



DEVELOPMENT AND CONTENT VALIDITY OF A QUESTIONNAIRE TO MEASURE THE KNOWLEDGE, ATTITUDES, AND BEHAVIORS OF PHARMACY TECHNICIANS IN REDUCING DISPENSING ERRORS

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ABSTRACT

Medication errors, especially dispensing errors, pose significant risks to patient safety. Dispensing errors, characterized by a discrepancy between the prescribed therapy and the therapy administered to the patient, are among the most prevalent forms of errors. Pharmacy technicians (PTs) play a critical role in preventing these errors, requiring appropriate knowledge, attitudes, and behaviors. This study aimed to assess the knowledge, attitudes, and behaviors of PTs in minimizing dispensing errors by using questionnaire. A two-phase approach was used: Phase I (item generation) and Phase II (content validity). In Phase I, a systematic review of 12 literature identified 117 potential items for a questionnaire evaluating PTs' practices. Phase II involved content validation by three panels using expert judgment, with statistical analysis (I-CVI, S-CVI, Kappa, Aiken's V) to assess the relevance and importance of each item. Phase II revealed that 70 of the 117 items were valid, as indicated by content validity statistics: I-CVI ranged from 0.67 to 1.00, S-CVI/UA = 0.8, S-CVI/Ave = 0.92, Kappa = 1.00, and Aiken's V = 1.00. The validated questionnaire provides a reliable tool for assessing PTs' competence in preventing dispensing errors. Enhancing PTs' knowledge and behaviors can improve medication safety, thereby reducing preventable errors and improving patient outcomes.

Keywords: *Dispensing Errors; Pharmacy Technicians; Content Validity*