

Appendix 1

First author and reference	Title	Country
American Pharmacists Association (1)	Consortium recommendations for advancing pharmacists' patient care services and collaborative practice agreements	USA
American Society of Health-System, Pharmacists (2)	ASHP Statement on the Role of Health-System Pharmacists in Public Health	USA
Bjorkman (3)	Care ideologies reflected in 4 conceptions of pharmaceutical care	Sweden
Bluml (4)	Improving outcomes for diverse populations disproportionately affected by diabetes: final results of Project IMPACT: Diabetes	USA
Bush (5)	The corporatization of community pharmacy: implications for service provision, the public health function, and pharmacy's claims to professional status in the United Kingdom	UK
Cameron (6)	Connecting with assisted living consumers	USA
Chisholm-Burns (7)	US pharmacists' effect as team members on patient care: systematic review and meta-analyses	USA
Council on Credentialing in, Pharmacy (8)	Scope of contemporary pharmacy practice: roles, responsibilities, and functions of pharmacists and pharmacy technicians	USA
de Bittner (9)	Report of the 2010-2011 Professional Affairs Committee: Effective partnerships to implement pharmacists' services in team-based, patient-centered healthcare	USA
Dobson (10)	Taking the lead: community pharmacists' perception of their role potential within the primary care team	Canada
Dolovich (11)	Ontario pharmacists practicing in family health teams and the patient-centered medical home	Canada
Ellitt (12)	Quality patient care and pharmacists' role in its continuity--a systematic review	International
Farrell (13)	Working in interprofessional primary health care teams: what do pharmacists do?	Canada
Farris (14)	Pharmacists in public health: It's a good start!	USA
Freeman (15)	Does a primary care practice pharmacist improve the timeliness and completion of medication management reviews?	Australia
Gallagher (16)	Improving the working relationship between doctors and pharmacists: is inter-professional education the answer?	Ireland
George (17)	The evolving role of the community pharmacist in chronic disease management - a literature review	International
Gurney (18)	Health care at a crossroad: what will the pharmacists' role be?	Canada
Jorgenson (19)	Integrating pharmacists into primary care teams: barriers and facilitators	Canada
Kolodziejak (20)	Integration of a primary healthcare pharmacist	Canada
Novak (21)	Reducing unnecessary hospital readmissions: the pharmacist's role in care transitions	USA

Patwardhan (22)	The value of pharmacists in health care	International
Pottie (23)	Pharmacist's identity development within multidisciplinary primary health care teams in Ontario; qualitative results from the IMPACT project	Canada
Raju (24)	The expanding role of Minnesota pharmacists in primary care	USA
Ross (25)	Pharmacists as mid-level practitioners/providers	USA
Schoenhaus (26)	2013 Prescott lecture: embracing our roles as medication navigators	USA
Sinnett (27)	You have the tools . . . now create that PPMI model!	USA
Sminkey (28)	Pharmacists on the team: tapping invaluable expertise to foster the triple aim	USA
Smith (29)	Consumer, physician, and payer perspectives on primary care medication management services with a shared resource pharmacists network	USA
Smith (30)	Pharmacists belong in accountable care organizations and integrated care teams	USA and International
Tan (31)	Pharmacist services provided in general practice clinics: a systematic review and meta-analysis	International
Tan (32)	Pharmacist consultations in general practice clinics: the Pharmacists in Practice Study (PIPS)	Australia
Tarn (33)	Older patient, physician and pharmacist perspectives about community pharmacists' roles	USA
Traynor (34)	Pharmacist fits on high-intensity transitional care team	USA
Trygstad (35)	The role of the pharmacist in CCNC	USA
Twigg (36)	An audit of prescribing for type 2 diabetes in primary care: optimising the role of the community pharmacist in the primary healthcare team	USA
Wong (37)	Patient self-management and pharmacist-led patient self-management in Hong Kong: a focus group study from different healthcare professionals' perspectives	Hong Kong

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Appendix 2

Topic list for the first round of interviews with stakeholders to discuss the identified elements of pharmaceutical care

1. **Please could you introduce yourself and tell us a bit about your function within your organization?**
2. **Via literature search, we identified several activities that can contribute to improving pharmaceutical care in terms of quality, accessibility, affordability, and sustainability. We would like to know your opinion regarding such activities, concretely:**
 - For activities that are already being performed in The Netherlands, do you see room for improvement in the context of the upcoming (patient-centered) pharmaceutical care?
 - For activities that are not yet happening in The Netherlands, do you think they should be implemented?
 - Are there specific requirements that would favor/facilitate the implementation of such activities?
 - Are there specific issues that challenge or make the implementation difficult?
 - a) Activities that contribute to an adequate use of medication by the patient:
 - a. Good medication transfer between 1st and 2nd line (between primary and secondary care)
 - b. Medication therapy management: assessment of medication for appropriateness, efficacy, safety, and adherence to achieve optimal therapy goals
 - c. Assessment of health literacy and education of the patient (e.g. about possible interactions, proper medicine storage)
 - d. Pharmacovigilance
 - b) Activities that help to improve the ways in which the patient experiences pharmaceutical care:
 - a. Shared decision making about pharmacotherapy
 - b. Patient can choose own pharmacy
 - c. Transparency about prices for medication and services

d. Results of pharmacist interventions are shared with the public

c) Activities that facilitate the patient's access to medicines:

- a.* Medicines are always available in pharmacy
- b.* Individualized medicines are available when needed (i.e. compounding)
- c.* Pharmacy is located close to the patient
- d.* Pharmacy is available outside working hours
- e.* Patients with chronic medicines can pick up medication 24 hours per day
- f.* Medicines are available to patients who cannot come to the pharmacy

d) Activities that facilitate a patient's access to pharmaceutical counselling services:

- a.* Increase awareness of pharmacy services among patients and healthcare providers
- b.* Identify which patients will benefit the most from pharmaceutical counselling
- c.* Provide out-of-hours services (e.g. via call center)

e) Activities that make pharmaceutical care more affordable for the patient:

- a.* Decrease the costs of medicines and services for patients, e.g. via negotiations between pharmacy providers and health insurers

f) Activities that make pharmaceutical care more affordable for government/society:

- a.* Diminish burden on physicians by giving pharmacists a role in disease prevention, e.g. via:
 - i.* Screening/preventive interventions (e.g. weight management, lipid control, hypertension control, osteoporosis prevention, depression, dementia, vaccination, smoking cessation, substance abuse prevention)
 - ii.* Lifestyle interventions (e.g. exercise, diet)

- iii.* Prevention of infectious diseases (e.g. travel-related illnesses)
 - iv.* Patient education (e.g.: AIDS awareness, sexual health support)
 - v.* Immunization services
 - vi.* A needle-exchange programme
 - b.* Diminish burden on physicians by giving pharmacists a role in the management of patient's (chronic) diseases, e.g. via:
 - i.* Assessing a patient's ability to manage his/her disease and self-administer medications, and educate when needed
 - ii.* Monitoring a patient's disease condition and parameters (e.g. asthma, hyperlipidemia, chronic heart failure, diabetes, arthritis, osteoporosis)
 - c.* Reduce unnecessary hospital readmissions, e.g. via:
 - i.* Medication therapy management, assessment and interventions regarding falls risk, home safety, cognition, mental health, nutrition, caregiver needs

g) Activities that help to protect the environment:

- a.* Prevent waste
- b.* Ensure good disposal of medicines
- c.* Increase awareness among patients and other health professionals

3. Can you think of any other activity that would help to improve patient pharmaceutical care?

4. How may your organization contribute to the above-mentioned activities?