

A PATIENT SATISFACTION SURVEY ON UNIT DOSE DRUG DISTRIBUTION IN HOSPITAL

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Background and importance Since the beginning of the Covid-19 pandemic drug distribution in the Hospital of the Brothers of St. John of God in Linz has been switched to automated unit dose packaging, so far unique in Austrian hospitals. Studies on the effects of unit dose supply usually focus on cost-effectiveness, medication safety and nursing staff time and satisfaction; Literature on patient satisfaction is limited.^{1,2}

Aim and objectives Patient satisfaction is an integral part of quality in healthcare. We aimed to:

- 1) evaluate the satisfaction of the patients with pharmacy delivered blisters
- 2) identify potential for improvement

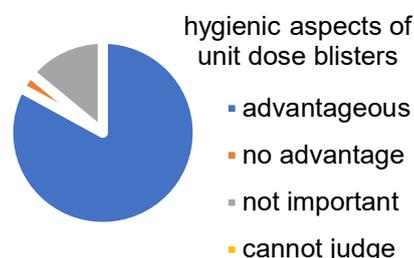
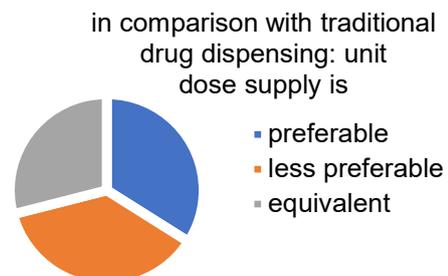
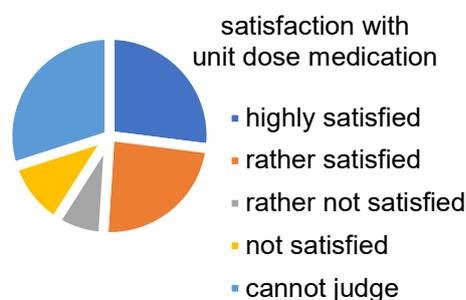
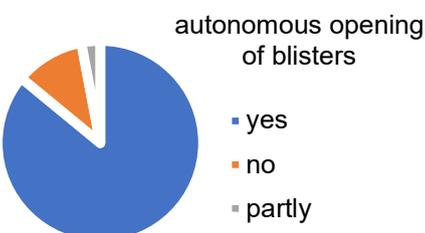
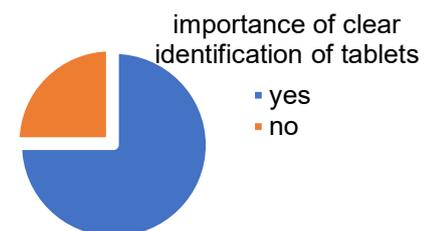
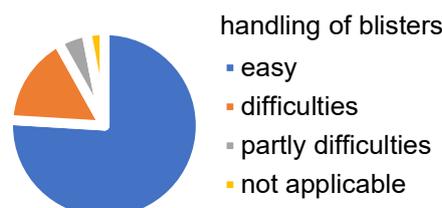
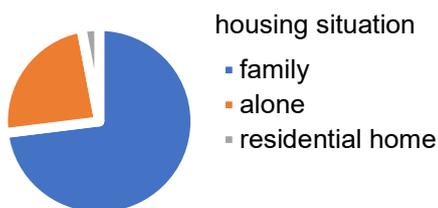
Materials and methods Patients supplied with unit dose were interviewed face-to-face by two pharmacist trainees in July 2022. Participation was voluntary and confidential. Exclusion criteria: a) no blister medication b) not fit enough to handle the blisters according to information from the nurses. Satisfaction was measured with an internally developed questionnaire with a mixed design: twelve multiple-choice questions (statistical analysis and data visualisation in excel) and fields for comments.



Transparency in drug therapy / clear declarations on blisters:

- patient name and birth date
- facility, ward, room number
- administration date and time
- blister sachet number
- supplying pharmacy
- drugs (name, description, quantity)

Quantitative results: 38 patients (85% male), medium age 71 were interviewed:



Qualitative results / comments

Patients stated they liked the blisters and found them clear and functional. (4x)

Some patients found traditional pillboxes easier to handle. (4x)

Patients also cared about the environmental effects of the plastic sachets. (3x)

Several patients reported problems using the blisters; They commented:

- blisters are difficult to open (4x)
- tablets fall on the floor (2x)
- text on the blisters is hard to read (2x)

Conclusion and relevance The results add information on the patients' perspective and clearly show the demand for transparency in drug therapy. Patients were able to handle the unit dose blisters, but - deducible from 14%, who could not open the blisters (fully) on their own - there are fields for quality improvement: e.g., graphic depictions illustrating the opening of the sachets and staff training to give further information and assistance to patients. The findings are also a guidance for the design of a larger study to gain sufficient statistical power and quantifiable and actionable data.

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References

- 1 Patient-specific blister packaging, Institute for Quality and Efficiency in Health Care (IQWiG), Extract of rapid report A18-35, Version 1.0, 29th March 2019
- 2 C. Raible, S. Amann, C. Querbach; Unit-dose-system. Krankenhauspharmazie, 2008, 29. 207-217

