EVALUATION OF THE SATISFACTION OF THE IMPLEMENTATION OF A PHARMACEUTICAL LETTER OF HOSPITAL DISCHARGE TRANSMITTED TO PATIENTS AND COMMUNITY HEALTH PROFESSIONALS

The development of activities of medication reconciliation (Med Rec) at admission and discharge have reduced medication errors. Due to lack of time and adequate tools, Med Rec informations are rarely transmitted to patients or community health professionals (CHP).

In our hospital, since July 2017, a pharmaceutical letter (PL) of hospital discharge is edited from Med Rec data and integrated to the patient’s computerized record. This PL is given and explain at the patient and transmitted to CHP (general practitioner (GP), pharmacist, rehabilitation center, ...).

BACKGROUND:
The objective of this study is assess the satisfaction of PL transmission to CHP and patients.

PURPOSE:
Satisfaction scales
0 (not at all satisfied) to
10 (very satisfied).
Score on 10 points

MATERIAL AND METHODS
Prospective study
- 2 internal medicine units (44 beds)
- July 2017 to February 2017

Participated in the questionnaire:
- Patient : after pharmacist explanation (PE) of the PL
- Community pharmacist : after sending by Email, regular mail or fax
- GP and/or other medical center : after sending by Email, regular mail or fax

RESULTS
206 patients were included : sex ratio M/F=0.6, mean age 72 years old ans average length of stay of 13 days.

<table>
<thead>
<tr>
<th></th>
<th>Patient</th>
<th>Pharmacy</th>
<th>General Practitioner</th>
<th>Others Health Centers</th>
</tr>
</thead>
<tbody>
<tr>
<td>PHARMACEUTICAL LETTER</td>
<td>54% (112)</td>
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<td>69% (143)</td>
<td>32% (66)</td>
</tr>
<tr>
<td>THE RESPONSE RATES</td>
<td>53% (59)</td>
<td>39% (44)</td>
<td>5% (7)</td>
<td>9% (7)</td>
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<tr>
<td>QUALITY OF INFORMATION</td>
<td>9.5±0.8</td>
<td>9.2±1</td>
<td>7.3±2</td>
<td>8.5±1.4</td>
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<tr>
<td>SENDING MODALITIES</td>
<td>/</td>
<td>9.3±1.1</td>
<td>6.7±3.9</td>
<td>9±1.3</td>
</tr>
<tr>
<td>IMPROVED KNOWLEDGE OF THEIR TREATMENTS</td>
<td>7.9 ± 2.3 vs 9.7 ± 0.9 (before vs after PE, p &lt;0.001)</td>
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CONCLUSION
According to this results, we observed a very positive overall satisfaction, on the one hand of patients and on the other hand of CHP.