

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



P. Taberner Bonastre<sup>1</sup>, M. Tomas Sanchez<sup>1</sup>, M. Gallart López<sup>1</sup>, I. Molins Giribet<sup>1</sup>, J.A. Schoenenberger<sup>2</sup>

<sup>1</sup>Hospital Universitario Santa Maria, Hospital Pharmacy, Lleida, Spain

<sup>2</sup>Hospital Universitario Arnau de Vilanova de Lleida, Hospital Pharmacy, Lleida, Spain

## 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

Hospital delivery

New pathway

1 year

2 months

Variables registered with Silicon<sup>®</sup>:

- Demographic variables
- Number of patients with thickeners
- Number of consultations per patient

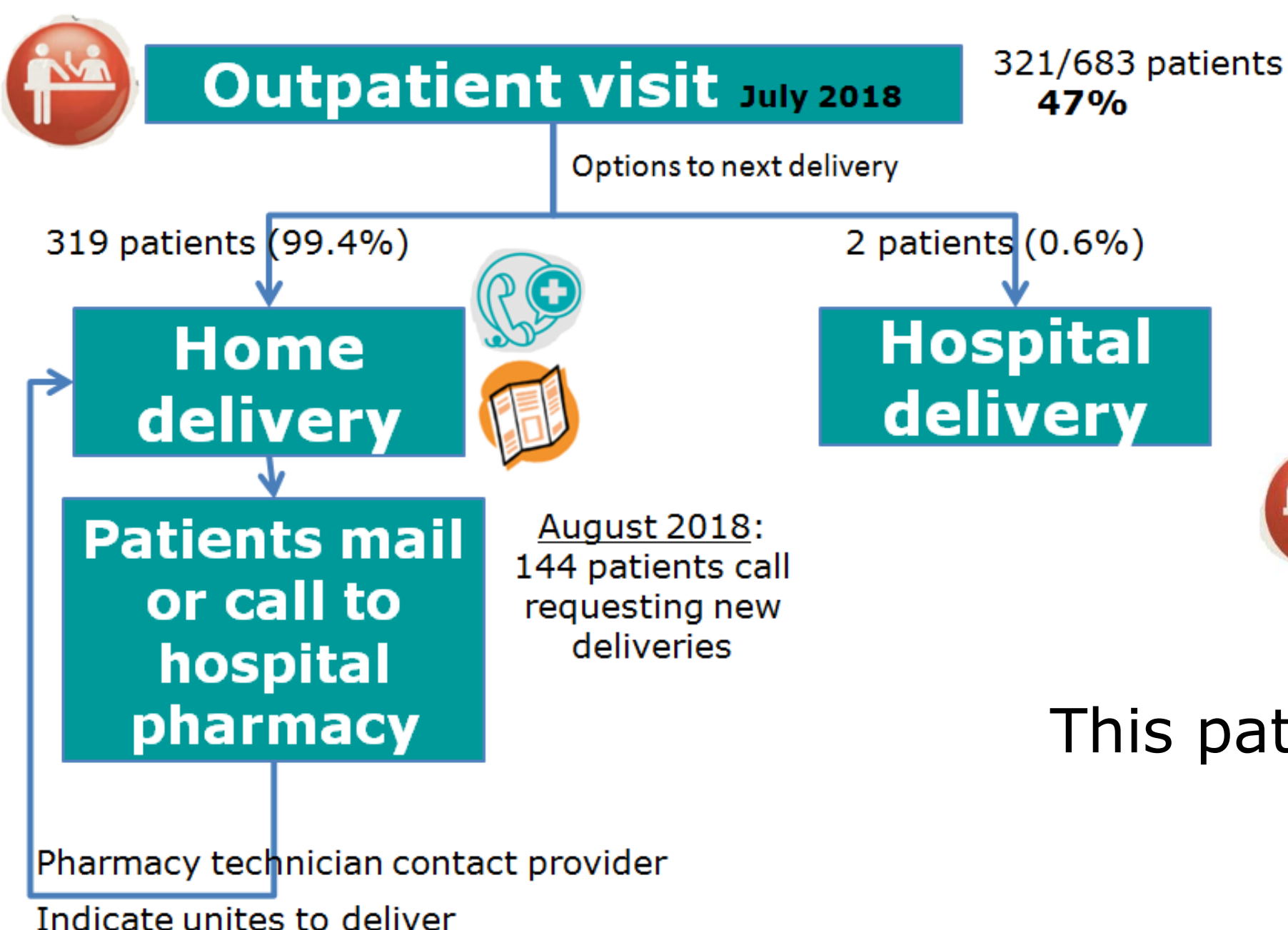
Variables registered:

- 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.