

1 **Preparing community pharmacists for a role in mental health: an evaluation of**  
2 **accredited Australian pharmacy programs**

3

4 **Abstract**

5 Background: Australian community pharmacists are well placed to provide medication  
6 related support and to contribute to optimisation of outcomes for mental health consumers  
7 and their care givers. However, little is known about the actual competencies of community  
8 pharmacists to provide this care. To determine how graduates are being prepared to  
9 competently assist mental health consumers and their caregivers, an exploration of the  
10 curricular mental health content in university pharmacy programs which set the foundation  
11 for pharmacists' professional roles, is needed.

12 Aims: To investigate the mental health content of accredited Australian pharmacy qualifying  
13 programs.

14 Method: A review of publically available online profile information for accredited degree  
15 programs was conducted, and program coordinators from the 18 accredited pharmacy  
16 degree programs providers in Australia were surveyed.

17 Results: Mental health education is embedded in core subjects such as pharmacology,  
18 pharmacotherapy and pharmacy practice. Multiple options are employed to deliver mental  
19 health teaching, including lectures, workshops, and experiential learning. However, while  
20 education is intended to align with pharmacists' expected level of professional  
21 competencies, there is lack of national standardised outcome-based competency criteria for  
22 new graduates, and wide ranging inter-program variations were evident.

23 Conclusion: A lack of standardised content in pharmacy qualifying programs that underpin  
24 pharmacists' mental health knowledge and skills might result in variations to practice  
25 competencies. Further work is needed to determine how variations impact the way  
26 pharmacists deliver care to mental health consumers and their care givers.

27 **Keywords:** Mental health, education, training, community pharmacy.

28 **Conflict of Interest** There are no known or potential conflicts of interest.

## 1 Introduction

2 Australian community pharmacists provide a range of primary health care services  
3 directly to consumers.<sup>1</sup> In the past, these services have mostly included disease state  
4 management and lifestyle support programs, particularly for smoking cessation and weight  
5 loss. Under the current Community Pharmacy Agreement<sup>1</sup>, these services have been  
6 extended, and \$344 million (over the 5-year life of the Agreement) has been allocated to  
7 remunerate pharmacies for the provision of health and medication management services to  
8 support consumers with chronic illnesses such as diabetes, cardiovascular disease,  
9 respiratory diseases and mental illness<sup>2</sup>. Several community pharmacy services could be  
10 utilised to improve the medication management and subsequent health outcomes for mental  
11 health consumers and their care givers living in the community. These include services that  
12 have already been in place for many years, such as Home Medicines Reviews<sup>2</sup>, provision of  
13 dose administration aids, and inter-professional collaborations, as well as newer services  
14 such as in-pharmacy medication reviews and clinical interventions.<sup>3-5</sup> However, no large  
15 scale studies have assessed the competency of pharmacists to deliver these services in the  
16 Australian community pharmacy practice setting.

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18 Research to explore the role of community pharmacy in mental health is limited,  
19 particularly in the Australian context. However, a recent review of the literature identified a  
20 number of studies highlighting the positive effect of services provided by pharmacists to  
21 support health care consumers generally.<sup>6</sup> Such services include providing education,  
22 information and resources to consumers, care givers and other health professionals,  
23 conducting medication reviews, making treatment recommendations, and providing  
24 monitoring services. Evidence also indicates that inter-professional collaboration between

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<sup>1</sup> Community Pharmacy Agreement: An agreement between The Commonwealth of Australia and The Pharmacy Guild of Australia to remunerate community pharmacy for providing specific health services.

<sup>2</sup> Home Medicine Review: In cooperation with the individual's general practitioner, the pharmacist visits the individual at home, reviews their medicine regimen, and provides the general practitioner with a report. The general practitioner and consumer then agree on a medicine management plan.

1 pharmacists and other health professionals contributes to the optimisation of treatment, and  
2 promotes recovery.<sup>7,8</sup> International research has focused mainly on pharmacists' attitudes  
3 and beliefs that generally express a positive attitude towards pharmacists providing mental  
4 health care and inter-professional collaboration.<sup>9-11</sup> However, it has also demonstrated they  
5 lack knowledge, confidence and effective communication skills needed to convey this in  
6 practice.<sup>9,10,12</sup> These findings suggest education and training for pharmacists might be  
7 inadequate in preparing them for a role in mental health care. In the Australian context,  
8 exploratory studies have shown similar positive attitudes among pharmacists,<sup>13,14</sup> but there is  
9 a lack of empirical research about the practice readiness of Australian community  
10 pharmacists in mental health care.

