

COMMUNICATION AMONG CENTRALIZED HEALTH SERVICE AND HOSPITAL PHARMACY: WHAT CAN WE IMPROVE?

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BACKGROUND

The register and assessment of queries received in a Centralized Health Service from Hospital Pharmacists and other professionals allow to know highly demanded areas and to improve communication leading to resources optimization.



PURPOSE

To assess all queries asked from Hospital Pharmacy Departments in the Hospital Pharmacy Area of a Centralized Health Service to improve communication strategies.

MATERIAL AND METHODS

- ❖ A prospective study about queries asked by Hospital Pharmacy Departments from January-September 2015 was carried out in a Centralized Health Service.
- ❖ Centralized Health Service pharmacists developed a multiple-user register in a web setting in 2015.

The information gathered from each query was:

- Date
- Receiver pharmacist
- Communication mean: Phone/Email
- Professional category: Chief/Pharmacist/Other
- Query reason: Drug Funding/Pharmacy Management Indicators/Drug Purchase/Centralized Purchase Procedures/Regional Drug Database/Hepatitis-C Register/Others

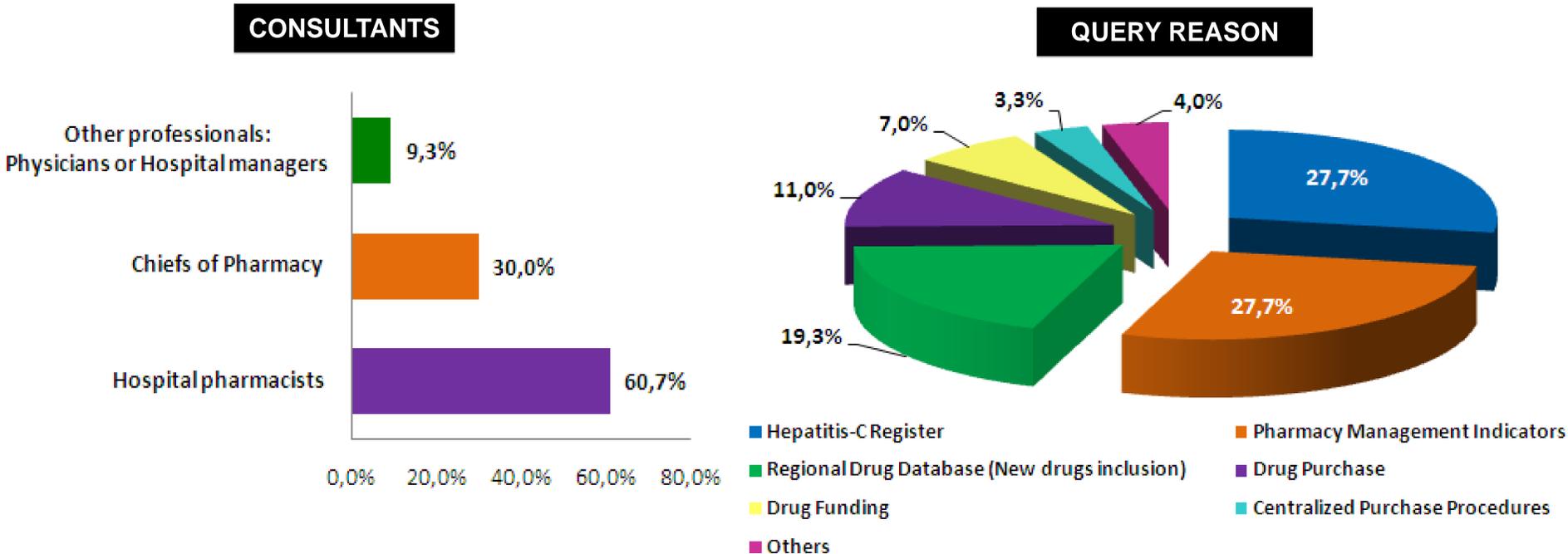
Information related to the queries resolution was also compiled:

- Required sources
- Communication mean
- State: solved/unresolved
- Answer date

- ❖ The register system exports compiled information to a worksheet. All queries were registered by Centralized Health Service pharmacists in charge of Hospital Pharmacy Area.

RESULTS

300 queries were performed in 9 months (33.3 queries/month)



- ❖ The email was used in 68% of all queries, while phone was used in 32%.

- ❖ Most frequent resources were: Regional Information System (31.3%), "Nomenclator" National Drug Database (28.3%) and The Indicators Manual (11%).

- ❖ 100 % of all queries were solved. The standardization of drug related answers has allowed the most queries being solved by mail (76%) in 1.4 average days and by phone at the same moment (24%).

- ❖ The register has permitted to clarify difficult points in the Indicators Manual and to expand drug funding/prices information in the Intranet.

CONCLUSIONS

- ❖ This tool has permitted a systematic evaluation of accepted queries and replied answers providing statistics activity measures and quick answers for repeated queries as well as improving transmitted information.

