

COUNCIL OF EUROPE RESOLUTION CM/RES(2020)3 ON IMPLEMENTATION OF PHARMACEUTICAL CARE FOR THE BENEFIT OF PATIENTS AND HEALTH SERVICES

THE RESOLUTION CONSISTS OF THE FOLLOWING SEVEN SECTIONS:

- 1 Definition of pharmaceutical care
- 2 Patient care and the pharmaceutical care process
- 3 Pharmaceutical care and related pharmacy services
- 4 Services provided in the hospital setting
- 5 Services specific to public health and population health
- 6 Implementation of pharmaceutical care within the health system
- 7 Promotion of pharmaceutical care

RESOLUTION CM/RES(2020)3
ON IMPLEMENTATION OF PHARMACEUTICAL CARE FOR
THE BENEFIT OF PATIENTS AND HEALTH SERVICES

PHARMACEUTICAL CARE PROCESS

Step 1:

Assessment of patient's medication and health status



Step 2:

Identification and prioritisation of medication-related problems



Step 3:

Selection of intervention(s) and formulation of pharmaceutical care plan

Step 5:

Follow-up with the patient



Step 4:

Patient agreement, implementation and monitoring



THE PHARMACEUTICAL CARE RESOLUTION

The aim of this resolution is to ensure the implementation of pharmaceutical care, with a view to **promoting patient-centred care and encouraging the appropriate and safe use of medications in Europe**.

Medication is the most frequent intervention in healthcare systems around the world. The primary aim of all healthcare professionals involved in the medication process should be to improve patients' quality of life. However, patients do not always receive the full benefits that their treatment can provide (e.g. due to lack of medication adherence) and if they are not prescribed or taken properly, medicines can actually cause serious illness or even death. Pharmaceutical care addresses the medication needs of patients directly and comprehensively. As such, it contributes to the overall efforts of healthcare professionals in providing patient-centred care, which in turn optimises medication use.

WHAT IS PHARMACEUTICAL CARE?

Pharmaceutical care – a **quality concept and a working method** for health professionals involved in prescribing, dispensing and administering medicines – is the responsible provision of medicine therapy for the purpose of achieving definite outcomes that **improve a patient's quality of life**. Pharmaceutical care is the process through which a pharmacist co-operates directly with other healthcare professionals and the patient in designing, implementing, and monitoring a therapeutic plan intended to produce specific therapeutic outcomes for the patient.¹

Pharmaceutical care should be envisaged as an addition to the existing roles of pharmacists, such as supply-chain management and the provision of medication, including dispensing and quality assurance.

THE ADDED VALUE OF THE RESOLUTION: BETTER CARE AND MORE EFFICIENT USE OF MEDICINES

The resolution is part of the efforts of the European Directorate for the Quality of Medicines & HealthCare (EDQM, Council of Europe) to contribute to the basic human right of access to good quality medicines and healthcare in Europe. It provides health authorities, professional bodies and healthcare professionals across Europe with a legal basis for the implementation of a pharmaceutical care philosophy and working methods in daily practice.

The implementation of the resolution's provisions is expected to promote patient-centred care and ensure access to safe and good quality healthcare in Europe. The resolution plays a crucial role in the promotion of the safety and quality of medication use, and its implementation in national healthcare systems could encourage more responsible use of medicines, contribute to rationalising healthcare resources and help reduce inequalities in healthcare.

WHO DRAFTED THIS RESOLUTION?

The activities of the EDQM in the field of pharmaceutical care are overseen by the [European Committee on Pharmaceuticals and Pharmaceutical Care \(CD-P-PH\)](#) of the Council of Europe (intergovernmental committee) and carried out with the support of one of its subcommittees, the [Committee of Experts on Quality and Safety Standards in Pharmaceutical Practices and Care \(CD-P-PH/PC\)](#). The latter is entrusted with improving pharmaceutical care and practices in ambulatory and hospital settings through specific programmes and policies.

The activities related to the drafting of the pharmaceutical care resolution were carried out with the support of the Pharmaceutical Care Resolution Working Party, which was established in 2016 and consists of hospital and community pharmacists, academics and representatives of national competent authorities.

1. Hepler C. D. and Strand L. M. (1990), "Opportunities and Responsibilities in Pharmaceutical Care". *Am. J. Hosp. Pharm.*, 47: 533-543.