Program

#NSPC19

9th Nordic Social Pharmacy and Health Services Research Conference 2019

Mærsk Tower and Pharmakon
Denmark, June 12-14 2019

WHAT IS PATIENT INVOLVEMENT IN HEALTHCARE IN THE 21ST CENTURY?
Welcome

Welcome to three days focusing on the patient perspectives in medicine use

When we talk about the patient’s perspective in medicine use, we need to look carefully at the work carried out during the past 20 years by Nordic and international researchers, patients’ organizations and public entities as well as the pharmaceutical industry. Great steps have been taken to try firstly to understand why, how and when patients are part of the process of development, approval and use of pharmaceutical products, and secondly to engage patients, relatives and patients’ organizations in the research process as key actors. It is therefore important that this conference embraces viewpoints of the main stakeholders in the field and facilitates an exchange of insights and understandings across sectors and across disciplines.

How do we ensure that citizens, patients and relatives are involved in a way that they wish? How do we make sure that their rights and the rights of the community are honored, respected and well taken into consideration by public and private entities? What is the attitude of policy makers and healthcare professional when patients are taking the lead in researching and adapting new ways of using medicines?

How do we best teach future healthcare professionals, including pharmacists, so that having patients and citizens, as the center of gravity of their work is evident in their practice?

We look forward to three good days of interesting discussion and fruitful encounters.

Warm welcome to all,

Scientific Committee
Nordic Social Pharmacy and Health Research Conference

and

Social and Clinical Pharmacy Research Group
WHO Collaborating Center on research and teaching
on patient’s perspective in medicine use.

Visit conference website here
Scientific Committee

Lourdes Cantarero Arevalo, Denmark
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Daisy Volmer, Estonia
Andy Wallman, Sweden

Organizing Committee

Anna Birna Almarsdottir, Denmark
Nelleke Duijm, Denmark
Susanne Kaae, Denmark
Rikke Nørgaard Hansen, Denmark
Charlotte Rossing, Denmark

Visit conference website here
Program overview

Day 1 - Wednesday June 12th
Venue: Mærsk Tower, 3b Blegdamsvej, 2200 København N

15.00-15.30 Welcome
15.30-17.00 Panel discussion: What is patient involvement in healthcare in the 21st century?
   Niels K. Jerne auditorium
17:00 - Reception, bubbles and music
   15th floor of Mærsk Tower
18:00 Guided tour of the Mærsk tower
   Sign-up when registering for the conference

Day 2 - Thursday June 13th
Venue: Pharmakon, Milnersvej 42, 3400 Hillerød

08:00-08:45 Registration
08:45-09:00 Welcome to Pharmakon
09:10-12:00 Plenary session and panel discussion: Patients involvement in research right from the planning phase: learning from best practices
12:15-13:00 Lunch
13:00-14:30 Workshops: health services research, patient safety and pharmacy education
15:00–15:30 Coffee break
15:30-17:00 Workshops: clinical pharmacy, social pharmacy and quality in research
17:00-17:30 Poster session
17:30-18:30 Inspirational talks
19:30 Conference dinner

Day 3 - Friday June 14th
Venue: Pharmakon, Milnersvej 42, 3400 Hillerød

08:30-09:00 Get inspired!
09:00-12:00 Thematic sessions: Pharmaceutical policy, health services research and regulatory science; Patient safety and clinical pharmacy; Social Pharmacy and pharmacy education; Medication counselling
12:00-13:00 Lunch
13:00-15:00 Plenary session and Panel discussion: Psychotropic medicines: patients, users and professional perspectives
15:00–15:30 Coffee break
15:30-16:30 Awards and goodbyes

Visit conference website here
**Detailed program**

**Day 1 - Wednesday June 12**
Venue: Mærsk Tower – Niels K. Jerne auditorium

15.00-15.30 **Welcome**
Professor Anna Birna Almarsdottir
Head of the WHO Collaborating Centre for Research and Training in the Patient Perspective on Medicine Use Social and Clinical Pharmacy research group.

