• 系統編號	RG9801-0066
• 計畫中文名稱	各國社區藥局評估考核或評鑑制度分析與探討計畫
• 計畫英文名稱	--
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• 計畫編號	DOH97-PA-1012
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• 研究人員	許光陽；羅雅貞；羅亞寧；劉威志；周欣諄； Hsu, Kuang-Yang；；；Liu, Wei-Chih；；
• 中文關鍵字	社區藥局；健康照護；社區藥局藥師；各國評鑑機制；用藥安全；；；
• 英文關鍵字	Community Pharmacy；Community Pharmacist；Quality Assurance System；Community Pharmacy Accreditation；Health Care；；；
• 中文摘要	醫藥分業後，台灣整體醫療環境改變，藥師與藥局能見度大增，因此，藥師所應擔負起的責任更多、更重，在肩負諸多期待後，藥師應重新自我定位，除了強化原有的藥品供給與藥事服務外，更要朝向提供健康促進、慢性病諮詢與監控、防疫等多元功能發展，積極參與國家公衛議題執行及宣導。但社區藥局與藥師之專業及服務品質常受各方質疑，爲破除各界質疑，除了健全法律規範之外，建立強而有利的評估考核制度評鑑制度，以求有效提升服務品質與品質管控，鼓勵藥師實際提升其專業能力與藥局功能也相當重要。爲此，本計劃搜尋各國文獻與網路，廣泛搜尋與了解世界各國類似的社區藥局評估考核機制，將獲得的資料做有效的整理，並召開專家諮詢會議分析比較各國制度與實施優缺點，除此之外，更進一步邀請國外學者來台舉辦國際研討會，說明該國社區藥局與其評鑑發展狀況，並與國內產官學界代表進行交流，讓各界更深入了解此議題之內容與重要性。研究結果發現，各國社區藥局評鑑制度發展因該國國情與醫療體系發展程度而異，台灣尚在起始階段，可依照台灣醫療發展階段擷取各國制度值得師法之處，研發未來施行社區藥局評鑑步驟及階段性目標。專家諮詢會議向各地公會社區藥局藥師發表此計畫進度，期間的交流清楚反映基層心聲，期望評鑑制度可實質提高收益，積極促成醫藥分業單軌制，基層聲音讓我們反思，在推行社區藥局評鑑制度的同時，是否台灣的醫藥環境仍有更亟待先解決的議題。
• 英文摘要	After the separation of prescribing and dispensing, pharmacists/pharmacies are gaining more visibility from the public since the whole health environment has dramatically changed. However, the burdens on us are getting more and more that we are responsible

for. With all those expectations, we need to relocate ourselves and be more understanding not only to strengthen our provision of medications and pharmaceutical services to patients, but to consider of multi-functional development, such as playing an active role in health promotion, chronic disease monitoring and management, disease prevention, and execution and promotion of national public-health issues. But, pharmacists/pharmacies are doubt about our services and professions and think of breaking through the miss-understood not only the self improvement but also the well established regulations/laws are important. Last but not least, coordinating with a strong and powerful accreditation quality assurance system we could efficiently and effectively elevate the quality of service and make the quality control. For this, we first surf the Internet and reference extensively understanding whether there are relevant accreditation systems in other countries and collecting documents. Through meetings, we made the most use of our reference and collected information and compare them with one another. Furthermore, we invited foreign experts to Taiwan giving lectures on their expertise in the Forum and also the professions from domestic schools/industry/and the government to join the discussion. As the result, we found out different countries have different developing background and most of them are differ from each other, but still are good for us to learn from, especially for all of them are at different steps of development that we could foresee the coming problems and try to find the resolution and take the history/lesson in mind of them. After the meetings with domestic professions, we heard clearly of what they expect is the return to the original separation of dispensing and prescribing – the single track system. At the same time, we also heard some really good ideas of improving the situation which are, increase the items number and item payment or giving different scale of subsidy depending on different amount of prescriptions received, or enforcing the public hospital to release all the prescriptions outside the hospitals and etc. All of these made us think, at the meantime of promoting community pharmacy accreditation system, is there any other issue that we should firstly looking into?