interprofessional collaboration practices, the conclusion that there are differences in perceptions by doctors / specialists regarding coordination and division of roles in carrying out interprofessional collaboration practices.
- Khan et al.      *Doctors' perceptions, expectations and experience regarding the role of pharmacist in hospital settings of Pakistan, 2020*
- Of the 550 questionnaires distributed, 483 were completed, but 67 questionnaires were cancelled because participants did not comply with the instructions given. 26.5% of respondents said interacting with a Pharmacist as "Weekly", 67.5% of respondents said interacting with a Pharmacist more than once a day. 6% of doctors never or rarely interact with a Pharmacist. Other evidence states that 73.7% of doctors interact with pharmacists regarding treatment and availability of medications, 9.9% are related to alternative drugs, 7% about drug dosages, 3.3% about side effects and 6.6% about drug interactions.
- There were 483 respondents giving results 83.9% felt Pharmacist as a doctor, 16.1% of doctors considered Pharmacist as a technician or had a technical role, 70.2% of doctors saw that Pharmacists are health professionals and 21.7% of pharmacists were considered part of commercial enterprises, 8.1% described pharmacy as professional and business. The latest outcome is related to reports on doctors' expectations and experiences and acceptance of the Pharmacist profession in hospitals

## DISCUSSION

Pharmaceutical services in hospitals have undergone many changes from *drug-oriented* to *patients oriented* in the sense that pharmaceutical services are not only as drug managers but in a broader sense include the implementation of providing information to support the correct and rational use of drugs, monitoring the use of drugs to find out the final destination, and the possibility of treatment errors so that There are consequences of a change in orientation in terms of pharmacist work, namely being required to improve knowledge, skills and behaviors to be able to interact directly with patients and must be able to work with other health workers including nurses to provide optimal therapy for patients.

8

This research shows significant differences in the domain of coordination and division of roles in differences in professional backgrounds. This shows that between professions health workers have different perceptions when coordinating and dividing roles in an interprofessional collaboration team.<sup>7</sup> Coordination between team members is important to achieve common goals, in this case improving patient health and safety, knowledge sharing and mutual respect between professions. Various studies have identified patient safety by reducing the incidence of *medication errors* when the entire team works safely, cooperatively and in a coordinated manner to avoid gaps in quality assurance. The division of roles according to their respective professions will increase *mutual understanding* and harmonious coordination between health worker professions.<sup>10</sup>

It is known that the understanding of the role of each health worker profession is wrong. one prerequisite for generating mutual trust in each other. Understanding this role can allow for openness to the authority of each team member involved, thereby reducing the overlapping contribution of health services. The hierarchy of recommended interprofessional collaboration practices is patient-centered while still understanding and performing the roles and responsibilities of each healthcare worker<sup>11</sup>

The true meaning of this shared questionnaire is that the researcher asks the respondent whether the pharmacist can participate with the doctor in discussing the results of the diagnosis and management of the therapy. The results of the discussion can be used by doctors as a reference in determining the diagnosis of the patient's disease and also determining the appropriate therapy. In this case, the doctor plays a role in determining the patient's diagnosis and therapy, while the role of the pharmacist here is intended to participate in discussing the results of the patient's examination in order to clearly understand the patient's disease situation. By clearly knowing the patient's disease situation, pharmacists can more easily provide recommendations to doctors regarding the selection of the right medicine for the patient.<sup>9-10</sup>

## 4. CONCLUSION

There are differences in perceptions regarding the domain of coordination and the division of roles in carrying out collaborative practices. The professional background of doctors/specialists lacks understanding of the roles and responsibilities of oneself or other health workers which gives rise to a hierarchy of power in a collaborative team in another study it is said that doctors are interested in the emerging role of pharmacists and consider them to be a reliable source of knowledge about drug information. Nevertheless, the expectations and perceptions of doctors about the role of pharmacists are different from their experience and activities to date due to limited interprofessional relationships. This is complicated by the limitation of the number of hospital pharmacists and their various roles and needs to increase the role of hospital pharmacists providing pharmaceutical care in Indonesia in the future.

## REFERENCE

- [1] Albassam, A., Almohammed, H., Alhujaili, M., Koshy, S., and Awad, A. (2020). Perspectives of Primary Care Physicians and Pharmacists on Interprofessional Collaboration in Kuwait: A Quantitative Study. *PloS one* 15 (7), e0236114. doi:10.1371/journal.pone.0236114
- [2] Alcântara TDS, Onozato T, Araújo Neto FDC, Dosea AS, Cunha LC, De Araújo DCSA, et al. Perceptions of a group of hospital *pharmacists and other professionals of the implementation of*

- clinical pharmacy at a high complexity public hospital in Brazil. BMC Health Serv Res. 2018;18(1).*
- [3] Azlika, M. A., Adisti, A. R., Febi, K. K.(2015). The Relationship between The Quality of Nurse Services and The Level of Education with Patient Satisfaction of Participants of the Health Social Security Implementation Agency (BPJS) in the Inpatient Room of the Islamic Hospital (RSI) Siti Maryam Manado City. Scientific Journal of Pharmacy- UNSRAT, Volume.4, No.4.
- [4] Fatalina F, Sunartini S, Widyandana W, Sedyowinarso M. *Collaborative 97 Practice of Maternity in Health Workers. J Educator Kedokt Indones Indones J med Educ. 2015;4(1):28.*
- [5] Hughes, C.M., & McCann, S. 2003. Perceived interprofessional barriers between community pharmacists and general practitioners: a qualitative assessment. *British Journal of General Practice. 53.*
- [6] Khan N, McGarry K, Naqvi AA, Holden K. *Doctors' perceptions, expectations and experience regarding the role of pharmacist in hospital settings of Pakistan. Int J Clin Pharm [Internet]. 2020;42(2):549–66. Available from: <https://doi.org/10.1007/s11096-020-00991-9>*
- [7] Khezar Hayat Zia Ul Mustafa, Brain Godman, Muhammad Arshed, Jiaxing Zhang, Faiz Ullah Khan, Fahad Saleem, Krizzia Lambojon, Pengchao L, Zhitong Feng and Yu Fang (2021). Perceptions, Expectations, and Experience of Physicians About Pharmacists and Pharmaceutical Care Services in Pakistan: Findings and Implications. Rhodes University, South Africa.
- [8] Kusuma MW, Herawati F, Yulia R. Perceptions of Health Workers in Interprofessional Collaboration Practices at Hospitals in Banyuwangi. 2021;(November 2020):106–13.
- [9] Pitricia D. Understanding and Attitude of Hospital Pharmacists in Padang City Towards Pharmaceutical Care. 2017;19(01):9–12.
- [10] Sim, T. F., Hattingh, H. L., Sunderland, B., and Czarniak, P. (2020). Effective Communication and Collaboration with Health Professionals: A Qualitative Study of Primary Care Pharmacists in Western Australia. *PloS one 15 (6), e0234580. doi:10.1371/journal.pone.0234580*
- [11] World Health Organization (WHO). 2010. Framework for Action on Interprofessional Education and Collaborative Practice. WHO, Geneva.