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12 To undertake their practice roles, Australian trained pharmacists must complete a  
13 university qualifying degree program, meet professional registration requirements, complete  
14 one year of supervised practice, and pass two entrance examinations.<sup>15-17</sup> Australian  
15 universities offering pharmacy degrees are subject to a compulsory accreditation process  
16 intended to ensure the delivery of a consistently high quality standard of education and  
17 training.<sup>18,19</sup> Once registered with the Australian Health Practitioner Registration Agency,  
18 pharmacists must comply with continuous professional development requirements for annual  
19 re-registration purposes.<sup>17,20</sup> These quality control measures further facilitate a high standard  
20 professional practice, and ensure that pharmacists are accountable for their conduct, thus  
21 fostering and maintaining public trust in the profession.<sup>21</sup>

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23 The majority of Australian trained pharmacists enter the profession after the completion  
24 of a full-time four-year Bachelor of Pharmacy, or a two-year postgraduate Master of  
25 Pharmacy degree. Pharmacy degree curricula are guided by a comprehensive set of  
26 competency standards which specify the required level of knowledge, numeracy, literacy and  
27 communication skills, as well as the attitudes conducive to professional practice.<sup>18,22</sup>  
28 Experiential learning opportunities are embedded within the curricula and aim to provide

1 students with the opportunity to integrate their knowledge of pharmaceutical sciences and  
2 therapeutics to practice settings.<sup>17,20</sup> In addition to knowledge of disease states and  
3 pharmacotherapy, pharmacists are also expected to have an understanding of the legal,  
4 ethical, cultural, communication and sociological issues that add to the complexity of the  
5 health care management of patients, including those with mental health conditions.<sup>33,34</sup>  
6 Furthermore, pharmacists should be capable and confident to adopt a multidisciplinary team  
7 approach to ensure optimal outcomes for mental health consumers. These mental health  
8 specific competencies were developed by the profession's governing bodies in 2009, and  
9 recently updated in A framework for pharmacists as partners in mental health care.<sup>23,24</sup> The  
10 new Framework emphasises pharmacists' knowledge, attitudes and communication skills as  
11 major enablers to their extended role in mental health. Still, little is known about the actual  
12 practice competencies of community pharmacists in mental health care.

13

#### 14 **Aim**

15 The purpose of this study is to explore the mental health content included in the  
16 curricula of accredited pharmacy programs in Australia, acknowledging that this is only one  
17 component in shaping pharmacists' practice competency. The information obtained will be  
18 utilised to gain insights regarding the competency of graduate pharmacists for providing  
19 mental health services in a community pharmacy setting.

20

#### 21 **Method**

22 This study involved: 1) A review of the mental health curricula of accredited  
23 pharmacists' qualifying programs, and, 2) A survey of pharmacy academics of the qualifying  
24 programs. Ethical approval was granted by the Griffith University Human Research Ethics  
25 Committee.

26

27 The mental health content of pharmacy programs was evaluated by accessing program  
28 provider websites between January 2012 and July 2012. For consistency purposes, the

1 steps undertaken to access publically available information followed a standardised  
2 procedure. From the university home page, the word “pharmacy” was entered in the search  
3 window. Links to degree course e.g. “Bachelor of Pharmacy” (BPharm) or “Master of  
4 Pharmacy” (MPharm) were followed. The program profile was downloaded and content  
5 reviewed. For each accredited program, the review focused on identifying how mental health  
6 teaching was delivered within the program including the time allocation and mode of  
7 delivery.

8

9 A survey involving the 18 accredited Australian pharmacy degree program providers  
10 was also conducted to seek information not publically available or easily obtained from the  
11 online program information. Relevant academics were identified through the program  
12 websites focusing on those who had roles in coordinating pharmacy programs. An email with  
13 the survey attached was sent to these academics in January 2012. The survey collected  
14 information about:

15 • The type of pharmacy program(s) offered at the university (i.e.  
16 BPharm/MPharm/both).

17 • Students took mental health specific experiential learning (i.e. placement at  
18 mental health units or clinics).

19 • The program content and experiential learning included specific references to  
20 legal, ethical, communication or sociological issues pertaining to mental health.

