• 計畫中文名稱	社區藥局藥事服務品質評估研究		
• 計畫英文名稱	Evaluating the quality of community pharmacy services		
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• 執行機構	台北醫學大學{醫學人文研究所}		
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• 研究領域	其他（醫），藥學		
• 研究人員	高美英		
• 中文關鍵字	社區藥局；藥事照顧；藥事服務品質；服務品質評估；；；；		
• 英文關鍵字	community pharmacy；pharmaceutical care；quality of pharmacy services；evaluation of pharmacy services；；；；		
• 中文摘要	現今二十一世紀人類的健康管理策略已邁向「整體健康照護」階段，其中以社區爲核心，推動整體性、持續性、方便性的全面健康醫療服務，而以社區藥局爲基礎的整體社區健康照護便是發展的重要方向，因爲地利之便以及與病患長期良好的關係，社區藥師能夠直接且適時地提供民眾健康衛教與醫療諮詢，可達到疾病預防與適當治療的功能。爲建立社區藥局專業執業形象，以確保藥品調劑作業品質，使藥事人員有一套標準執業規範可遵循，衛生署也於 1993 年公佈「優良藥品調劑作業準則」(Good Dispensing Practice， GDP)， 並責成地方衛生單位積極輔導社區藥局遵循，齊一調劑作業水準。其中對藥事人員、環境設施、調劑設備、藥品保存及調劑作業均有明確的定義。而在實施了多年之後，當前台灣社區藥局的藥事服務品質究竟如何，整體民眾的用藥健康狀態的保障程度爲何，我們的所知不多，因此，本研究的目的是調查及評估我國社區藥局、藥師服務品質現況，並對健保特約藥局及非健保特約藥局作一比較。 本研究計畫以全國的社區藥局與其執業藥事人員爲對象，採用分層隨機抽樣法，以田野研究法爲主，而以問卷調查法爲輔，來進行相關資料的收集。將收集有關藥局環境、藥事設備、與消費者互動和藥事人員個人資料，做爲分析的依據。 研究的結果預期可以做爲瞭解目前社區藥局所提供服務的品質評估，並提供國內醫藥相關機構改善其的服務品質的依據，以及作爲政策制定之相關單位推行用藥安全政策、治療及諮詢等健康服務之參考。		
• 英文摘要	The management strategy of human health has stepped into "the overall health care" stage in the 21st century. To promote comprehensive, continuous, and convenient health care services, community is an important core. Especially, the community-pharmacy-based medicine for the		

	overall community health care will be an important direction of development. Due to the convenient and established long-term-care relations with patients, community pharmacists can engage the public health education and medical consultant directly and immediately. Thus, the functions of the disease prevention and appropriate of treatment can be achieved. To establish the professional practice of pharmacists in community pharmacy and to ensure the quality of dispensation, The Good Dispensing Practice is legalized by the Department of Health, Executive Yuan in 1993 to set a standard procedure to follow by the pharmacists. The health units of the local government have the responsibility to provide actively counseling for the community pharmacy. The pharmacists of the community pharmacy can follow the guidance of dispensing practices. There are clear norm regarding the pharmaceutical care of pharmacists, environmental facilities, dispensing equipment, medicines storage and dispensing practices. After the years of legalized Good Dispensing Practice, we don't have much information about the overall quality of community pharmacy services, and about health status of the people in Taiwan. Therefore, the main purpose of the proposed research is to survey and evaluate the community pharmacy services and pharmaceutical care provided by community pharmacists. In addition, the comparison between community pharmacies contracted with Bureau of National Health Insurance and those un-contracted will also be employed. The nationwide community pharmacies and pharmacists will be sampled in the study. The stratified random sampling will be used to produce the representative samples. To collect the related information, field research method will be conducted and supplemented by a questionnaire survey. The information about the environment of community pharmacies, dispensing equipments, interactions with consumers and personal data of pharmacists will be collected for analysis. The results of the study can be expected to have contribution on assessing the quality of community pharmacy services, as well as policy regulation on medication safety and consultation on health services.