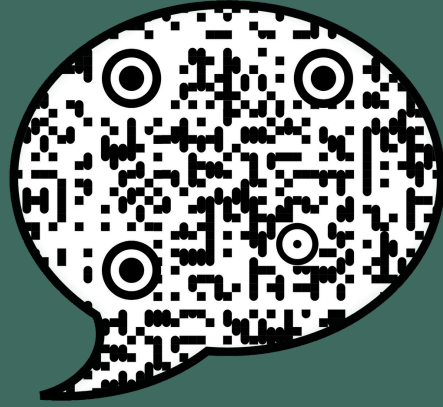


Exploring tailored facilitation as a key strategy for the implementation of pharmacy-based health services in Switzerland

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INTRODUCTION

- The **implementation of new services** requires workflow adjustments and on-site assistance, making **facilitation a crucial tool for successful implementation**.
- Facilitation is an implementation strategy defined as ‘a process of interactive problem-solving and support that occurs in a context of a recognised need for improvement and a supportive interpersonal relationship’. [1]
- **myCare Start** is a new interprofessional service (community pharmacists, physicians, patients) being trialed in Switzerland’s ambulatory care setting with the aim to improve patient medication management upon long-term medication initiation.
- Preliminary contextual analysis informed the development of a structured yet adaptable **implementation strategy bundle** to support myCare Start delivery across sites.
- An **implementation strategy selection guide** was created to link site-specific barriers with evidence-informed implementation strategies.

AIM

To examine how facilitation and context-informed implementation strategies support the delivery of the myCare Start service in community pharmacy practice.

METHODOLOGY

- Facilitators are registered pharmacists with community pharmacy experience, ensuring their relatability to the pharmacy teams
- Data collected during the implementation support visits will be logged by the facilitators via REDCap.
- The facilitation process is presented in Figure 1.

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graph LR; A[Pre-Facilitation Checklist] --> B[Discussion]; B --> C[Identification]; C --> D[Selection Tool]; D --> E[Operationalisation];
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FIGURE 1: Overview of the facilitaiton process used for the implementation of the myCare Start service.

RESULTS

- The hybrid type II effectiveness-implementation study started on 1 November 2025 and is expected to conclude at the end of 2026.
- To date 39 facilitation visits have been conducted for 29 pharmacies in the Usual Care phase
- Most used strategies are: tailor strategies and facilitation.
- Results will enable us to:
 - Map the use of implementation strategies over time.
 - Evaluate the impact of the implementation strategies.
 - Assess the utility of the implementation strategy tool.

IMPACT

- This work presents a proactive, context-driven methodology for planning and facilitating the implementation of new healthcare services.
- By anticipating implementers’ needs and planning strategies to address known barriers in advance, this approach promotes a move from a reactive to a preventive approach, fostering smoother integration of new healthcare services into practice.

References

1. Powell, B.J. et al., *A refined compilation of implementation strategies: results from the Expert Recommendations for Implementing Change (ERIC) project*. Implementation Science, 2015. **10**(1): p. 21



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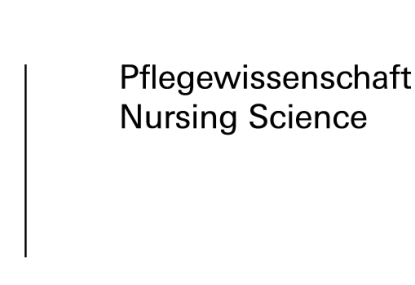
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