21 • Changes had been made to the content to reflect the Government’s national  
22 emphasis on mental health.

23 • The approximate student learning time (in hours) spent within core  
24 subjects/units (i.e. pharmacology, pharmacotherapy and pharmacy practice)  
25 allocated to mental health content.

26 • The format of delivering mental health education (i.e. lectures, workshops and  
27 placements).

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Responses were invited via return email, facsimile or telephone. Initial response rates were low (5/18 = 28%) despite follow up emails and attempts to contact the academics by telephone. In January 2013, website information was again reviewed to identify alternative staff members to approach. To encourage responses to the survey, the primary author sent email appealing for the support of the addressee (with the survey attached), followed immediately by a telephone call. A message was left if the addressee did not answer the telephone. Email responses were checked daily, and if no response was received, further attempts to contact the addressee by telephone (again leaving messages if no answer). This intensive effort continued over a two week period and resulted in another seven responses, taking the total number of survey participants to 12 out of 18 (67%).

## **Results**

### Review of online program profile information

The review of pharmacy program information available on provider websites revealed that, in general, mental health teaching was embedded within core subject areas such as pharmacology, pharmacotherapy and pharmacy practice.<sup>16,25-41</sup> Multiple strategies was used to deliver the program content, including lectures, workshops (in which case-based scenarios and role plays were employed as teaching tools) and experiential learning.

Pharmacology, a foundation subject for pharmacy students, appeared to be the favoured vehicle for initial delivery of mental health content. Within this subject, course profiles indicated that teaching was aimed at providing students with an understanding of the aetiology of mental health disorders such as schizophrenia, anxiety and mood disorders, alongside the mechanism of action of medicines used in the treatment of these disorders, such as antidepressants, antipsychotics and sedative hypnotics. The actual time dedicated to the delivery of mental health-related pharmacology teaching was not able to be determined from the program information.

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2       The bulk of mental health content was delivered in the study of Pharmacotherapeutics.  
3 For example in one program, integration of foundation subjects physiology, pathophysiology,  
4 epidemiology and pharmacology was used to deliver mental health teaching via face-to-face  
5 lectures, case-based tutorials and workshops. Another program profile indicated the use of  
6 lectures and tutorials to deliver mental health content intended to equip students with  
7 therapeutic decision making skills that incorporate patient parameters with  
8 pharmacoeconomic considerations. Other profiles outlined the development of students'  
9 knowledge of pharmacotherapy through case-based learning, and development of students'  
10 communication skills through role plays and experiential learning opportunities. One program  
11 profile indicated mental health teaching delivery through 3.5 hours of lectures, 2.5 hours of  
12 tutorials, and 3 hours of experiential placement per week over two semesters that accounted  
13 for over 11% of the overall content of the third year program.

14

15       A number of program providers listed subjects which appeared to recognise a mental  
16 health specific practice role for pharmacists. For example, in one BPharm program profile,  
17 students learning objectives included understanding of roles and responsibilities of the  
18 pharmacist in community mental health programs, residential care, and opioid substitution  
19 programs. The program also covered the social and emotional issues that affect people  
20 living in rural, remote and indigenous communities. The mental health role of pharmacists in  
21 rural and remote settings was further highlighted in another program, delivered in the fourth  
22 year of BPharm degree. The syllabus, which included mental health issues in rural settings,  
23 Indigenous health and mental health issues for rural health care providers, appeared to be a  
24 key focus in the final year of this degree program, featuring in the Therapeutics as well as  
25 the Rural Pharmacy Practice program profiles. While it is not possible to estimate the actual  
26 time dedicated to the delivery of mental health content, these two course account for over 74  
27 % of the year's teaching. Although most pharmacy practice course profiles implied mental  
28 health content, the extent to which mental health specific material was integrated in such

1 course was not explicit. In total, three providers stated that experiential learning formed part  
2 of the students' mental health learning activities in their course profiles.

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#### 4 Survey of accredited Australian pharmacy program providers

5 Survey data was obtained from academics at 12 of the 18 pharmacy programs  
6 providers (67%), with at least one response in each Australian state and territory.  
7 Participants' responses to the survey questions are summarised in Table 1. Eight of the  
8 respondents indicated their institution offered a BPharm only, one offered a MPharm only,  
9 and three offered both BPharm and MPharm qualifications. While all respondents who  
10 provided information about specific references to legal, ethical, communication and  
11 sociological aspects of their program reported that ethical and communication issues were  
12 addressed, three respondents indicated that their programs did not specifically address legal  
13 or sociological issues as they pertain to mental health. A combination of lectures, workshops  
14 and experiential learning was used to deliver the content. However, inter-program variations  
15 were evident.