15.30-17.00 **Panel discussion – What is patient involvement in healthcare in the 21st century?**
Niels K. Jerne auditorium

Six experts share their views and understandings on how the new healthcare paradigm and the influence of new technologies are shaping patient involvement. How is it going? What are the facilitators and challenges?

Panel:
- **Dr. Bettina Ryll** / Melanoma Patient Network Europe, Chair of the ESMO Patient Advocates Working Group.
- **Janine Marie Traulsen** / Associate professor, Faculty of Health and Medical Sciences, University of Copenhagen
- **Hanne Bak Pedersen** / Technical adviser, Health Technologies and Pharmaceuticals, WHO Regional Office for Europe (TBC)
- **Natasja Kingod** / Postdoctoral Researcher, Department of Anthropology, University of Copenhagen
- **Camilla Krogh Lauritzen** / Chief Patient Officer at LEO Pharma
- **Bente Duus Nielsen** / Patient earlier involved in drug development research, Head of Association for Autoimmune Diseases

Moderator: Peter Hyldgård, Center for Scientific Communication, Videnskab.dk

17:00 - **Reception, bubbles and music**
15th floor at Mærsk Tower

18:00 **Guided tour of the Mærsk tower**
When registering for the conference you can sign-up for a guided tour of the Mærsk Tower. Experience the unique facilities in price winning, sustainable architecture, enjoy the view and learn about ground-breaking research within the health and medical sciences. Space is limited.
**Day 2 - Thursday June 13th**
Venue: Pharmakon, Hillerød

08:00-08:45 **Registration and morning coffee**

08:45-09:00 **Welcome to Pharmakon**
Charlotte Rossing, Director, Research & Development, Pharmakon

09:00-12:00 **Plenary session and panel discussion – Patients involvement in research right from the planning phase: learning from best practices**
The concept of patient involvement has become increasing cryptic and difficult to grasp. Are we talking about the same thing when we invite the opinion of patients’ organizations when designing a research project than when independent patients initiate their own research attempts? Is patient involvement creating inequalities among and between different groups of patients? Academics, patients’ advocates and policy makers share their views and experiences on how to best enhance, facilitate and respect patients’ involvement in research.

**Voices from minority patients**
Mohammed Amin
Associate Professor and Chair of the Department of Pharmacy Practice
Beirut Arab University in Lebanon

**Research methods that empower**
Associate professor Morten Skovdal
Section of Health Services Research
Faculty of Health and Medical Sciences, University of Copenhagen

10:30-10:45 **Coffee break**

**Patient in focus/EUPATI**
Charlotte Nørgaard, chairman EUPATI, Denmark
European Patients’ Academy for Therapeutic Innovation

**Promoting patient involvement: the view of the health authority**
Katri Hameen Anttila
Head of Research and Development, Finish Medicines Agency

**Moderator:** Associate professor Sofia Kålve mark Sporrong, University of Copenhagen

12:15-13:00 **Lunch**
13:00-14:30 **Workshops**

**Workshop 1 read more >**
Health services research: Health Care Delivery Models - Implications for pharmacy practice
Facilitator: Janine Traulsen / University of Copenhagen

**Workshop 2 read more >**
Patient safety: Quality indicators in community pharmacies
Facilitator: Kjell H. Halvorsen / University of Tromsø

**Workshop 3 read more >**
Pharmacy education: Pharmacy internship in the Nordic countries – status and future
Facilitator: Lotte Stig Nørgaard / University of Copenhagen

15:00–15:30 Coffee break

15:30-17:00 **Workshops**

**Workshop 4 read more >**
Clinical pharmacy: Motivational interviewing – a useful method for clinical pharmacists to change patient’s health behaviour
Facilitator: Ulla Hedegaard / University of Southern Denmark

**Workshop 5 read more >**
Social pharmacy: Integrating the patient perspective in formulation research
Facilitator: Ingunn Bjørnsdottir / University of Oslo

**Workshop 6 read more >**
Quality in Research: How do we know it is good? – quality criteria in qualitative social and clinical pharmacy research
Facilitator: Sofia K. Sporrong / University of Copenhagen

17:00-17:30 **Poster sessions**
Enjoy a cup of coffee or tea while listening, inquiring and sharing viewpoints with 20 different poster-holders on their last research endeavours. A prize for the best poster will be awarded Friday afternoon.

