PHARMACY STAFF SATISFACTION AND OPINION OF NEW WEBSITE APPLICATION FOR OUTPATIENT CARE

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Background and importance

Up until March 2022, medical prescription orders and next appointments were printed on paper for pharmaceutical validation and medication dispensation. A new website was developed to optimize this process.

Purpose and objectives

Assess the level of improvement and satisfaction of professionals with the new outpatient website application.

Materials and methods

- Questions scored from 1: totally disagree to 5: totally agree
- All questionnaires were anonymous
- Mean score calculated with Microsoft Excel (v.2019)
- Results analysed for each of the professional categories

Results

1. Accessibility to information regarding patients and their treatment improvement
2. Safety improvement
3. Technician-pharmacist communication improvement
4. Validation and dispensing time reduction
5. Patient waiting time reduction

PHARMACISTS (%)
TECHNICIANS (%)

14 pharmacy technicians
17 pharmacists

Conclusion and relevance

Staff opinions differ according to their professional category: for pharmacists, the new web has reduced working time and has improved communication, safety and accessibility to treatments. For technicians, it has only improved safety. However, the overall staff satisfaction with the website is higher.