

Réseau Québécois des Pharmaciens GMF (RQP GMF): Evaluation of a dedicated online hub for pharmacists' Community of Practice in Family Medicine Groups



Réseau
Québécois des
Pharmaciens GMF

Léonie Rouleau¹, Léa Prince-Duthel², Nicolas Dugré^{1,4}, Marie-Claude Vanier^{1,3}, Line Guénette^{5,6}, Anne Maheu^{1,7}

1. Faculty of Pharmacy, University of Montreal, Canada, 2. FMG-R Sud-Ouest, Verdun, Canada, 3. FMG-U Cité-de-la-Santé de Laval, Canada. 4. FMG-U Sacré-Cœur, Montreal, Canada. 5. CHU de Québec-Université Laval Research Centre, Quebec, Canada, 6. Faculty of Pharmacy, Laval University, Quebec, Canada. 7. FMG-U Bordeaux-Cartierville, Montreal, Canada.

INTRODUCTION

Since 2015, pharmacists have integrated primary care teams in Québec's Family Medicine Groups (FMGs).

Milestones:

- **2018:** Launch of the Réseau Québécois des Pharmaciens en GMF (RQP GMF) Community of Practice (CoP).
- **2021:** Legislative changes expanded the independent prescribing scope via FMG partnerships.
- **2025:** Ministère de la Santé et des services sociaux du Québec (MSSS) endorsement led to a formalized community structure:
 - Dedicated secure website (SharePoint) & members-only forum (Viva Engage)
 - New sub-committees for continuing education and regional activities
- **2026:** Government approval of a broader scope of practice for all pharmacists (upcoming implementation).

Rationale: With 400–450 pharmacists across 382 FMGs in Quebec, peer discussions and sharing best practices are essential to enhance efficiency, support, and role definition amid this expanded scope.

AIMS

- **Evaluate** early engagement, satisfaction, and perceived practice impact of the updated CoP at **6 and 18 months post-launch**
- **Identify** strengths, barriers, and needed adaptations within the CoP
- **Foster** best practices, professional networking, problem-solving, and primary care contributions

METHOD

- **18-item web survey** distributed via Viva Engage, newsletter, and Facebook group (assessing participation, engagement, satisfaction, barriers, and perceived impact)
- **Microsoft tools** tracking SharePoint library visits and Viva Engage forum interactions
- **Ad hoc post-webinar surveys** to gauge feedback (18 webinars)
- **Phase 1:** June to August 2025 (6 months post-launch of the updated CoP)
- **Phase 2:** June 2026 (18 months post-launch)
- **Analysis:** Descriptive analysis to summarize responses

RESULTS

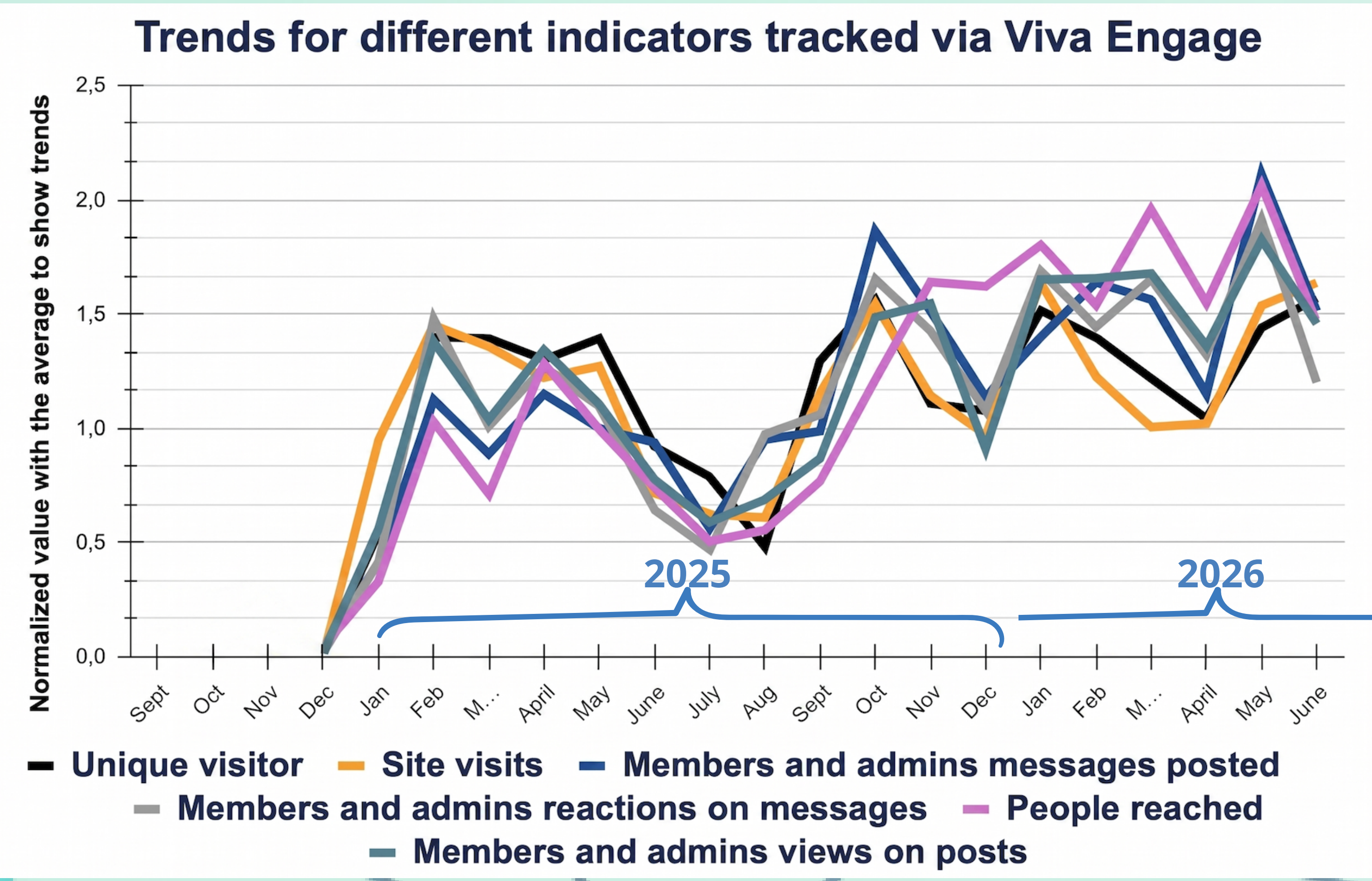
2025 Evaluation: 48 respondents out of 194 CoP members (**24.7% rate**)
2026 Evaluation: 66 respondents out of 242 CoP members (**27.3% rate**)

