



# IIOP

INSTITIÚID CÓGAIŚÍOCHTA NA hÉIREANN  
**IRISH INSTITUTE OF PHARMACY**

ANNUAL REPORT 2014





## FOREWORD



The inaugural year of the Irish Institute of Pharmacy (IIOP) has been a busy one. Over the past twelve months, the Institute has developed a range of resources to support pharmacists' professional development, including the IIOP website ([www.iiop.ie](http://www.iiop.ie)), a series of nationwide information events and a suite of online and face-to-face training programmes. The IIOP ePortfolio has also been developed, which will be a core component of the new CPD system (see page 13). These resources, combined with further supports to be developed over the coming years, will enhance the continuing professional development of pharmacists from all areas of practice.

Since assuming the role of Executive Director in March 2014, I have met with pharmacists across the country and have been impressed by the sheer breadth of expertise within our profession. Pharmacists work in a wide range of settings including communities, hospitals, industry, academia, regulatory bodies and research programmes – accruing a richness of experience that deepens the expertise within the profession. It is welcome, therefore, that the proposed CPD system for Irish pharmacists recognises this diversity and provides freedom to pharmacists to complete their CPD in ways that are most relevant to their practice.

Regardless of where they work, all pharmacists are united by the common goal of protecting patient safety and the desire to ensure the

profession meets changing patient needs. The establishment of the IIOP is a positive development that will support all pharmacists in their continuing professional development, advance the practice of pharmacy and, most importantly, enhance patient care.

I would like to thank the people who worked so hard in establishing the Institute, including the Royal College of Surgeons in Ireland, the Pharmaceutical Society of Ireland, the Department of Health, the Health Service Executive and the Institute's own staff. I am also grateful to the members of the Steering Group, who have played a vital role in the establishment of the Institute.

In particular, I would like to thank members of the profession who have supported the work of the Institute in many ways. The IIOP peer support pharmacists have shown a strong commitment to the Institute and have played an important role in helping colleagues understand the role of the IIOP. We have been fortunate to have pharmacists involved in our accreditation panels and development teams and we are grateful for their efforts in ensuring that our work is tailored to the profession. The success of the IIOP in supporting the profession will be based on the active participation of pharmacists in shaping its activities. I look forward to developing this collaborative approach in the coming years as the role of the IIOP evolves.

Dr Catriona Bradley  
Executive Director  
Irish Institute of Pharmacy

## A MESSAGE FROM RCSI



On behalf of RCSI, which was appointed by the Pharmaceutical Society of Ireland as the operational body for the IIOp, I am pleased to take this opportunity to acknowledge the achievements of the Institute in its first year.

The IIOp's role in overseeing the management and delivery of a CPD system for pharmacists in Ireland is vital for the profession. The Institute's objective is to provide the essential supports that will enable pharmacy practice to meet evolving healthcare needs in alignment with RCSI's commitment to healthcare development and international best practice, while positioning Ireland at the forefront of pharmacy innovation and education internationally.

The primary focus of the IIOp during its first year has been the implementation of structures and systems to facilitate pharmacist engagement in CPD including the development of a dedicated website, the delivery of a suite of training programmes and the creation of an ePortfolio, which will form the basis of a comprehensive, new CPD system. I want to thank all those whose hard work and commitment have contributed to the successful establishment of

the IIOp, including the Institute's staff, led by Dr Catriona Bradley; the 16-person Steering Group representing a cross-section of stakeholders; and the enthusiastic team of peer support pharmacists helping to communicate the benefits of the new CPD System.

After a highly encouraging start, I look forward to the next phase of the IIOp's ongoing project to advance pharmacy practice, through its collaboration with pharmacists and their colleagues in other healthcare professions, in the pursuit of improved patient outcomes.

Prof. Cathal Kelly,  
Chief Executive/Registrar

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## THE IRISH INSTITUTE OF PHARMACY STEERING GROUP



Ms Maria Creed



Prof Paul Gallagher



Ms Margaret Doherty



Ms Helena Buchanan



Mr Keith O'Hourihane



Mr Fionán Ó Cuinneagáin



Ms Mary O'Connell



Dr Martin Henman



Ms Elizabeth Hctor



Ms Kate O'Flaherty



Ms Kate Mulvenna



Mr Jack Daly



Dr JJ Keating



Mr Eugene Renehan



Prof Ciaran O'Boyle



Dr Michael Morris



## WORKING FOR THE PROFESSION



The staff of The Irish Institute of Pharmacy (IIOP)



Peer Support Pharmacists with IIOP Staff at the Peer Support Pharmacist training event held in the Royal College of Surgeons in Ireland (RCSI)

## IIOP IN 2014



\* Anticoagulation Training Programme; Diabetes Training Programme; Cardiovascular Training Programme; and Seasonal Influenza Vaccination Refresher Level 2.