17:30-18:30 **Inspirational talks**
Young and experienced researchers pitch their studies. The aim is to promote mutual inspiration, practice in communicating research in a journalistic way and have fun! As for the poster, a prize for the best inspirational talk will be awarded during the conference closing session.

Moderators: Kati Sarnola / Finish Medicines Agency
Daisy Volmer / University of Tartu

19:30- Conference dinner
Pharmakon, Hillerød

[Visit conference website here](#)
Day 3 - Friday June 14th
Venue: Pharmakon, Hillerød

08:30-09:00 **Get inspired!**
Shaping a professional career as a researcher is exciting and rewarding, but it can sometimes be a lonely and tough process. Wake up early and get inspired on how to preserve your well-being and build resilience that can help you throughout your professional life.

_Svend E. Hougaard Jensen / Professor of Economics and Director of PeRCent Department of Economics, Copenhagen Business School._

09:00-12:00 **Thematic sessions**
During these four oral presentation sessions, 26 researchers coming from 17 different universities from 10 different countries will share their recent research work. The aim is to open up a debate and receive feedback after each of 15-minute presentation. The abstracts will be shared with the conference participants prior to the conference. We invite you to select your favorite topic, read the abstracts and engage in a fruitful discussion. A prize for the best oral presentation will be awarded during the conference closing session.

**Session 1**
**Pharmaceutical policy, health services research and regulatory science**
New powerful and technology-driven stakeholders are part of the health service landscape worldwide. What does this mean for citizens, patients and pharmacists?

Moderator:
_Kati Sepponen / University of Kuopio_

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**Session 2**
**Patient safety and clinical pharmacy**
Issues related to deprescribing, medication errors and patient’s views on self-administration of medication during hospitalization will be presented and discussed.

Moderator:
_Beate Garcia / University of Tromsø_

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**Session 3**
**Social pharmacy and pharmacy education**
This session features amongst others changing attitudes towards vaccinations or new initiatives to promote appropriate use of antibiotics.

Moderator:
_Andy Wallman / Umea University_

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**Session 4**
**Medication counselling**
How can pharmacists best prepare information on medicines so to enhance counselling on oral anticancer medicines? More topics under this theme will be the focus of this session.

Moderator:
_Raisa Laaksonen / University of Helsinki_

Visit conference website here
12:15-13:00  Lunch

13:00-15:00  **Plenary and panel discussion – Psychotropic medicines: patients, users and professional perspectives**

The use of medicines for mental conditions is increasing dramatically throughout the world. WHO estimates than in 2020, 300 million people will be suffering from depression worldwide. The younger generation are especially affected by affective disorders while also struggling with building self-esteem and finding their place in a competing and performance-oriented society. Patients and experts will share their viewpoints on how to best support people living with mental conditions and their use of medication.

**Use of medicine and stigma: a barrier to adherence?**  
Bertel Rüdinger  
Pharmacist, consultant  
Rehabilitation Center Orion

**Quality use of psychotropic medicines**  
Timothy Chen  
Professor, School of Pharmacy  
University of Sydney

**Use of psychotropic medicines among young people**  
Lotte Stig Nørgaard  
Associate professor, Social and Clinical Pharmacy Research Group  
Department of Pharmacy, Faculty of Health and Medical Sciences

Moderator: Associate professor Lourdes Cantarero-Arévalo, University of Copenhagen

15:00–15:30 **Coffee break**

15:30-16:30  **Awards and goodbyes**  
Final remarks and prices award for the best inspirational talk, best poster and best oral presentation.  
Welcoming the host for the 10th NSPC for 2021.