Statistics about participation and means of access

	2025 yes %	2026 yes %
I have joined the RQP GMF Community of Practice using my SSSS email address	85.7	94.3
My organization allocates time within my regular duties for me to participate in the CoP	22.9	31.8
On average, I spend at least 30 minutes per week participating in the CoP (SharePoint and Viva Engage, webinars)	4.2	19.7
If dedicated time were allocated within my regular duties to participate in the CoP, I would be able to devote an additional 30 minutes per week	43.8	62.1

Proportion of participants who strongly or completely agree with these statements

	2025 yes %	2026 yes %
I understand the objectives of my CoP.	66.7	68.2
I am satisfied with the organization and facilitation of the CoP meetings so far.	68.8	77.3
I am satisfied with my participation in the CoP so far.	37.5	45.5
I am satisfied with the participation of the other members (quantity and quality) so far.	41.7	68.2
The CoP provides an environment that is conducive to learning.	83.3	87.9
I contribute, ask questions, and share information (posting in the forum, sharing documents, asking questions during webinars).	4.2	7.6
I read, listen, and observe (reading facilitator messages, forum posts, emails, and website content).	43.8	53.0
I am comfortable using and navigating the Viva Engage Forum.	39.6	47.0
The resources provided by the team (guide, tutorials, email support) help resolve issues related to using the platform.	37.5	51.5
I have developed the habit of using the forum instead of the 'RQP GMF' Facebook group.	35.4	59.1
I find the monthly message appropriate in terms of content and length.	70.8	87.9



RESULTS

Visits and Participation

Metric (Monthly Average)	Jan-Jun 2025	Jan-Jun 2026	Relative Change (%)
SharePoint Visits	1 005	1 163	+15.7%
Forum Questions	6.8	9.2	+34.1%
Forum Answers	18.3	24.8	+35.5%
Viva Engage Response Rate	66.3%	76.0%	+14.7%

Webinar Engagement (Jan 2025 – Jul 2026):

- **Inscriptions:** Ranged from **12 to 76** per webinar across **18 webinars**.
- **Attendance:** Average of **28 participants per webinar** (~11.6% of the 2026 CoP membership).
- **Feedback & Satisfaction:**
 - **95.8% overall satisfaction** (29.4% satisfied, 66.4% entirely satisfied)
 - **Score:** Ranged from 6.5 to 10, with **mean score of 8.9/10**

Annual Events:

- **One-day-in-person events:** Two major events held in **May 2025 and 2026**, each drawing **125 participants**.

CONCLUSION

- **Success:** The CoP's online format met most objectives—strengthening practice, problem-solving, and primary care integration—while overcoming professional isolation.
- **Impact:** Key behaviors increased, including active participation (posting, document sharing, asking questions) and passive engagement (reading posts/content).
- **Adoption:** Tool utilization shifted significantly, with members developing a strong habit of using the forum over the Facebook group.
- **Future focus:** Goal is to secure dedicated work time for CoP participation, strengthen participants active contribution and leverage research collaborations.
- **Goal:** Increase reach beyond the current 50% of Quebec FMG pharmacists to enhance primary care efficiency and patient outcomes.

CONTACT: projetGMF@gmail.com RQPGMF.ca
Lea.Prince.Duthel.CMS0@ssss.gouv.qc.ca