

# HEALTHCARE EVALUATION OF HOSPITAL PHARMACY SERVICES BY PATIENTS WITH IMMUNE-MEDIATED INFLAMMATORY DISEASES: A MULTICENTRE STUDY

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## Background and Importance

- Immune-mediated inflammatory diseases (IMIDs) are a group of disabling chronic diseases.
- Due to the diversity of diseases and affectations, people with IMIDs need a multidisciplinary support of different medical services including Pharmatheatrical Care offered by Hospital Pharmacy Service.

## Aim and Objectives

To assess the satisfaction with the healthcare by patients with the most prevalent IMIDs, inflammatory bowel disease (IBD), psoriasis (Ps), psoriatic arthritis (PsA), rheumatoid arthritis (RA), and spondyloarthropathies (SpAs), and to determine the factors that influence patients satisfaction.

## Materials and Methods

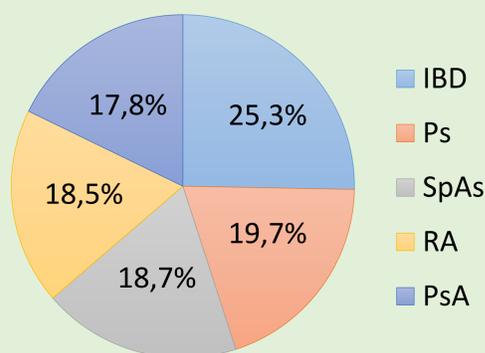
- Observational, prospective, multicenter, real-world evidence study, conducted in four Spanish hospitals.
- Patients included: Those with IMIDs who had attended at least three visits to the Pharmacy Department.
- Variables collected: Sociodemographic, clinical and pharmacotherapeutic from medical records.
- Care satisfaction was assessed using the Instrument for the Evaluation of the Experience of Chronic Patients (IEXPAC) questionnaire. Responses to IEXPAC were grouped into three factors: productive interactions, new relational model, and patient self-management, scored from 0 (worst) to 10 (best experience).
- Health-related quality of life (HRQoL) questionnaire was assessed using the EQ-5D-5L questionnaire.

## Results

### Socio-demographics

- Patients: 578.
- Sex: 50.7% were male.
- Mean (SD) age: 49.8 (12.3) years.
- Distribution by IMID is shown in Figure 1.
- Mean (SD) EQ-5D-5L score: 0.78 (0.2).

Figure 1. IMIDs distribution



### Care satisfaction: IEXPAC score

- Mean: 6.6 (1.9) points.
- In Table 1 are shown IEXPAC score by IMID.
- Score by factors were (Mean, SD):
  - Productive interactions: 8.5 (1.8) points.
  - Patient self-management: 7.3 (2.3) points.
  - New relational model: 3.2 ± (2.7) points.
- In Table 2 are shown factors that influence patients satisfaction.

Table 1. Care satisfaction by IMID

Immune-mediated inflammatory diseases	IEXPAC score (mean, SD)
Psoriasis (Ps)	7.01 (1.7) *
Inflammatory Bowel Disease (IBD)	6.83 (1.9) *
Epondyloarthropathies (SpAs)	6.80 (1.6) *
Psoriatic Arthritis (PsA)	6.30 (1.3)
Arthritis Rheumatoid (RA)	5.83 (2.0)

\* Significant differences were found between the following pathologies:  
RA vs. Ps, p=0.001 / RA vs. IBD; p=0.013 / RA vs. SpAs; p=0.012.  
IEXPAC: Evaluation of the Experience of Chronic Patients; SD: Standard deviation.

Table 2. Bivariate comparison between the mean IEXPAC score and sociodemographic and clinical data

Gender (Mean IEXPAC score, SD)		p=0.001
Male	7.0 (1.7)	
Female	6.1 (1.9)	
Biologic therapy (ATC classification) (Mean IEXPAC score, SD)		p=0.025
Tumour necrosis factor inhibitors ( $\alpha$ -TNFi) (L04AB)	6.6 (1.9)	
Interleukin inhibitors (IL-i) (L04AC)	6.7 (1.8)	
Selective immunosuppressant (L04AA)	5.7 (1.9)	
HRQoL score (PCC)	0.176	p=0.001
Longer interval between medication (PCC)	0.133	p=0.002

IEXPAC: Evaluation of the Experience of Chronic Patients; SD: Standard deviation; PCC: Pearson correlation coefficient

## Conclusion and Relevance

- The results of IEXPAC show a high overall satisfaction with the quality of care by patients with IMIDs seen in the pharmacy service.
- Better patient satisfaction were related with male gender, current biological therapy ( $\alpha$ -TNFi and IL-i), higher quality of life and longer interval between medication intake
- However, there are areas for improvement to offer a better quality of healthcare: to inform about health and social resources, access to information via the internet about their disease and fostering and facilitating relationships with patients in similar conditions.