[Visit conference website here](#)
Workshop 1

Health services research:
Health Care Delivery Models - Implications for pharmacy practice

Facilitator:
Janine Traulsen / University of Copenhagen

Workshop Leaders: Janine Marie Traulsen, Sofia Kälvemark Sporrong

Abstract
This workshop addresses two health care delivery models, each claiming to revolutionize the current system where providers are often paid on the amount of services they deliver. These two models are:

1. Value Based Health Care (VBHC) - a model which defines value as the outcomes achieved for patients relative to costs. VBHC stresses a team-oriented approach to patient care and the sharing of patient data so that care can be coordinated and outcomes can be measured easily. The goal is to improve outcomes for patients while utilizing healthcare resources more efficiently. The model was developed at Harvard Business School in the early 2000’s.

2. Minimally Disruptive Medicine (MDM) - a theory-based model, that has a patient-centered and context-sensitive approach to care. MDM focuses on achieving patient goals for life and health while imposing the smallest possible treatment burden on patients’ lives. MDM aims to address any and all factors that impact the implementation and effectiveness of care for patients with multiple chronic conditions. MDM is novel in that it focuses on the treatment burden and complexity of care.

Aim of the workshop
The aim of the workshop is to gain insight into: 1) two different health care delivery models; 2) the underlying philosophic and paradigmatic roots of each model. 3) the implications of each model for pharmacy practice.
Discussions in smaller groups, followed by a plenary discussion including a summary of the discussions. Conclusions will be formulated based on the group discussions.

Target audience
Mixed
Max 30 participants Min 10 participants
Content
The content of the presentations and group discussions:
• The strengths and weaknesses of VBHC and MDM
• Their feasibility for pharmacy practice (community as well as hospital)
• The overall implications of each model for pharmacy practice

Workshop outline
• Presentations by workshop leaders (30 minutes)
• Group discussions (40 minutes)
• Plenary session (20 minutes)

Articles will be distributed to participants prior to the workshop.

Go back to workshop schedule
Workshop 2

Quality indicators in community pharmacies

Kjell H. Halvorsen, Kenji Fujita, Noriko Sato, Lars Småbørekke and Timothy F. Chen

Abstract

Background The provision of high-quality pharmacy services is a societal requirement that enables people to have easy access to medicines and to advices concerning the use of their medicines. However, how do we know that the services pharmacies provide are of high quality? It is challenging to develop reliable and validated quality measuring tools that will facilitate to achieve and maintain high-quality standards within these services. Quality indicators (QIs) may fill this gap. QIs are well-defined, measurable factors that provide an indirect indication of the quality of the provided healthcare service. We commonly divide QIs in structural, process and outcome indicators.

Objective The aim of this workshop is to discuss suitable QIs that can measure the quality of community pharmacy services given in the Nordic countries.

Methods Workshop. We will give a brief introduction to QIs; how they can be defined, and give guidelines for the following group- and plenary discussions. Participants will be allocated into three groups, according to their country of origin and the different QIs.

Results and learning outcomes Participants will learn about the concept of quality indicators in the community pharmacy setting. Participants will learn about how QIs may facilitate to improve the quality of pharmacy services. Based on active contribution, participants will be informed about possibilities to develop QIs for community pharmacy services across the Nordic borders.

Discussion topics Similarities, differences, barriers and facilitators related to developing QIs in the Nordic countries.

Keywords: Quality indicators, community pharmacy.

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Workshop 3

PHARMACY INTERNSHIP IN THE NORDIC COUNTRIES – STATUS AND FUTURE

This educational workshop is a reoccurring opportunity to address best practices, content, assessment methods and research projects from pharmacy internship courses in the Nordic countries, providing a collaboration platform for development. The content components will be described and discussed in terms of development, stimulation and assessment in the different settings.

The objective of the workshop is to share experiences from the pharmacy internships and related courses in the Nordic countries. We also want to investigate the opportunity to develop a platform for multicenter pharmacy practice research within the Nordic countries, aiming to improve the internship in each country.

A short presentation from the Nordic countries on internship experiences will be the foundation for the discussion between the workshop participants. A possible joint project about supervisors’ skills and competences will be discussed.

