

SURVEY TO ASSESS OUTPATIENTS SATISFACTION AS A QUALITY MEASURE TOOL IN A HOSPITAL PHARMACY

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Objective

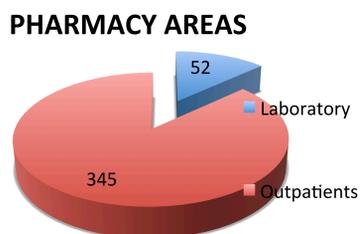
To validate a questionnaire in order to assess patients satisfaction with pharmaceutical care received in the Outpatient Pharmacy in a tertiary Hospital.

Materials and methods

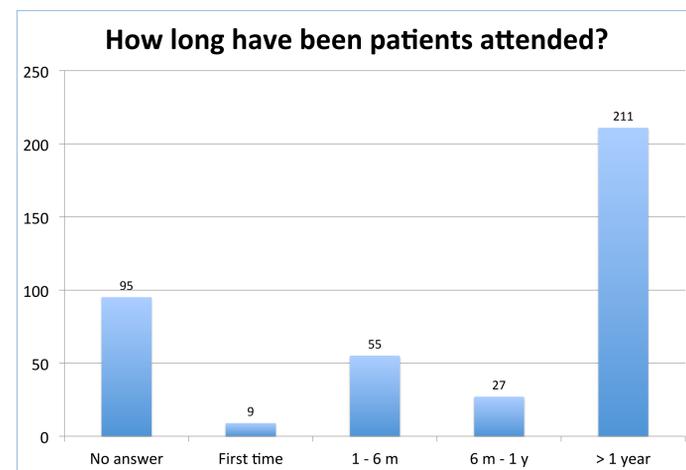
- The survey was performed within May 2013 and it was offered to all patients attended in two different areas of the pharmacy (laboratory and outpatients).
- The questionnaire consisted in two parts showed at right. The first one included 7 questions related to patient counselling, organization and professional relationship with the pharmacist and one question about global satisfaction. It was measured by an analogic scale and there was also an empty space for observations.
- Second part included 13 questions related to managing therapy, drug information, confidentiality and adherence.

Results and Discussion

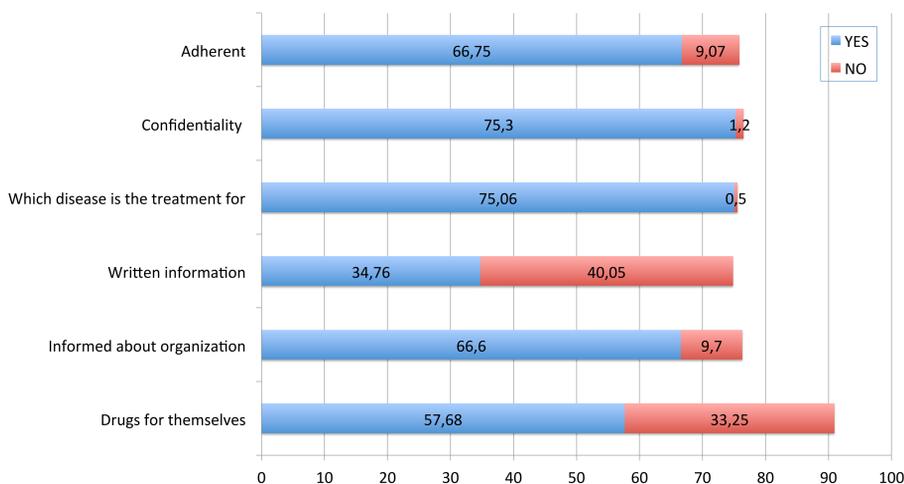
- 397 questionnaires were successfully completed.



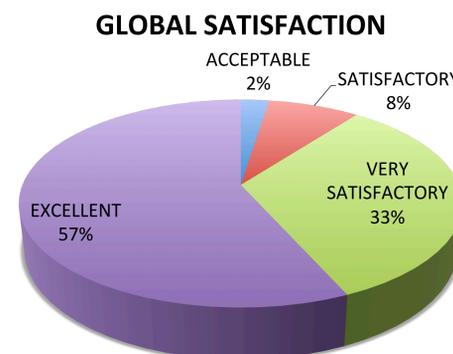
- No differences were found within the two areas of the Pharmacy.
- Most of the patients had attended the Pharmacy for more than 1 year.



- Patients rated high all questions related to managing therapy, drug information, confidentiality and adherence.



- Assessment about global satisfaction shows that more than half patients think it is excellent.



Conclusions

- ✓ The survey developed is a reliable and valid instrument for assess patients satisfaction.
- ✓ It shows a high rate of satisfaction with pharmaceutical attention received.
- ✓ Written information was established recently.

Acknowledgments

The authors want to thank all personnel in the Pharmacy and patients who voluntary participated in this study.