

Current Practices and Perceived Roles in Service Provision by Community Pharmacists for Diabetes Care and Prevention in Malaysia

Dear Community Pharmacists,

You are invited to participate in this study, which aims to determine the characteristics of community pharmacists and community pharmacies in Malaysia, and how do they affect the current practices and perceived roles of community pharmacists in providing diabetes care and prevention services.

The focus of this research has come about due to concerns about the increasing prevalence of diabetes among Malaysians over the years despite a variety of multidisciplinary diabetes-tailored interventions by the Ministry of Health. Given the ease of access to community pharmacists, it is vital to identify gaps in these multidisciplinary interventions at primary healthcare level of prevention, in order to inform how best community pharmacists can support and improve these interventions.

This survey input is anonymous, will be treated with utmost confidentiality, and will take approximately 10-15 minutes of your time.

Consent

I have read and understood all information given to me about my participation in this study. I have been given the opportunity to discuss it and ask questions. All my questions have been answered to my satisfaction and I voluntarily agree to take part in this study.

Inclusion Criteria

- Community pharmacists who have been actively practicing at a community pharmacy for the past 3 months, with type A license certification
- Malaysian citizen
- 22 - 60 years old

This study has been approved by the IMU Joint Committee on Research and Ethics.

We greatly appreciate your time and opinion. Thank you.

Section 1. Characteristics of Community Pharmacist

Please select the answer that best represents you.

Gender

- Male
- Female

Age

- < 30 years old
- 30 – 40 years old
- > 40 years old

Year of Registration as Pharmacist

- < 2015
- 2015 – 2020
- > 2020

Year of Experience as Community Pharmacist

- 0 – 2 years
- 2 – 5 years
- 5 – 10 years
- > 10 years

Position

- Pharmacist as well as branch manager/owner
- Pharmacist only
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Diabetes Training/Continuing Education in past year

- None
- < 5 hours
- > 5 hours

Section 2. Characteristics of community pharmacy

Please select the answer that best represents you.

Setting

- Chain store
- Chain store within shopping complex
- Independent pharmacy/stand alone

Ownership

- Pharmacist as owner
- Non-pharmacist as owner
- Single or group proprietor

Opening Days per Week

- < 7 days
- 7 days

Opening Hours per Day

- < 8 hours
- 8 – 12 hours
- > 12 hours

Availability of Patient Counselling Area/Room

- Yes
- No

Number of Pharmacist per Pharmacy

- 1
- ≥ 2

Number of Customers per Month

- ≤ 3000
- 3001 - 5999
- $\gg 6000$

Number of Customers Purchasing Oral Anti-diabetic Medications per Month

- ≤ 100
- 101 – 199
- >> 200

Number of Customers Purchasing Insulin per Month

- ≤ 20
- 21 – 39
- >> 40

Section 3. Current Practices in Diabetes Care and Prevention

Please select the scale for the following items that best describes the current practices in your pharmacy.

1 = Never; 6 = Always

	1 Never	2 Very Rarely	3 Rarely	4 Occasion ally	5 Frequen tly	6 Always
Essential Services						
Prescription screening						
Maintain continuous supply of anti-diabetic medications (medications are always available at pharmacy)						
Dispensing of anti-diabetic medications						
Prepare medication						
Direction of use (verbal)						
Provide label for direction of use						
Medication and device counselling/assessment						
Monitor medication adherence/Explain importance of medication adherence						
Storage requirements						
Special precautions to follow						
Common/important adverse effects						
Use of insulin devices						
Baseline test						
Measure blood glucose						
Check and explain results on laboratory tests						

Optional Services						
Initial assessment						
Patient history						
Measure BMI						
Measure blood pressure						
Treatment plan						
Diabetes education						
Disease process						
Treatment targets						
Needs for regular medical monitoring						
Prevention/treatment of acute complications						
Prevention/treatment of chronic complications						
Lifestyle adjustment						
Exercise plan						
Diet plan						
Smoking cessation						
Alcohol withdrawal (if applicable)						
Self-care education						
Self-monitoring of blood glucose (SMBG)						
Glucose diaries						
Foot self-care						
Smoking cessation						
Medication review						
Discuss medication regimen with prescriber						
Arrangement of drug taking schedules with patient						
Referral to other healthcare professionals						
Peer support						
Involving friend/family member in diabetes care						
Peer support groups/programs for patient						
Health promotion						
Diabetes-related talks/programs/campaigns						
Community-based health screening activities						

Section 4. Perceived Roles of Community Pharmacists in Diabetes Care and Prevention

Please select the scale for the following items that you as a community pharmacist deem such services relevant to the profession.

1 = Definitely No; 6 = Definitely Yes

	1 Definitel y No	2 No	3 Probabl y No	4 Probably Yes	5 Yes	6 Definit ely Yes
Essential Services						
Prescription screening						
Maintain continuous supply of anti-diabetic medications (medications are always available at pharmacy)						
Dispensing of anti-diabetic medications						
Prepare medication						
Direction of use (verbal)						
Provide label for direction of use						
Medication and device counselling/assessment						
Monitor medication adherence/Explain importance of medication adherence						
Storage requirements						
Special precautions to follow						
Common/important adverse effects						
Use of insulin devices						
Baseline test						
Measure blood glucose						
Check and explain results on laboratory tests						
Optional Services						
Initial assessment						
Patient history						
Measure BMI						
Measure blood pressure						
Treatment plan						
Diabetes education						
Disease process						
Treatment targets						
Needs for regular medical monitoring						
Prevention/treatment of acute complications						
Prevention/treatment of chronic complications						

Lifestyle adjustment						
Exercise plan						
Diet plan						
Smoking cessation						
Alcohol withdrawal (if applicable)						
Self-care education						
Self-monitoring of blood glucose (SMBG)						
Glucose diaries						
Foot self-care						
Smoking cessation						
Medication review						
Discuss medication regimen with prescriber						
Arrangement of drug taking schedules with patient						
Referral to other healthcare professionals						
Peer support						
Involving friend/family member in diabetes care						
Peer support groups/programs for patient						
Health promotion						
Diabetes-related talks/programs/campaigns						
Community-based health screening activities						