



CHAPTER VI

CONCLUSIONS

The objectives of this study were to assess the extent of pharmacy practice among community pharmacist and to determine the factors influencing the provision of pharmaceutical care based pharmacy practice in their pharmacy settings.

Results revealed that Thai community pharmacists had provided numerous explicit activities related to Pharmaceutical care based pharmacy practice. Besides the traditional care, professional care such as patient assessment, medication monitoring and therapeutic planning is the crucial duty that have been addressed among the respondents in the context of non-separation of prescribing and dispensing (NSPD). For this study, those community pharmacists did not have only moderate high positive attitude and intention about pharmaceutical care, but also had moderate high knowledge, self efficacy, empathy, and professionalism toward this care. To foster intention toward pharmaceutical care, enhancing attitude, knowledge, self-efficacy, empathy and professionalisms by intervention program should be promoted. Pharmaceutical Low intention toward documentation activities should also be improved. Regarding the negative relationship among intention and workload, the instrumental intervention including efficiency software program to record patient medication is urgently needed to reduce workload of these pharmacists. A computer program supported by the community pharmacy association should be supported.

Like the other health care providers, most Thai community pharmacists have moderate high empathy to their patients. This result indicated that empathy is crucially needed for patient care activities.

In the competitive market environment, most of respondents perceived the influence of the “30 Baht policy”. Its influence resulted in having to work more professionally in order to maintain the number of customer and sale volume by improving pharmaceutical care provision to compete with the services that patients received from the provider in the “30 Baht policy” whether clinic or hospital.

his study showed that female pharmacists are more likely to provide this patient care than males. Workload had negative relationship with practice. In order to have time to provide pharmaceutical care, more pharmacists and more assistants were needed to compensate their workload. Joining in drugstore projects increased pharmacist’s intention to provide pharmacy practice. Knowledge that they received from participation in development project may encourage them to have more self confidence to provide this care. The key health professional provider in a community pharmacy was the pharmacist. Perception of respondent on the lack of law enforcement to have pharmacist on duty in drug store resulted in the less provision of pharmacy practice. The co-operation from the government regarding the implementation of the law enforcement in this regard should be emphasized.

Besides knowledge that influenced practice, the study showed that attitude, self-efficacy, empathy, and professionalism also influenced practice. Therefore the intervention program to improve these influencing factors should not be ignored. Rather, intention toward pharmaceutical care practice was also a strong predictor. Results showed that most of Thai community pharmacists perceived their difficulty in providing the novel care of pharmaceutical care practice. It revealed that they need more knowledge and experience from intervention program of pharmacy association in order to encourage them to have more intention toward practice.

Conclusively, Thai community pharmacists have worked as professionals care givers in their critical environment of their high workload and highly competitive market. To facilitate them to provide more pharmaceutical care, the professional bodies, particularly Community Pharmacy Association (Thailand) (CPA), and The Pharmacy Council should support community pharmacists by developing their attitude, intention and self-efficacy as well as knowledge toward the professional care. Therefore, the pharmaceutical care-based pharmacy practice among Thai community pharmacists could be provided to their patients. Consequently, pharmaceutical care based pharmacy practice would be well perceived among patients, and Thai community pharmacists who provided this care would be recognized among Thai society.