\*\* Personal Development Training Programme; Superintendent Training Programme



## ENGAGES WITH PHARMACISTS



2

COFFEE  
MORNINGS

10

WEBINAR EVENTS

51

FACE-TO-FACE EVENTS  
ACROSS THE COUNTRY

1200

PHARMACISTS ATTENDED

## BUILDING PHARMACY PROFESSION SUPPORTS



RECRUITS

37

PEER SUPPORT  
PHARMACISTS

APPOINTS

16

STEERING GROUP  
MEMBERS

INCREASES STAFF FROM

2-7

## WEBSITE LAUNCHED



8.5

MINUTES AVERAGE  
SESSION LENGTH

26,000

26,000 SESSIONS BETWEEN WEBSITE  
LAUNCH IN MARCH AND END OF  
DECEMBER 2014

5,952

MEMBERS USERNAMES/  
PASSWORDS ISSUED FOR  
WEBSITE AND VLE ACCESS

## DELIVERS TRAINING



2

FACE-TO-FACE  
COURSES\*\*

4

ONLINE TRAINING  
COURSES\*

450+

SEASONAL INFLUENZA  
VACCINATION REFRESHER  
LEVEL 2 CERTIFICATES ISSUED

## A NEW ERA IN CONTINUING PROFESSIONAL DEVELOPMENT FOR PHARMACISTS

The Irish Institute of Pharmacy (IIOF) was established by the Pharmaceutical Society of Ireland (PSI), the pharmacy regulator, to oversee the development and management of the continuing professional development (CPD) system for the pharmacy profession in Ireland. The Royal College of Surgeons in Ireland (RCSI) has been awarded a four-year contract to establish and operate the Institute as the managing body on behalf of the PSI.

During 2014, the IIOF moved from its initial establishment phase to the operational implementation of fundamental strategic initiatives necessary for the development and management of a comprehensive, new CPD system for the pharmacy profession. This report provides an overview of progress during the year.

### STAFFING

At the start of 2014, offices were made available by RCSI to the IIOF and an initial core team was put in place, comprising an interim project manager and two operations co-ordinators. Subsequently, a number of key appointments were made, enabling the formation of the current Institute team. These included the positions of Executive Director, Operations & Education Pharmacist Manager, Operations Assistant, a Learning Technologist and an Operations Support Pharmacist.

A group of 37 pharmacists were also recruited to form a peer support network. These pharmacists will play an important role in supporting their colleagues as they engage in the new model of CPD. They are also a highly effective conduit in facilitating the exchange of information between the Institute and members of the profession. This network came together for an initial two-day training workshop in February and further training sessions were provided through online meetings.

### CPD PROGRAMMES

One of the highlights of the year for the Institute was facilitating a range of training programmes for pharmacists. In particular, an online Seasonal Influenza Vaccination Training programme (Refresher Level 2) was made available through the IIOF website, with over 450 pharmacists completing the training and receiving certification. This allowed experienced vaccinating pharmacists to complete their training remotely and free of charge, which was a significant change from previous years.



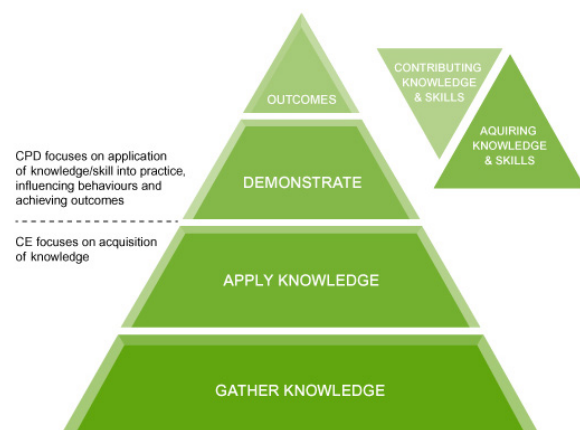
This is just one example of how the Institute can provide practical support to pharmacists in delivering patient care.

Peer Support Pharmacists at the training event held in January 2015

In addition, a number of Seasonal Influenza Vaccination Training Programmes for 2014/15 for less experienced vaccinators were accredited (according to PSI accreditation standards) and these were delivered directly to pharmacists by the training providers.

