

Using Technology to Train Community Pharmacists to Improve Quality of Life for Older Adults and to Reduce Women's Caregiving Responsibilities at Home in Vietnam

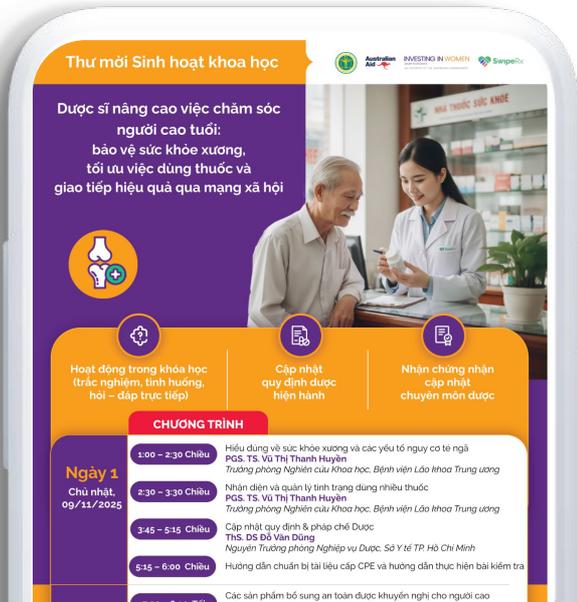


Background

SwipeRx, with support from Investing in Women, an Australian Government initiative, is testing a gender-responsive, innovative model to improve health outcomes among older adults and reduce at-home caregiving responsibilities. SwipeRx partnered with the National Geriatric Hospital and the Vietnam Pharmacy Association (VPA) to organize the first accredited, digital training for pharmacists focused on bone health, polypharmacy and safer supplements for people 65 years and older. This accredited, digital training represents a critical milestone in an 18-month effort to test an innovative, technology-enhanced approach to equipping community pharmacists to better serve older clients. Despite the reality that people over age 65 represent a substantial proportion of total pharmacy client volume in Vietnam, few pharmacists have received specialized training needed to optimally serve older clients. Through the largest digital network of pharmacies, SwipeRx provides an opportunity to scale pharmacy training in geriatric care for the first time in Vietnam, and consequently reduce home caregiving responsibilities and stress, which are overwhelmingly shouldered by women.

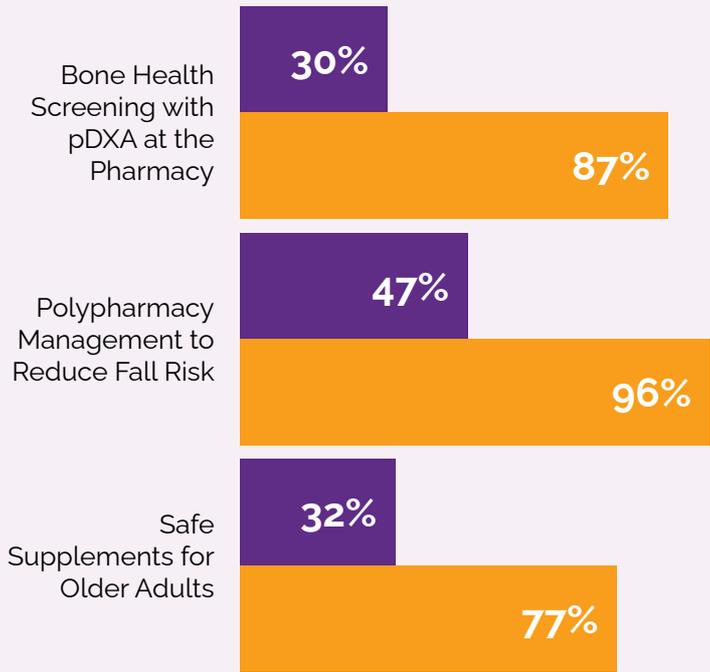
During an 8-hour webinar held in November 2025:

- SwipeRx reached 784 pharmacists from 28 out of 34 provinces across the country with the first accredited, digital training related to geriatric care.
- Of these, 593 passed the post-training assessment and were eligible to receive professional education certificates from SwipeRx and the VPA, 71% of whom were women.
- Knowledge about bone health, polypharmacy and recommended supplements for older adults at risk of reduced bone density increased from 35% pre-SwipeRx training to 88% post-training.
- Knowledge significantly improved in all categories covered by the pre and post-training assessment questionnaire, as shown in the graph below.



Results: Transforming Knowledge and Practices at Scale

Pre-Training
Post-Training



Pharmacists who shared qualitative feedback reported strong engagement with the SwipeRx training and noted improved confidence and competencies across key areas of practice:



Nearly all respondents described the training as **highly relevant to their daily pharmacy practice.**



The vast majority of respondents reported learning **new practical techniques and feeling more confident** in assessing bone health, recognizing high-risk medications, and recommending appropriate supplements for clients over age 65.



Pharmacists scored the digital training experience **97 out of 100**, reflecting outstanding satisfaction.

Highly Interactive Approach

The changes in post-training knowledge and confidence are driven by SwipeRx's uniquely interactive and pharmacy-focused approach to pharmacy training. Using multiple in-app engagement techniques, realistic pharmacy case studies and mandatory "check your learning" activities, the SwipeRx training model breaks up medical lectures with engaging and fun activities that help pharmacists digest learnings and prepare to put them into practice. By offering trainings through a free access mobile-app, SwipeRx makes it easy for all pharmacists to access skill-building webinars. This is particularly important for women pharmacists whose at-home responsibilities often limit their ability to join offline training courses.



Feedback from Pharmacists About the SwipeRx Training



I learned so much about bone health that I had never been trained in before. I hope SwipeRx will continue to bring new and diverse training topics so pharmacists can better serve older customers."
— (Male pharmacist, Hanoi)



"I hope future trainings will include more clinical case examples as this training did. This is the type of practical training content we need" — (Female pharmacist, Khanh Hoa)



"It would be great to have more courses that fit pharmacists' working hours like this evening and weekend hours course offered by SwipeRx." — Female pharmacist, Long An

Looking Ahead

During the first 6 months of 2026, SwipeRx will coach trained pharmacists in Hanoi, Danang and Hung Yen to encourage bone density screening, medication reviews and e-consultations with doctors to provide better quality care for pharmacy clients over age 65. To encourage communication with older clients and their home caregivers, SwipeRx will help trained pharmacists create and use digital groups –through Zalo—to promote pharmacy services relevant to older customers and with potential to reduce home caregiving. In August 2026, SwipeRx will conduct focus group discussions to assess benefits and challenges associated with this tech-enhanced pharmacy model from the perspective of pharmacists as well as caregivers of older adults.

Disclaimer: This publication has been developed with support from Investing in Women, an initiative of the Australian Government. The views expressed in this publication are the author's alone and are not necessarily the views of the Australian Government.