Prior to the workshop participants are therefore kindly asked to consider how to answer the questions below:

1) Have you introduced any new methods for stimulating learning activities and assessment methods at the pharmacy internship course in your country?

2) What are the three most successful aspects/components of the pharmacy internship run by your university – and what is the most problematic aspect/component?

3) How is the pharmacy internship evaluated in your university (and why so?) – do you have ideas for changing the evaluation? What other courses (elective/obligatory) are run in your university which builds upon the pharmacy internship (might be clinical pharmacy courses, PhD-courses etc) – and which courses do you plan to run?

4) What are the skills, experiences and competencies of the supervisors today – and what are the competencies needed in the future? Our discussions on this issue will take the starting point from a pre-developed questionnaire which the workshop leaders plan to distribute in all the Nordic countries.

The learning outcomes for the workshop are the following:

- The participants will learn about pharmacy internships and related courses in the Nordic countries in terms of current and planned learning outcomes and formal and summative evaluation.
- The participants will discuss and potentially develop a platform for a multicenter pharmacy practice research studies within the Nordic countries (on supervisor skills and training).

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Visit conference website here
Workshop 4

MOTIVATIONAL INTERVIEWING: A USEFUL METHOD FOR CLINICAL PHARMACISTS TO CHANGE PATIENTS’ HEALTH BEHAVIOUR

Moderator
Ulla Hedegaard, MScPharm, PhD, Associate Professor, University of Southern Denmark.

Abstract
Negative medication- and lifestyle behaviours are associated with poor health outcomes, and clinical pharmacists have an important role in helping patients to improve these. Conventional patient counselling, where the pharmacist provides information to the patient, is not very effective in changing behaviour, and therefore more patient-centered methods which focus on patient autonomy, collaboration and patient empowerment have been developed.

One approach is motivational interviewing (MI), which was originally developed in the context of addiction treatment, but with growing evidence for change of behaviour related to lifestyle and medication adherence. MI is patient-centered and intends to initiate change by creating dissonance between a patient’s current status and the target behaviour without making the patient feel threatened or pressured. MI is designed to help patients discover their own resources and solutions. Pharmacists are traditionally taught that they are experts and in charge, and training is therefore needed to adapt to a more patient-centered approach such as MI.

Aim
This workshop will bring together pharmacists with an interest in communication skills and intervention to improve medication- and lifestyle behaviour. Participants will gain knowledge of MI and be introduced to use of simple techniques of MI.

Content and structure
- Introduction to key principles and the “spirit” of MI
- Use motivational interviewing video clips to demonstrate key principles of motivational interviewing— how to do it and how not to do it
- Introduction to specific techniques, e.g. open-ended questions, reflective listening, affirmation, responding to resistance and summarizing
- Exercise about simple and complex reflections undertaken in subgroups followed by group discussion
- Role play using MI techniques
- Feedback, summary and reflection on learning outcomes
Learning outcomes
After the workshop, participants will be able to:

- Explain the “spirit” and key principles of motivational interviewing
- Differentiate between good and poor performance in motivational interviewing
- Recognise statements from the patient that indicate motivation for change (“change talk”)
- Use some simple techniques of motivational interviewing

Go back to workshop schedule
Workshop 5

Social Pharmacy: Integrating the patient perspective in formulation research.

Ingunn Björnsdóttir

Abstract
It is well-known that patients experience problems in relation to their drugs. These problems extend from low-tech problems (such as opening a package or swallowing a tablet) to differences in genetic profiles leading to sub-optimal effect of certain drugs (personalized medicine). Patient engagement in the development of new drug is an important way to make future drugs more user-friendly and effective. Social pharmacy researchers master both quantitative and qualitative research methods to capture patients’ views and daily experiences with drugs. Thus, it is relevant to discuss in which areas joint projects between formulation scientists and social pharmacy researchers can be established. Nordic POP (patient-oriented products) is a project supported by NordForsk, aiming at providing the scientific foundation for the next generation of pharmaceutical products by strengthening the use of interdisciplinary approaches within Nordic Pharmaceutical Sciences. Thus, this might be an opportunity to collaborate interdisciplinary directly with formulation researchers. Our workshop focuses on social pharmacy research concerning patient engagement into drug formulation development. The aim of the workshop is to gain insight in what is already known about patients’ problems in relation to formulation of drugs, what knowledge is missing and how we can make this type of research interesting and important to formulation researchers. The workshop will consist of a small presentation by the presenters, group work, plenum discussion and in the end agreeing on a compiled list of possible joint research areas with formulation scientists. The list is expected to be brought to the 2nd Meeting in NordicPOP in Copenhagen in 2020, and be presented to the NordicPOP group, aiding in the decision about new joint research projects.

