DESCRIBING A THICKENER HOME DELIVERY PROTOCOL AND THE BENEFITS OF ITS IMPLEMENTATION

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BACKGROUND
In our hospital catchment area, thickeners for patients suffering from dysphagia are delivered via hospital pharmacy services (HPS). Given the increasing number of patients, we decided to design a new delivery system.

PURPOSE
Our main aim was to design a thickener home delivery system (HDS). Our second objective was to evaluate patients’ acceptance together with the time saved by this pathway.

METHODS

<table>
<thead>
<tr>
<th>Hospital delivery</th>
<th>New pathway</th>
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<tbody>
<tr>
<td>1 year</td>
<td>2 months</td>
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Variables registered with Silicon®:
• Demographic variables
• Number of patients with thickeners
• Number of consultations per patient

Variables registered:
• Acceptance or revocation of HDS
• Number of calls

For evaluation of the time saved by the pathway, we estimated 15 minutes for consultations and 10 minutes for HDS coordination.

RESULTS
New pathway of thickener delivery and results

One-year observational study (Sept 17-18)
86 years (26-109)
683 patients (56.8%)
2.372 in-person visits
3.5 visits/patient
198 visits monthly
14,600 units

This pathway will imply a saving of 198 consultation hours/year (26 days for one worker/year).

CONCLUSION
The implementation of the new pathway was well-accepted by patients and carried out in a short period of time. Therefore, two months from now all patients will have the opportunity to request HDS. For HPS staff a considerable amount of time can thus be saved.