

# [1936] SUPPORTIVE CARE IN FRENCH COMMUNITY PHARMACIES: ONCOPHARMA CERTIFICATION

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## + Introduction

The role of the community pharmacist in the supportive care of patients with cancer has become essential. Since 2003, following the launch of the initial national cancer plan in France, cancer patient care has undergone substantial structuring. Benefiting from uniform distribution of community pharmacies, oral cancer agents are available within 48 hours maximum, 7 days a week. **These oral agents represented 60% of the market in cancer authorized treatments** between 2012 and 2015, mostly available in community pharmacies.

However, supportive care provided to cancer patients in community pharmacies is still heterogeneous. In order to structure and standardize multidimensional pharmaceutical support for all cancer patients in primary care, TotumLab foundation has created the OncoPharma certification.

## + Methods

The OncoPharma certification is based on a framework that covers the activities of dispensing treatments and supporting cancer patients, caregivers and relatives, from the time of diagnosis, during and after cancer, by the entire pharmacy team.

The OncoPharma certification was built with a multidisciplinary approach, bringing together all healthcare professionals involved in cancer patients care. It is accessible to all community pharmacies in France.

A survey for patients accompanied by certified pharmacies was built to measure the quality of the service provided and the added value in supporting patients throughout their treatment.

## + Results

Since June 2022, the OncoPharma certification framework has been **accredited by the French accreditation committee (COFRAC)**. This document allowed for the publication of the **first clinical guideline for the management of cancer patients in community pharmacies by the Francophone Association of Supportive Oncology Care (AFSOS)**. As of June 2024, **three pharmacies have been certified under OncoPharma, and over 70 are in the process of certification**.

23 patients from the three certified pharmacies answered the questionnaire. 87% of them were women. This data is consistent with the type of cancer involved, which was mostly breast cancer (70%). Mean age was 60 years old. **61% of patients surveyed chose to be accompanied by the certified pharmacy because they heard of their specialization in oncology**. This highlights the impact of the certification in terms of reputation. More results will be available soon.



To learn more about OncoPharma

## + Conclusion


This innovative project is the result of collective and multidisciplinary work to improve the quality of life of patients living with cancer. It promotes communication and coordination among healthcare professionals, as well as training and upskilling of pharmacy teams. This project is part of the continuous improvement and value creation in healthcare. Thanks to the OncoPharma certification, the community pharmacist plays a central role in the supportive care of people with cancer.

**In the coming years, many pharmacies will specialize in providing support for patients suffering from cancer, as an increasing number are being treated out of hospital. The OncoPharma certification will serve as their guiding framework.**

OncoPharma framework is structured around 14 operational characteristics that are offered and adapted to each individual situation.

 **Ongoing training** for pharmaceutical teams

 Implementation of **specific pharmaceutical consultations**

 **Identification, coordination, and communication** within PCPs

 **Detection of psychological distress**

 **Dispensation of oral therapies**, prevention, and management of interactions and side effects

 Patient **therapeutic education**

 Identification of skills, communication, **and equal access to supportive care services**

 Promotion of **adapted physical activity**

 Awareness regarding **thromboembolic risk**

 **Pain management**

 **Malnutrition management**

 Complex patients, palliative care, Homecare

 Arrange a **special layout** in the pharmacy

 Patient-Reported Experience Measures

Certification nationale  
**ONCOPHARMA**

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