The aim of the workshop is to gain insight in:

1. What is already known about patients’ problems in relation to formulation of drugs?
2. What knowledge is missing, and how might we initiate research which provides the knowledge needed?
3. How can we make this research interesting and important to formulation researchers or even the pharmaceutical industry?

The output of the workshop is expected to be a list of areas, where social pharmacy researchers can collaborate with formulation researchers to develop more user-friendly products. This list will be brought to the 2nd Meeting in NordicPOP in Copenhagen in 2020, and be presented to the NordicPOP group, aiding in the decision about new joint research projects.

Visit conference website here
The workshop will consist of:

1. Initial presentations by speakers (IB and LJL)

The workshop will consist of small presentations from the speakers, presenting an overview of how the patient perspective and experiences have been included in the development of drug formulations based on a literature search. Additionally, existing literature on patient-experienced problems with the formulation of drugs (both low tech and high tech) will be presented.

2. Group-work (depending on the number of workshop participants).

Based on this presentation, the participants are asked to discuss these problems and add information from their own research or research they know of. Additionally – what is missing - and how can we make the inclusion of the patient perspective interesting for formulation researchers or even the pharmaceutical industry? Are the tools already out there which can help the researchers and industry?

3. Each group present their work

Discussion of questions (and answers) in plenum.

4. Agreeing on a list of possible joint research areas

Compiling a list of possible joint research areas, where the patient perspective can play a role in aiding formulation researchers develop patient-oriented products.

The workshop will consist of a mix of power-point presentations by speakers, group-work by participants, presentation by participants and plenum-discussion.

Learning outcomes:

- The participants can share knowledge of and get information about (potential) inclusion of the patient perspective in formulation research, and can contribute to the development of (more) user-friendly formulations/pharmaceuticals by constructive use of the patient perspective.
- The participants can propose possible research cooperation between social/clinical pharmacy scientists and formulation researchers.

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Visit conference website here
Workshop 6

How do we know it’s good?

– a workshop on quality criteria in qualitative social and clinical pharmacy research

How do we secure good quality in qualitative health services research? What is lacking in the different existing qualitative data criteria and/or the way they are being applied? How do we understand concepts such as saturation and trustworthiness? How would paying attention to quality help us sharpening our studies to obtain more fruitful and trustworthy results? Why should we consider basic scientific paradigms to fully understand the difference between the different quality criteria in qualitative research?

These and other questions will be addressed in this workshop. With an increasingly stronger focus on patient perspectives and cooperation between different health care professionals, qualitative research (interviews, focus group interviews, observations etc.) is being carried out worldwide to grasp the voices of patients and health professionals. This emphasizes the question of how we conduct high quality qualitative research.

The aim of this workshop is to discuss different views on quality in qualitative research and different views on how to assess quality. We will discuss specific criteria such as trustworthiness, credibility and authenticity – what are the challenges when you assess quality of qualitative research and how can the challenges be dealt with? We will also look at different “criteria lists” and discuss the relevance and applicability of those – both from a researcher and reviewer perspective.

Learning outcomes

As a participant you will be able to:

- maneuver between different current approaches to assessment of quality in qualitative research
- understand how different paradigms shape perception of quality, as well as to
- reflectively apply this knowledge to your own qualitative research.

Since we the workshop leaders plan to write a commentary together with the participants to a journal based on input from this workshop, we would like to audiotape the workshop.

Go back to workshop schedule
This conference is arranged by:

Visit conference website here