# LEUVEN

## 4CPS-108: PATIENT AND PHYSICIANS'S SATISFACTION WITH CLINICAL PHARMACY SERVICES ON A HEMATOLOGY WARD IN A LARGE TERTIARY **CARE HOSPITAL**

J NEEFS<sup>1</sup>, E. SIMONS<sup>1</sup>, A. JANSSENS<sup>2</sup>, I. SPRIET<sup>1,3</sup>, T. VAN NIEUWENHUYSE<sup>1</sup>. <sup>1</sup>University Hospitals Leuven, Leuven, Belgium <sup>2</sup> University Hospitals Leuven, Department of Hematology, Leuven, Belgium <sup>3</sup>KU Leuven, Department of Pharmaceutical and pharmacological sciences, Leuven, Belgium. Apo.oncologie@uzleuven.be



#### BACKGROUND

- Increasing use of oral anticancer therapy for the treatment of hematologic malignancies.
- Convenient, but several new challenges such as medication adherence may impact therapeutic effectiveness and outcome.
- Therefore, a clinical pharmacy service was initiated on the hematology ward at our hospital.

### <u>AIM</u>

To determine the satisfaction rate of the clinical pharmacy service in patients with hematological malignancies treated with oral anticancer therapy and in hematologists-in-training.

#### **METHODS**

Between January and May 2022, a survey was developed to assess patient and hematologists-in -training satisfaction and perceived value of healthcare services provided by clinical pharmacists at a tertiary care hospital. The survey was taken by a pharmacist not involved in daily clinical pharmacy practice.

- The survey contained questions addressing demographic, type of oral anticancer therapy and pharmacist specific items.
- Responses were analyzed using descriptive



statistics. Satisfaction was assessed by 5 Likertscale questions and either 8 or 4 open-ended questions for cancer patients and for hematologists in training, respectively.

We aimed to have a satisfaction rate of at least 80%.

A total of 65 patients and 11 hematologists-in-training participated in the survey.

All 11 included hematologists in training expressed high levels of satisfaction with the clinical pharmacist service

#### CONCLUSION

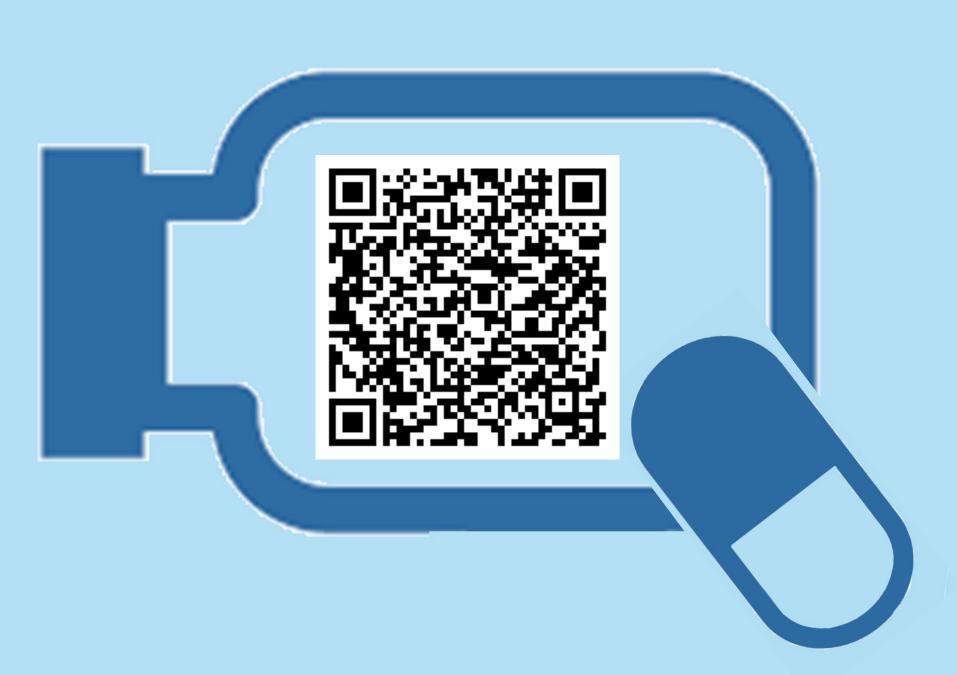
High levels of satisfaction with the clinical pharmacist service was reported by both patients a hematological malignancy with and hematologists-in-training.

All patients (100%) ranked the pharmacists' explanation about medication intake and side-effects as either very satisfying or satisfying.

- Counseling about drug interactions was the only criterion that did not result in the achievement of the predefined 80% satisfaction rate, with 27.6% of patients being very satisfied and 51.7% of patients being satisfied about this topic, respectively.
- Overall, the majority of patients (89.7 indicated that pharmacist %) counseling and follow-up visits were of added value.



- Counseling on drug interactions of oral cancer therapy might be improved.
- Further studies may include assessment of the association between patient satisfaction and compliance and treatment outcomes.
- Additionally, the added value and cost effectiveness of the clinical pharmacist service needs to be investigated.



UZ Herestraat 49 B - 3000 Leuven Leuven

www.uzleuven.be tel. 0032 (0) 6 33 22 11

# UNIVERSITY HOSPITALS LEUVEN