

1 – Background and purpose

Since 2017 a clinical pharmacy program provides pharmaceutical interviews to patients of the outpatient oncology unit of the University Hospital of Dijon. This unit regroups dermatology, gastrology, gynecology and dermatology cancers. It has a capacity of 100 patients per day, and about 11000 chemotherapy sessions are performed each year.



Purpose : to assess patient satisfaction regarding pharmaceutical interviews in order to improve quality of our patient interviews

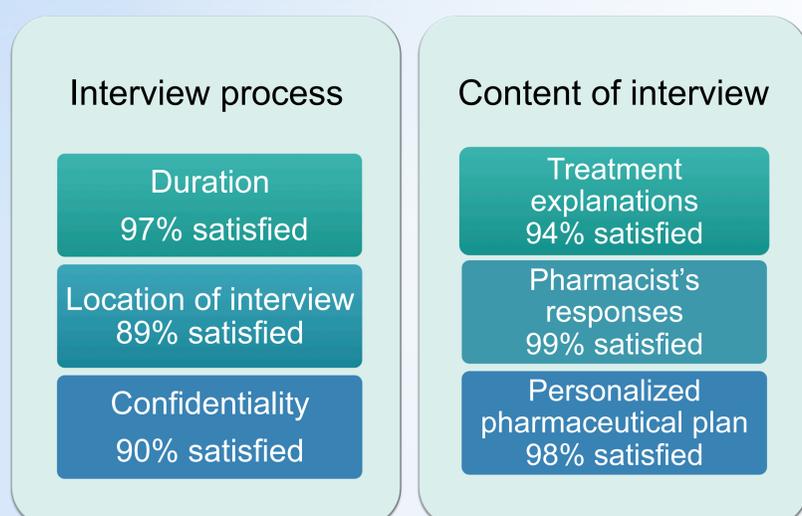
2 – Patients and methods

- 80 patients who received a first pharmaceutical interview between June and September 2018
- Patients completed an **8-item satisfaction questionnaire** after the pharmaceutical interview
- Anonymous questionnaire was fulfilled, in the absence of the pharmacist
- Topics covered : confidentiality, interview duration, professionalism, empathy, scientific knowledge of the pharmacist → completely satisfied / somewhat satisfied / unsatisfied. Free-text response section
- General assessment varied from 1 (not satisfied) to 5 (completely satisfied)

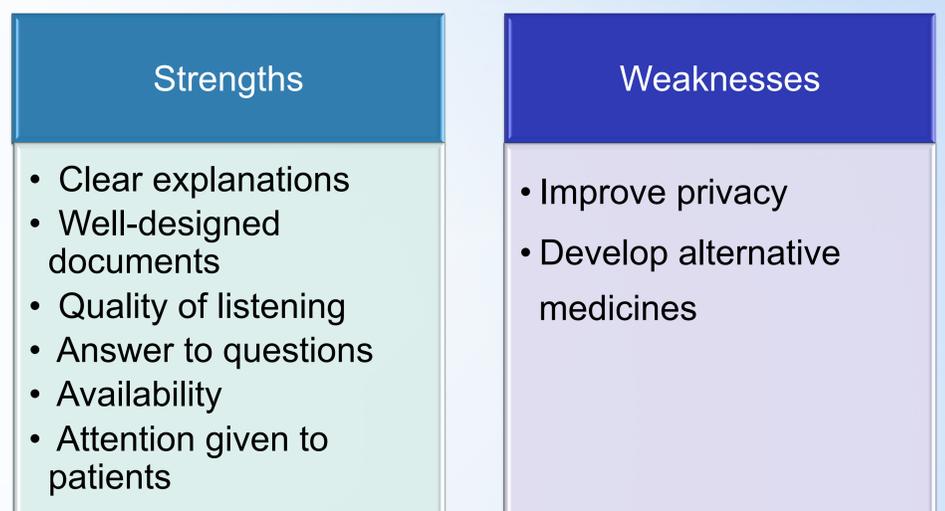
3 - Results

- **80 patients with hematologic malignancies or digestive, gynecologic, skin cancers**

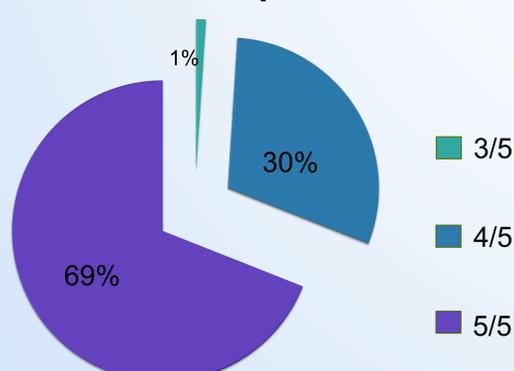
Answers about interview process and content of interview



Free-text response section



General assessment of patients' satisfaction



4 – Conclusion

- **Majority of patients were satisfied with the pharmaceutical interview**
- Study is ongoing : assesses both clinical and economical impacts of the pharmaceutical interventions
- This study is extended to the other health care professionals in the unit