16

17 INSERT TABLE HERE

18

19 While all respondents indicated mental health teaching to be integrated throughout all  
20 major disciplines (pharmacology, pharmacotherapy and pharmacy practice), there were wide  
21 variations in the number of hours and delivery mode. Three respondents indicated that  
22 mental health was part of the first year BPharm degree, one stated that mental health was  
23 introduced in the first year only by way of brief comments in lectures (the duration of which  
24 could not be quantified), while all others indicated that mental health content was reserved  
25 for later years. One respondent indicated that mental health was mainly delivered within the  
26 second semester of the second year of their four year program, but the majority of  
27 respondents signified the bulk of mental health teaching was delivered to students during  
28 their third and fourth year. Further variations were evident, for example, amongst those who

1 delivered the bulk of their mental health content within the third year, a wide range of time  
2 (10 to 80 or more hours) was estimated to be dedicated specifically to this topic area.  
3 Furthermore, it was not possible to quantify the mental health targeted learning that students  
4 received through work-integrated learning (industry placements).

5  
6 The responses also varied as to whether the content reflected the Australian  
7 Government's national emphasis on mental health care. Three respondents stated that an  
8 emphasis on mental health had traditionally always been incorporated in their program, one  
9 stated that recent changes were due to the involvement of new staff with interest and  
10 expertise in mental health care, and another confirmed that Mental Health First Aid<sup>®3</sup> was a  
11 mandatory component of their pharmacy degree program since 2012. One participant  
12 reported that while not specific to pharmacy, students enrolled at the university can access  
13 Mental Health First Aid<sup>®</sup> training free of charge. In the nine remaining institutions participants  
14 reported that changes were being made to the syllabus at the time of the study. For  
15 example, one respondent indicated the incorporation of project data from National Survey of  
16 Mental Health and Wellbeing as well as the framework for pharmacists as partners in mental  
17 health care into teaching offered in the 4<sup>th</sup> year of their BPharm program as of 2013. Another  
18 respondent indicated that they were "keen" to incorporate Mental Health First Aid training to  
19 their curriculum, and were currently investigating training for a staff member to become a  
20 training instructor.<sup>24,24</sup>

21

## 22 **Discussion**

23 This study found that while the Statement of Mental Health Care Capabilities for  
24 Pharmacists 2009,<sup>23</sup> and other professional standards and frameworks were used to guide  
25 pharmacy curricula, the evaluation of online pharmacy program information and responses

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<sup>3</sup> Mental Health First Aid<sup>®</sup> a standardised course designed to help adults provide emergency support to others who may have developed a mental health illness or be in the midst of a mental health crisis.

1 to a survey of conveners revealed wide variations between programs. These variations were  
2 seen in the content, format of delivery, practice application and intended competencies.  
3 Although no studies have investigated the impact of these variations on the practice  
4 competencies of pharmacy graduates, this research has identified the need for outcomes-  
5 based mental health criteria for all pharmacy programs as assurance of standardised  
6 competency for new pharmacy graduates in a mental health care role.

7  
8 The recent release of A framework for pharmacists as partners in mental health care<sup>23</sup>  
9 provides clear guidance for the development of skills and competencies required to meet  
10 practice needs for community pharmacy to play a more integrated role in mental health care.  
11 Amongst the recommendations, Mental Health First Aid<sup>®</sup> training was identified as a  
12 facilitator to improved communication with mental health consumers and their care givers.  
13 Encouragingly, one accredited school indicated the inclusion of Mental Health First Aid<sup>®</sup> in  
14 their current program. At the time of the research, the new framework for pharmacists' role in  
15 mental health had just been released. It is possible that many of the schools were  
16 considering changes to their curriculum, which could have also accounted for the low  
17 response rate. For those who indicated changes to their existing curricula, attempts were  
18 made to clarify the nature of change, however, confirmation was not possible at the time as  
19 many schools had not finalise their decisions. While it remains to be seen how the  
20 Framework will impact on future pharmacy curricula, it highlights opportunities for pharmacy  
21 tertiary education providers to emphasise mental health as a possible area of practice  
22 specialisation, and to offer advanced practice mental health courses. For example, some  
23 program providers offer interprofessional post-graduate programs (e.g. Graduate Certificate  
24 and Master of Mental Health Practice)<sup>24</sup> which could potentially enhance registered  
25 pharmacists' roles as integral members of multidisciplinary teams providing mental health  
26 care.

