

BACKGROUND

- Increasing use of oral anticancer therapy for the treatment of hematologic malignancies.
- Convenient, but several new challenges such as medication adherence may impact therapeutic effectiveness and outcome.
- Therefore, a clinical pharmacy service was initiated on the hematology ward at our hospital.

AIM

To determine the satisfaction rate of the clinical pharmacy service in patients with hematological malignancies treated with oral anticancer therapy and in hematologists-in-training.

METHODS

Between January and May 2022, a survey was developed to assess patient and hematologists-in-training satisfaction and perceived value of healthcare services provided by clinical pharmacists at a tertiary care hospital. The survey was taken by a pharmacist not involved in daily clinical pharmacy practice.

- The survey contained questions addressing demographic, type of oral anticancer therapy and pharmacist specific items.
- Responses were analyzed using descriptive statistics. Satisfaction was assessed by 5 Likert-scale questions and either 8 or 4 open-ended questions for cancer patients and for hematologists in training, respectively.
- We aimed to have a satisfaction rate of at least 80%.



RESULTS

A total of 65 patients and 11 hematologists-in-training participated in the survey.

- All 11 included hematologists in training expressed high levels of satisfaction with the clinical pharmacist service

- All patients (100%) ranked the pharmacists' explanation about medication intake and side-effects as either very satisfying or satisfying .
- Counseling about drug interactions was the only criterion that did not result in the achievement of the predefined 80% satisfaction rate, with 27.6% of patients being very satisfied and 51.7% of patients being satisfied about this topic, respectively.
- Overall, the majority of patients (89.7 %) indicated that pharmacist counseling and follow-up visits were of added value.

CONCLUSION

- High levels of satisfaction with the clinical pharmacist service was reported by both patients with a hematological malignancy and hematologists-in-training.
- Counseling on drug interactions of oral cancer therapy might be improved.
- Further studies may include assessment of the association between patient satisfaction and compliance and treatment outcomes.
- Additionally, the added value and cost effectiveness of the clinical pharmacist service needs to be investigated.