A number of training courses for pharmacists were also launched during the year. Online training included courses on diabetes, cardiovascular disease and anticoagulation and face-to-face training included a Superintendent Pharmacist training programme and a Personal Development training programme. This suite of materials will be expanded over the coming years, providing pharmacists with access to training designed to support their professional development.

Continuing Professional Development (CPD) Vs Continuing Education (CE)



## A NEW ERA IN CONTINUING PROFESSIONAL DEVELOPMENT FOR PHARMACISTS

### IT PLATFORM

The establishment of an IT-based CPD system for pharmacists is an important strategic objective of the IIOP. Key components of the system include a website, a virtual learning environment and an ePortfolio.

The website and virtual learning environment (on a Moodle platform) were launched in March and, by December, there had been over 26,000 visits to the Institute's website, with approximately 12,000 distinct user-devices recorded. As well as the online training programmes detailed in the CPD Programmes section above, discussion forums were established to facilitate communication within the Peer Support Pharmacist network and the Steering Group. The IIOP ePortfolio and core competency self-assessment tool (CCSAT) were designed, procured, developed, tested and piloted with pharmacist feedback incorporated at all stages. Both systems were completed in December 2014, with a phased roll-out to the profession planned in 2015.

### STAKEHOLDER ENGAGEMENT

Marking the start of the Institute's interaction with the profession, a letter was sent to all registered pharmacists and pharmaceutical assistants in March, advising of the official launch of the IIOP website. Recipients were provided with usernames and the login details to access the Institute's virtual learning environment. The website will play an important role in supporting pharmacists in their CPD, providing access to information, courses and the ePortfolio.

Also in March, a reception for stakeholders was hosted in RCSI at which the Executive Director, Dr Catriona Bradley, delivered an inaugural address outlining the role that the Institute would play in facilitating pharmacists and the pharmacy profession in their continuing professional development with the ultimate objective of enhancing patient care.

Subsequently, 61 pharmacist information events were delivered throughout the year through a combination of face-to-face meetings and online sessions. The purpose of these events was to help pharmacists understand the role of the IIOP and to provide them with information on the new CPD system. They also provided pharmacists with the opportunity to share their views and to provide their feedback to the IIOP, particularly relating to the development of an ePortfolio.



These events were attended by approximately 2,000 pharmacists and were well received. For pharmacists who could not attend, a recording of one of the events is available on the IIOP website, [www.iiop.ie](http://www.iiop.ie).

Inaugural Address of the Executive Director of the IIOP held in RCSI in March 2014

Other initiatives were also developed to enhance communications between the IIOP and the pharmacy profession. A series of informal coffee mornings were held in the IIOP offices, providing pharmacists with the opportunity to visit the Institute in an informal capacity and to network with colleagues. A newsletter was also developed, which was viewed by over 2,500 pharmacists in its first month. The Institute will continue to use these and other initiatives, including further pharmacist information events, to maintain regular engagement with the pharmacy profession.

Attendees at the IIOP Coffee Morning held at the IIOP Offices in December 2014



## A NEW ERA IN CONTINUING PROFESSIONAL DEVELOPMENT FOR PHARMACISTS

A range of meetings were held with key stakeholders throughout the year. These included the Pharmaceutical Society of Ireland (PSI), the Department of Health (DoH), the Health Service Executive (HSE), the Health Products Regulatory Authority (HPRA) and pharmacy representative organisations such as the Irish Pharmacy Union (IPU), the Hospital Pharmacists Association of Ireland (HPAI) and Pharmacists in Industry, Education and Regulatory Affairs (PIER). The Executive Director attended, and spoke at, conferences and meetings held by each of the representative bodies and the annual conference of the European Mentoring and Coaching Council (EMCC) in Ireland.

Meetings were also held with each of the Schools of Pharmacy in Ireland (RCSI, Trinity College Dublin and University College Cork) and with other healthcare professional and regulatory bodies including the Irish College of General Practitioners (ICGP), the Royal College of Physicians in Ireland (RCPI) and the Nursing and Midwifery Board of Ireland (NMBI).

The IOP also met with other bodies involved in the area of pharmacist CPD internationally, including the Northern Ireland Centre for Pharmacy Learning and Development (NICPLD), the Centre of Pharmacy Postgraduate Education (CPPE) in England, the Royal Pharmaceutical Society (RPS) in England, the Pharmaceutical Society of Northern Ireland (PSNI), the Accreditation Council for Pharmacy Education (ACPE) in the USA and the Ontario College of Pharmacists (OCP) in Canada. Engagement with patient representative organisations also commenced during 2014 and this work will continue in 2015.

