



ASSESSMENT OF CUSTOMER SATISFACTION WITH HOSPITAL PHARMACY SERVICES IN ESTONIA

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Background and importance

According to the European Statements of Hospital Pharmacy, the overarching goal of the hospital pharmacy service is to optimise patient outcomes through working collaboratively within multidisciplinary teams in order to achieve the responsible use of medicines across all settings (1). A comprehensive understanding of the satisfaction of hospital staff with pharmacy service is necessary in improving the quality of service. However, no studies assessing contentment with hospital pharmacy services have been conducted in Estonia.

Aim and objectives

The aim of the survey was to assess the satisfaction of hospital staff with the hospital pharmacy services.

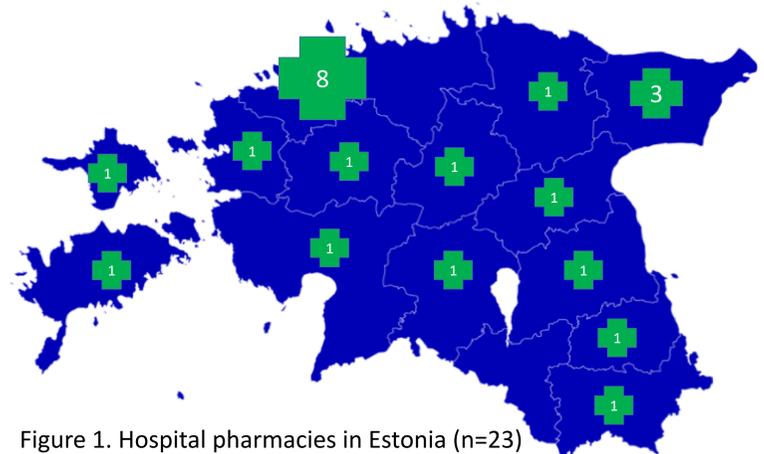


Figure 1. Hospital pharmacies in Estonia (n=23)

Material and methods

A web-based survey was conducted from November 2020 to January 2021 in public hospitals in Estonia.

Two regional, one central and two general hospitals were included to the study in order to cover different types of hospitals.

Five service areas were asked to assess.

Five-point rating scale was used to assess the satisfaction with services. All hospital staff were invited to participate in the study.

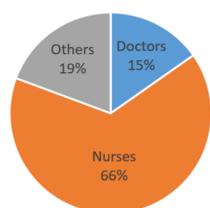


Assessed hospital pharmacy services

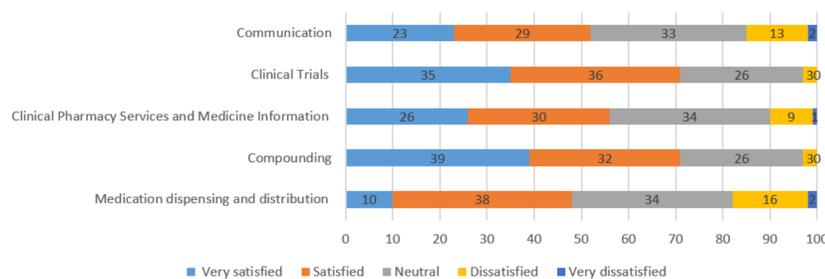
1. Medication dispensing and distribution
2. Compounding
3. Clinical Pharmacy Services and Medicine Information
4. Clinical Trials
5. Communication

Results

Study participants (n=269)



Satisfaction with pharmacy services (%)

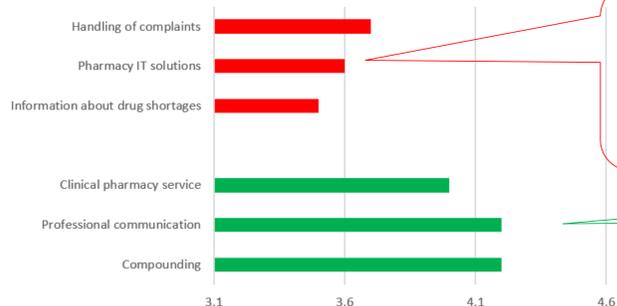


Overall satisfaction with hospital pharmacy services was 3.9 on 5-point scale.

Satisfaction was higher in general hospitals compared to regional or central hospitals.

The compounding service was rated the highest (4.2) and medication dispensing and distribution service received the lowest score (3.5).

Pharmacy services with highest/lowest score



„In case of drug shortage, we need information about estimated arrivals and substitution“

„IT-solutions are not user friendly“

Comments from questionnaire

„Our pharmacy staff is very professional and friendly“

„Pharmacy is providing high level trainings about medicines“

Conclusion and relevance

Although our survey showed that healthcare professionals and other specialists are generally satisfied with the hospital pharmacy services, there is a room for improvement. We are planning to conduct the study in all Estonian hospital pharmacies with aim to find out the bottlenecks in pharmacy services throughout Estonia. It enables to develop common standards and harmonize the provision of hospital pharmacy services.

Reference: 1. The European Statements of Hospital Pharmacy. Eur J Hosp Pharm 2014;21:256-258.

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