

Developing Statements of Practice across 34 European Countries



“Thank you for your contributions both during the online Delphi process prior to the Summit and at the European Summit on Hospital Pharmacy.

The feedback from participants was very positive. In fact, we received many comments that your facilitation technique was on target by engaging the group in discussions which is exactly what we were aiming for!

You certainly over delivered and we would be most pleased to contact you again should the need arise!

Jennie De Greef- Chief Operating Office, EAHP.

Background

- The European Association Hospital Pharmacists (EAHP) is an association of national organisations representing hospital pharmacists at European and international levels.
- The EAHP represents and develops the hospital pharmacy profession within Europe in order to ensure the continuous improvement of care and outcomes for patients in the hospital setting.
- The EAHP have 34 member states from the European community

Activity

KayHill Consulting:

- Supported the development of European wide hospital standards.
- Supported the Delphi process by **moderating** discussions on the standards.

- Facilitated a high level workshop at Congress in Barcelona, attended by senior EAHP members, and members of the wider international community.
- Facilitated a world café process to produce European Association of Hospital Pharmacists professional standards in Brussels.

Results

The sequential use of a Delphi process followed by a World Café workshop supported consensus on the European Hospital Pharmacy Statements.

The Delphi process followed by a World Café workshop was highly commended by participants, particularly international observers from FIP who felt the process was transparent and provided a sense of ownership of the final statements

The Delphi facilitators were commended for their facilitation style at the World Café

The European Hospital Standards were voted in by all 34 member states, allied health professional groups and patient groups as a result of the process.

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