



BACKGROUND and IMPORTANCE

In November 2016 a pharmacy resident arrived in the emergency ward to implement clinical pharmacy. 18th months later, we wanted to measure the satisfaction of caregivers on this presence. Currently, few datas are available about it. However, it seems important to better understand the expectations of the staff to target pharmaceutical activities and helping the management of patients admitted into emergency department.

AIM and OBJECTIVES

To collect caregiver's opinion on the role of the pharmacy resident as well on the clinical pharmacy as on the reorganization of the pharmacies in the international nonproprietary name (INN)

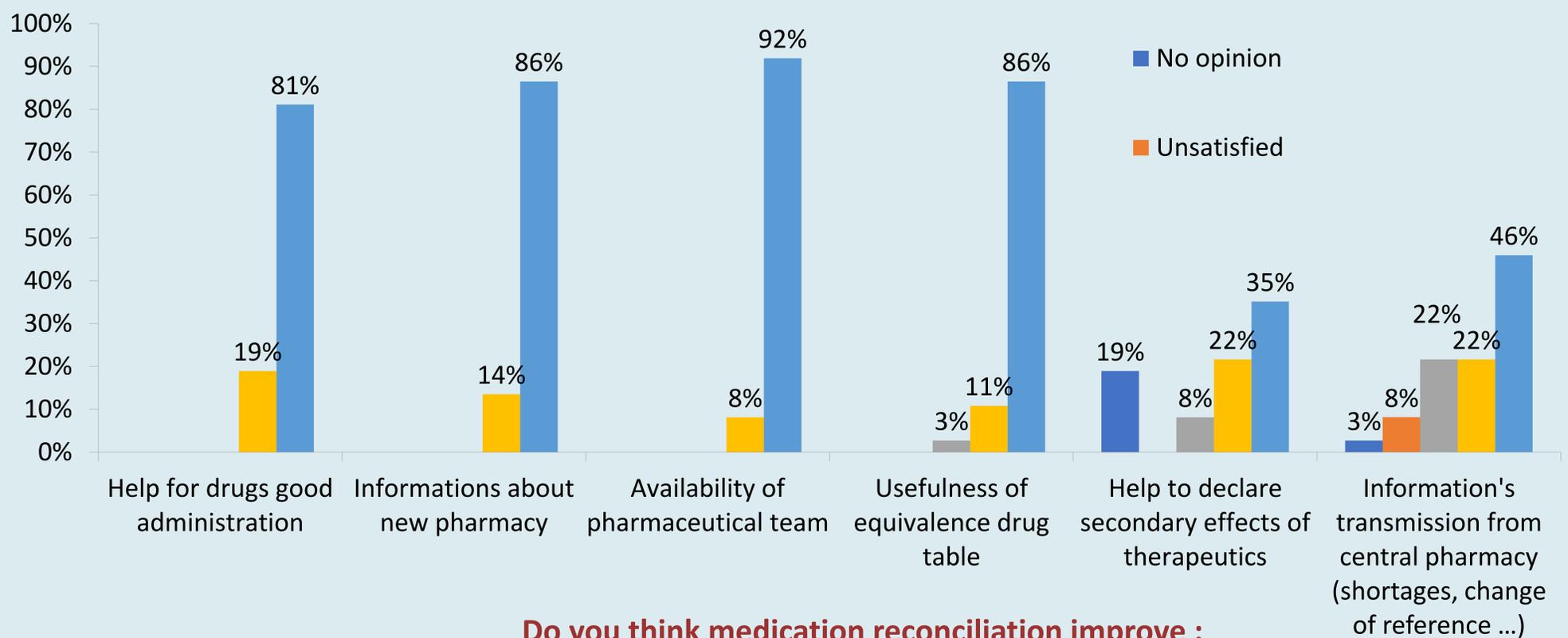
MATERIAL and METHODS

A questionnaire divided in 2 part was submitted to the 52 day nurses during a ten days period on April 2018.

RESULTS

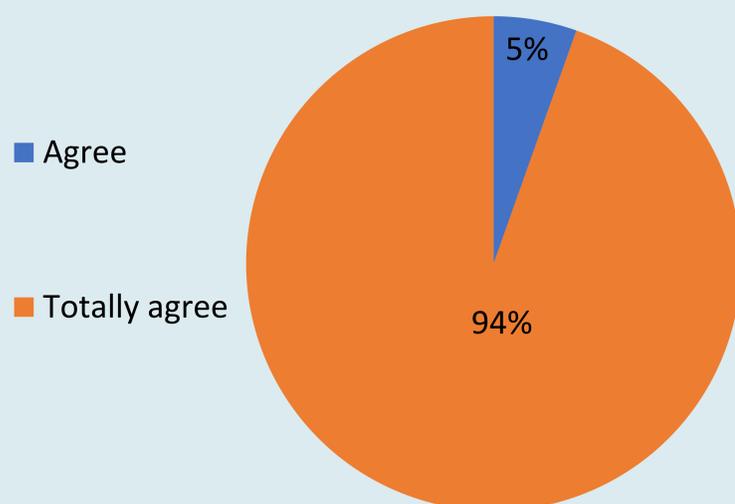
71% (37) of nurses answered the questionnaire

How are you satisfied concerning the following activities ?

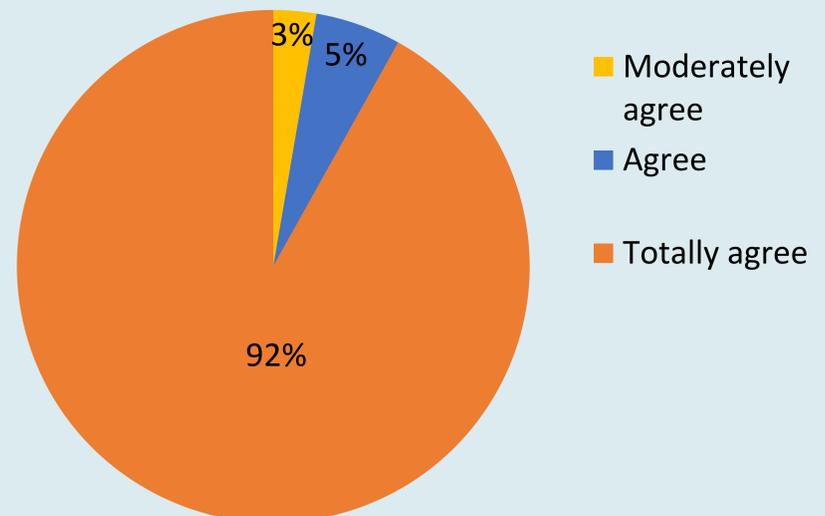


Do you think medication reconciliation improve :

Patient safety



Continuity of treatments



DISCUSSION and CONCLUSION

The satisfaction of caregivers on the relevance of the presence of a pharmacy resident in emergency ward is overall good. However, they considered that the transmission of information from the central pharmacy and the reporting of iatrogenic events was insufficient. During this period, we also reorganized the 4 pharmacies in INN and pharmaceutical presence was essential to make it successful and to give nurses all information.

The next step is to continue to deploy the pharmaceutical activity both to improve patient journey and to make management of drugs easier for caregivers.