27

1        There are some limitations to this study. Reviewing available information from university  
2 websites may be limited by website design and content age which may not be a true  
3 reflection of the current syllabus. Furthermore, using a standardised routine may have  
4 resulted in missing information. For these reasons, the email survey instrument was used to  
5 collect data that could not be gleaned from reviewing the profile, clarify discrepancies, and  
6 support information gathered the online evaluation. The survey was designed for ease of  
7 completion, and while academics whose institution offered more than one qualification option  
8 (for example BPharm and MPharm) were asked to complete two separate surveys, some  
9 completed only a single survey and did not indicate whether they were referring to one  
10 program or both. While attempts were made to elicit further information, it was not possible  
11 to all convenors for further clarification. With almost 70% response rate and from program  
12 providers representing all jurisdictions in Australia, the information gathered provides some  
13 generalisability of the findings. There are many educational components that contribute to  
14 ensuring competent pharmacists, such as internship training and continuing professional  
15 development activities. However, as this study aimed to provide insights into the tertiary  
16 education and training which underpins pharmacists practice competencies, a sole  
17 exploration of the curricula content of qualifying programs is justified.

18

19        While much remains unknown about the actual roles and competencies of community  
20 pharmacy staff in providing mental health care, this study provides valuable insights into the  
21 structure and content of Australian tertiary training in mental health underpinning the  
22 knowledge and skills of Australian trained pharmacists. Importantly, the study has  
23 highlighted considerable variations in pharmacists' qualifying degree programs which could  
24 contribute to a lack of consistency in pharmacists' practice competencies upon entry to the  
25 workforce. Current findings demonstrate the need for a minimum standard and alignment of  
26 pharmacy degree programs with the new Framework<sup>24</sup> as a means of ensuring the practice  
27 readiness of new pharmacy graduates in mental health.

28

## 1 **Conclusion**

2 As mental health care is increasingly being delivered at the primary care level, it is  
3 imperative for new pharmacy graduates to have the required knowledge and skills to meet  
4 their expanding role. Therefore, development of future educational programs for pharmacists  
5 should be based on assessment of their actual practice needs. This assessment should  
6 focus on identifying the gaps in pharmacists' knowledge, skills, attitudes, beliefs and  
7 behaviours when working with mental health consumers and care givers,<sup>6</sup> and assessment  
8 of mental health consumer and care giver needs, expectations and experience of community  
9 pharmacy to understand mental health consumers' specific medication needs and  
10 expectations of community pharmacy.

11

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68 Table 1: Summary of Mental Health Content of Pharmacy Programs

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Do pharmacy students undertake placement at sites with specific mental health focus? e.g. mental health centres, community clinics	Number of respondents (n=12)					
	Yes		No		Did not answer	
	5		5		2	
Does pharmacy teaching include specific references to: <ul style="list-style-type: none"> <li>• Legal</li> <li>• Ethical</li> <li>• Communication</li> <li>• Sociological issues</li> </ul>	8		3		1	
	11		0		1	
	11		0		1	
	8		3		1	
Have changes been made to the course content to reflect the national emphasis on mental health?	5		5		2	
Number of programs with mental health content	BPharm				MPharm	
	1 <sup>st</sup> year	2 <sup>nd</sup> year	3 <sup>rd</sup> year	4 <sup>th</sup> year	1 <sup>st</sup> year	2 <sup>nd</sup> year
	3	5	11	10	2	1
Range in approximate hours per year	Brief Comments- 44	2 - 36	10 -80	Unable to estimate – 90	9 - 60	9 - 60
Mode of delivery <ul style="list-style-type: none"> <li>• Lectures</li> <li>• Workshops/tutorial</li> <li>• Placements</li> </ul>	3		5		11	
	0		4		11	
	0		0		2	
	3		11		11	
	0		11		11	
	0		2		4	
	3		11		11	
	0		4		11	
	3		11		11	
	0		2		4	
	3		11		11	
	0		4		11	

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