



ISG-010

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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

### WHEN?

SEPTEMBER 2022



### WHAT?

Seven-question Likert-type survey



### WHO?



- ✓ Pharmacy technicians
- ✓ Pharmacists

Who had worked with and without the new web.

### HOW?

#### 7 QUESTIONS

1. **Patient waiting** time reduction
2. **Validation and dispensing** time reduction
3. Technician-pharmacist **communication** improvement
4. **Safety** improvement
5. **Accessibility** to **information** regarding patients and their treatment improvement
6. Global average satisfaction **before** website
7. Global average satisfaction **after** website

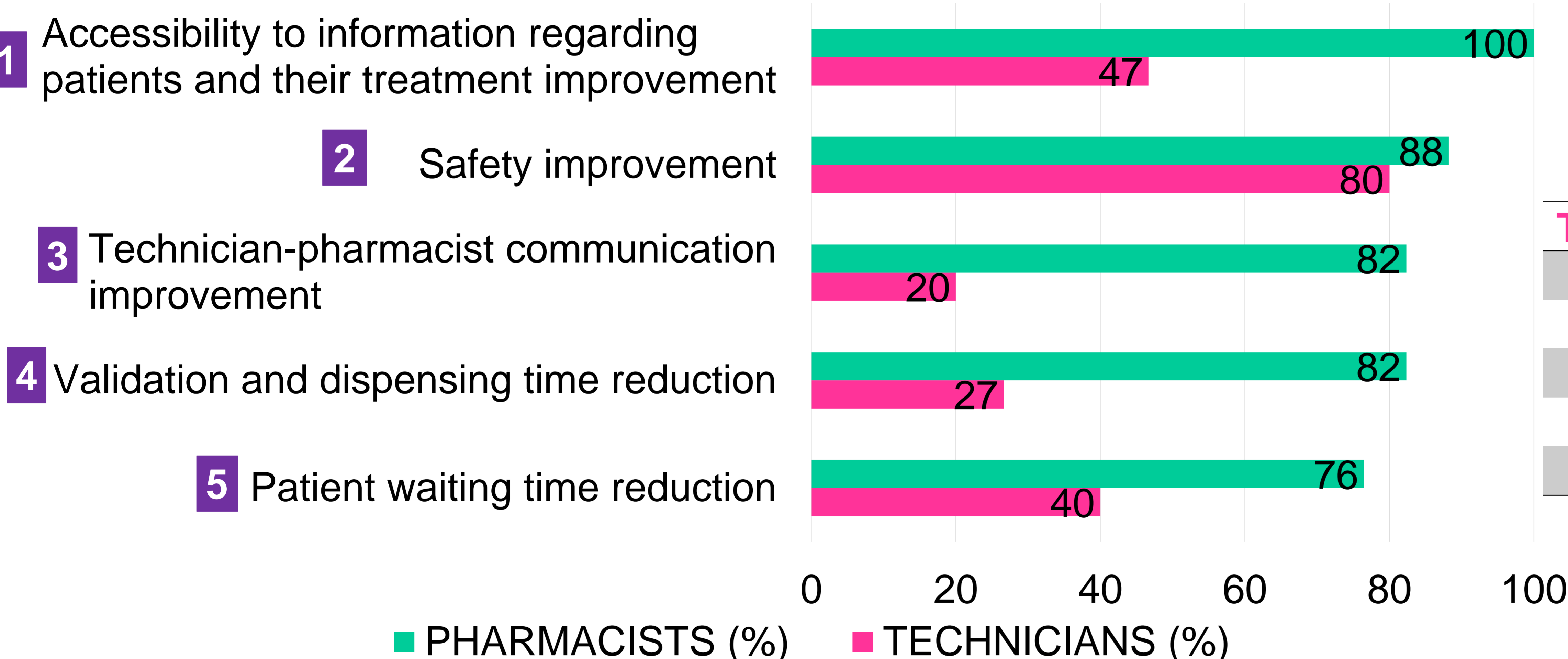
Answers scored from



- 1: **totally disagree**
- 2: **disagree**
- 3: **neutral**
- 4: **agree**
- 5: **totally agree**

- ☐ All questionnaires were **anonymous**
- ☐ Mean score calculated with Microsoft Excel (v.2019)
- ☐ Results analysed for each of the professional categories

## Results



14 **pharmacy technicians**  
17 **pharmacists**

QUESTIONS  
MEAN SCORE

	TECHNICIANS	PHARMACISTS
1	3	4
2	3	4
3	3	4
4	4	4
5	3	5



Global average **SATISFACTION**



Without the website:  
3 points



with the website:  
**Technicians: 4 points**  
**Pharmacists: 5 points**

## 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.