### GOVERNANCE

The IOP Steering Group held six meetings in 2014 at which they received updates from the Executive Director and considered issues of strategic importance to the Institute. A key role of the Steering Group is to inform the development of a strategic plan and this was facilitated through a series of workshops, with the plan due for publication in 2015.

In line with the governance provisions, the Executive Director attended meetings of the Surgery and Postgraduate Board in RCSI and also attended regular meetings with the CEO of RCSI. Regular meetings were held with the PSI throughout the year to discuss relevant issues. In June, a working group, comprising the Chair

of the PSI's Pharmacy Practice Development Committee, the Chair of the PSI's Professional Development and Learning (PD&L) Committee, the Chair of the IOP Steering Group and the Executive Director of the IOP, was convened in accordance with the governance provisions. The purpose of this group was to develop the 2015 IOP Service Plan. The Service Plan was agreed by the IOP Steering Group and PSI Council and approved by the DoH, as per the provisions in the governance framework.

A number of policies were developed to outline the governance arrangements relating to the contractual requirements of the IOP, including policies relating to procurement, accreditation and data protection. The IOP Governance Framework was also developed to outline the systems in place to ensure appropriate governance of internal processes. Each of these was presented to the Steering Group and the accreditation and governance documents were subsequently submitted for approval to the PSI Council.

### FUNDING

During the year all agreed milestones were achieved and amounts of €600,000 and €500,000 were claimed from the DoH and PSI respectively.

### CONCLUSION

During 2014, the IOP put in place key components for the development and management of a new CPD system for the pharmacy profession and a proactive nationwide campaign of pharmacist engagement was initiated. In 2015, the focus will be on supporting pharmacists as they engage with the new system, particularly the ePortfolio, while continuing to make new training programmes available.

## LOOKING AHEAD

The successful implementation of fundamental supports and structures for a new continuing professional development (CPD) system meant that 2014 was a landmark year for the IIOp, its stakeholders, its peer support pharmacists and the profession at large.

Throughout 2015, further new initiatives and developments are planned to build on the structures that have been established. The Institute will continue to launch accredited training programmes attuned to the current training requirements of pharmacists. In parallel with this, there will be a key focus on supporting pharmacists as they engage with the new CPD system. This system provides flexibility to pharmacists, enabling them to engage in professional development in a style that best suits their practices. Pharmacists are encouraged to adopt a reflective approach to learning and to identify their own learning and development needs in a style that best suits their requirements.

The IIOp ePortfolio, which has been specifically designed to support reflective learning, will be a crucial resource for pharmacists as they engage in CPD. Available to all pharmacists and pharmaceutical assistants registered with the Pharmaceutical Society of Ireland (PSI), the IIOp ePortfolio will undergo a phased roll-out to the profession in 2015 accompanied by a range of supports, including step-by-step online guides. A nationwide series of ePortfolio information events will be held during the year, bringing pharmacists from all backgrounds together to learn more about the IIOp ePortfolio and how it will support their CPD. There will also be an opportunity for attendees to discuss proposals for CPD portfolio reviews. A series of technical workshops will also be held for pharmacists who may require help in using online resources. Details of all events can be found on the website ([www.iio.ie](http://www.iio.ie)).



With the dual aims of advancing pharmacy practice and enhancing patient outcomes, the transformation of CPD for pharmacists in Ireland has begun. Over the coming years we will see great changes in medicines and in models of care within the healthcare system. At the heart of that system, pharmacists play a vital role in ensuring the safe and rational use of medicines, helping patients to experience optimal benefits from their medicines while reducing the risk of medicine-related problems. The IIOp is committed to supporting the development of pharmacy practice and empowering pharmacists to meet the challenges of the future.

The Irish Institute of  
Pharmacy CPD Cycle



## CONTACTING IIOP

### **IIOP**

Irish Institute of Pharmacy  
Textile House, 5 Johnson Place  
Dublin 2, Ireland

**T** +353 (0)1 402 5115

**E** [info@iiop.ie](mailto:info@iiop.ie)

**W** [iiop.ie](http://iiop.ie)



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**IIOP**

Irish Institute of Pharmacy  
Textile House, 5 Johnson Place  
Dublin 2, Ireland

**T** +353 (0)1 402 5115

**E** [info@iiop.ie](mailto:info@iiop.ie)

**W** [iiop.ie](http://iiop.ie)

