

# European Association Hospital Pharmacists Ambassadors Training Event

“Thank you for delivering a successful workshop. Our Ambassadors were delighted with the training. I just spoke with the Belgium Ambassador who is already going to use what he learned to influence a new e-health form”.

**Gonzalo Marzal Lopez- Project Specialist & Policy Assistant, EAHP**

“Thanks to you and your colleagues for delivering another high quality and successful workshop. We look forward to working with you and your team again soon.”

**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 35-member states from the European community.
- The EAHP have recently recruited Ambassadors to promote the implementation of their Statements of Hospital Pharmacy Standards. <http://www.eahp.eu/hp-practice/hospital-pharmacy/european-statements-hospital-pharmacy>

## Activity

KayHill designed & delivered a two-day training workshop for the EAHP Statement Ambassadors.

- The interactive workshop was attended by 35 EAHP Statement Ambassadors as well as the EAHP Board members.
- The aims of the sessions were to develop understanding of how to bring about change at scale in their respective countries.
- The interactive workshop covered:
  - Leadership including MBTI feedback
  - Influencing strategy
  - Public narrative

## Results

Feedback from the participants was really positive, including:

- “Interactive sessions sensitively facilitated to help you feel comfortable”.
- “The MBTI and the role play were very interesting and helped us learn how to engage with stakeholders more effectively”.
- “Opportunity to work with many colleagues in small groups - the 2-day workshop team – brilliant”.
- “Particularly liked the ability to talk in small groups. The workshop was fantastic”.

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**THIRD MEETING OF EAHP'S IMPLEMENTATION AMBASSADORS**  
From 15 to 17 November, the EAHP held the third EAHP meeting and training of Implementation Ambassadors. Twenty-four Ambassadors representing 21 national member associations participated in the event.  
Implementation ambassadors are highly motivated and enthusiastic hospital pharmacists that are appointed by their national member association to help their country move towards the implementation of the European Statements of Hospital Pharmacy. Their main role can be summarised up as follows:  
■ Act as primary link in between EAHP, their national associations and the implementation activities done within their countries.  
■ Convey to EAHP the needs and priorities of their countries regarding statement implementation.  
■ Build resources that will help hospital pharmacists, healthcare providers and other relevant stakeholders to implement the statements within their hospitals.  
The third meeting of our Implementation Ambassadors was a perfect opportunity to brainstorm and discuss about the next steps of the project, as well as a perfect venue for the group to convey to EAHP their national needs and ideas. The training following the meeting was facilitated by KayHill consultancy. It focused on communication strategies. In particular, Implementation Ambassadors learnt about the best ways to approach stakeholders in order to promote the benefit of implementing the statements for the patient.  
EAHP wants to take this opportunity to thank all Implementation Ambassadors for their great work and active participation. Stay tuned for more news on the implementation project!