QUALITY PERCEIVED BY THE PATIENTS OF A PHARMACEUTICAL CARE CONSULTATION AND STEPS TAKEN TO IMPROVE IT

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OBJECTIVES

Health System managers are increasingly attentive about patient level satisfaction related to health care received. According to this, a great transformation in Pharmacy consultations has occurred in order to be closer to patients who come to the hospital pharmacy to get their medication. The purpose of this study is to find out patient satisfaction at Pharmacy consultation and propose improving-actions based on the results obtained.

METHODS

We carried out an anonymous self-administered survey. Sample size was calculated with 6% margin error and 95% level of confidence. It was validated by the local Health Quality Authority. The survey was offered to every patient at the dispensing moment. The study started in January 2015 and finished when calculated-sampled size was achieved. As it was an initiative aimed at improving the quality and data were collected routinely, it was not considered an Ethics Committee approval.

RESULTS

SURVEY CHARACTERISTICS

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Description</th>
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</thead>
<tbody>
<tr>
<td>Universe</td>
<td>Patients over 18 years old, attended at the consultation of pharmaceutical care between November and December 2014.</td>
</tr>
<tr>
<td>Sample size</td>
<td>180 patients</td>
</tr>
<tr>
<td>Sampling system</td>
<td>The survey will be offered to all patients who attend consultation from the authorization date to complete the sample.</td>
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<tr>
<td>Confidence level</td>
<td>95%</td>
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<tr>
<td>Sample error</td>
<td>6%</td>
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<tr>
<td>Kind of questionnaire</td>
<td>self-administered questionnaire</td>
</tr>
</tbody>
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GLOBAL RESULTS

RECOMMENDATION OF THE CONSULTATION BY PATIENTS

- YES: 91%
- NO: 1%
- DK/NO: 8%

PHARMACEUTICAL CARE CONSULTATION

- SATISFIED: 87%
- UNSATISFIED: 10%
- DK/NO: 3%

RESULTS ON REGARD TO THE PROFESSIONALS

PHARMACY FACILITIES EVALUATION

- Satisfied
- Unsatisfied
- DK/NO

CONCLUSION

Overall, patients were satisfied or very satisfied with pharmaceutical care consultation. The aspects worse valued were related to opening hours, comfort and consultation signals, confidentiality at the moment of drug dispensing and the wait to receive the appointment in pharmacy. As a consequence of this, the opening hours were extended, signage was increased with posters and appointments started to be arranged exclusively from a pharmacy administrative in order to reduce the waiting list. It will be needed to repeat the survey to know the impact of the measures taken.

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