PERSPECTIVES OF PATIENTS AND MEDICAL PROVIDERS ON MULTIDISCIPLINARY MEDICATION RECONCILIATIONS SERVICE IN ADULT PATIENTS UNDERGOING THORACIC AND CARDIOVASCULAR SURGERY (MERITS STUDY)

J.Y. Seok[1], S. Yoon[1,2], S. Park[2], K.N. Heo[2], H.W. Chae[2], A.J. Kim[1], S.H. Kim[1], E.J. Cho[1], Y.S. Cho[1], H.J. Lee[3,4], J.Y. Lee[2‡]
[1]Seoul National University Hospital, Department of Pharmacy, Seoul, South Korea. [2]Seoul National University, College of Pharmacy and Research Institute of Pharmaceutical Sciences, Seoul, South Korea. [3]Seoul National University Hospital, Department of Thoracic and Cardiovascular Surgery, Seoul, South Korea. [4]Seoul National University, College of Medicine, Seoul, South Korea. ‡Corresponding author : jypharm@snu.ac.kr

Background and Importance

➢ The implementation of medication reconciliation (MR) services is a global endeavor, but still faces technological and data-related barriers.
➢ To promote widespread adoption, understanding the perspectives of patients and medical providers on MR services is crucial.

Aim and Objectives

➢ This study aimed to investigate the satisfaction levels and perceptions of patients who have experienced MR services, as well as the satisfaction, perceived needs, and expectations of medical providers.

Materials and Methods

➢ This research is a part of the prospective study evaluation of multidisciplinary medication reconciliation service in adult patients undergoing thoracic and cardiovascular study (MERITS study).
  * The protocol of the study was approved by Institutional Review Board of Seoul National University Hospital (IRB No. 2109-135-1257).
➢ Patients' feedback was collected through surveys using 5-point Likert-scales, encompassing their awareness of services, improvement in medication behaviors, perception about pharmacists, and overall satisfaction with services.
➢ In parallel, healthcare providers were surveyed addressing their perceptions, satisfaction level, needs, and expectations concerning MR services.

Results

Patients

Satisfaction	
Question	Mean (SD)
1. Before receiving this service, I received sufficient information about the contents.	4.74 (0.53)
2. Through this service, taking medicine had become more convenient.	4.63 (0.60)
3. Through this service, questions and anxiety about medicine were solved.	4.64 (0.56)
4. After this service, I took my medicine more regularly.	4.63 (0.64)
5. Pharmacists performing this service were professional.	4.79 (0.43)
6. I would like to receive this service on my next visit.	4.61 (0.73)
Average	4.67 (0.58)

➢ Among 216 patients enrolled in MERITS study, 208 patients completed the questionnaires.
➢ These patients expressed a high degree of satisfaction with MR services (average score 4.67).
➢ The aspect receiving the highest rating (4.79) pertained to the professionalism exhibited by pharmacists.
➢ On the other hand, the lowest score (4.61) was attributed to the need for revisiting the service.
➢ Average score of 4.63 were rated for improvement in medication behaviors. (question no. 2, 3, 4)

Acknowledgements

Medical Providers

Overall assessment score for MR service
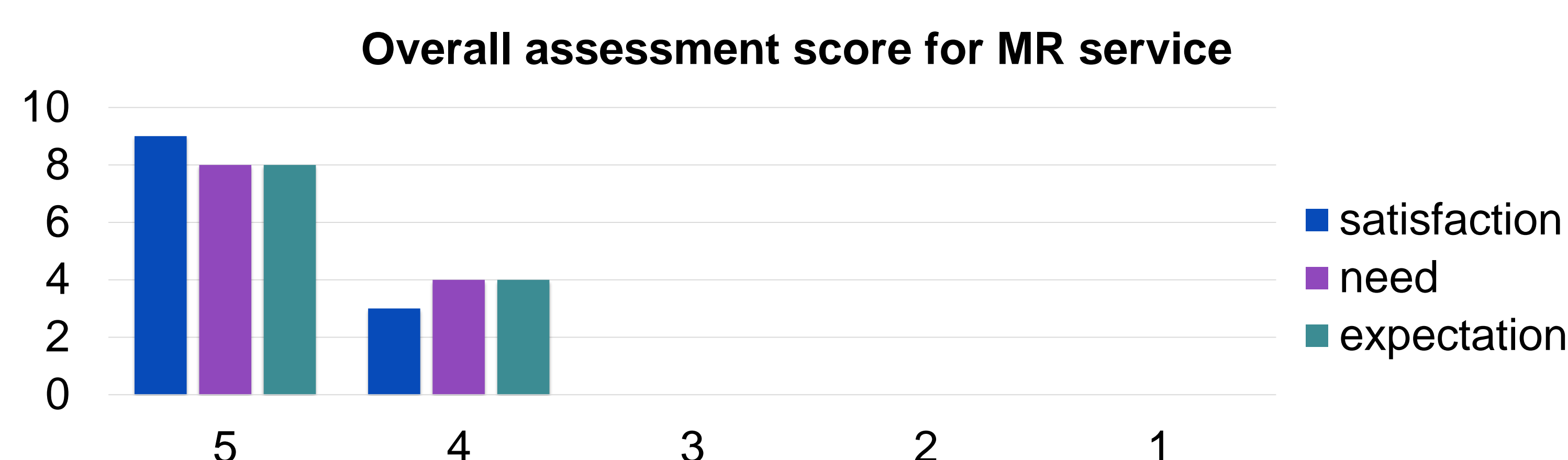
Satisfaction					
I'm satisfied with the service for …	5 (very satisfied)	4	3	2	1 (very unsatisfied)
Providing the BPMH[§]	7	5	-	-	-
Discrepancy identification compared to the BPMH[§]	9	3	-	-	-
Comprehensive medication review and resolving DRP[¶]	10	2	-	-	-
Patient counseling at discharge	10	2	-	-	-
Overall	9	3	-	-	-

[§]BPMH : best possible medication history; [¶]DRP : drug related problem

Perceived needs					
I need the service for …	5 (very necessary)	4	3	2	1 (very unnecessary)
Providing the BPMH[§]	9	3	-	-	-
Discrepancy identification compared to the BPMH[§]	8	4	-	-	-
Comprehensive medication review and resolving DRP[¶]	8	4	-	-	-
Patient counseling at discharge	8	4	-	-	-
Overall	8	4	-	-	-

[§]BPMH : best possible medication history; [¶]DRP : drug related problem

Expectations					
I expect … from this service.	5 (very expected)	4	3	2	1 (very unexpected)
To get accurate medication history	9	3	-	-	-
To identify and improve discrepancies	10	2	-	-	-
To improve treatment outcomes to resolve medication issues	8	3	1	-	-
To increase satisfaction of patients	7	4	1	-	-
To increase satisfaction of medical providers	5	6	1	-	-
Overall	8	4	-	-	-

➢ Medical staff (12 out of 22, response rate 54.5%) expressed satisfaction, with nine rating the overall services as 'very satisfied'.
➢ They showed the highest satisfaction in 'comprehensive medication review and resolving drug-related problems' and 'discharge counseling'.
➢ In terms of the need for services, eight respondents answered 'very much in need' while four considered they 'needed', with the greatest demand for 'providing the best possible medication history'.
➢ Additionally, the services' overall expectations were also positive, especially for identifying and improving discrepancies during transitions.

Conclusion and Relevance

➢ The findings of this study underscore a positive reception of MR services from both patients and medical staff.
➢ These findings emphasize the need to further promote and enhance MR services in Korea.