

EXPERIENCE OF ONCOHEMATOLOGY PATIENTS IN OUTPATIENT THERAPY WITH COMPREHENSIVE MEDICATION MANAGEMENT IN THE CONTEXT OF A COVID 19 PANDEMIC

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BACKGROUND:

The opening of a pharmaceutical care service for oncohematology patients (OHP) in the midst of the health care crisis caused by the COVID19 pandemic, made it possible to maintain the healthcare activity, avoid the collapse and provide the opportunity to implement Comprehensive Medication Management (CMM).



PURPOSE:

To investigate the *pharmacotherapeutic experience* of OHP in outpatient therapy with CMM services

MATERIALS AND METHODS:

- ✓ January-June 2021
- ✓ Descriptive observational design
- ✓ Qualitative approach
- ✓ informal and semi-structured in-depth interviews
- ✓ ATLAS.ti software
- ✓ Oncohematology patients in outpatient therapy with any medication-related problem and who received CMM services were interviewed
- ✓ Excluded: cognitive limitation, could not be interviewed or who did not have a caregiver/family member available

RESULTS:

- All patients were very **satisfied** with the care received
- Preferred to be attended by a pharmacist, and valued telepharmacy as an alternative or complementary option
- The vision of the pharmacy professional as **an expert in medicines**
- **Improvements suggestions:** location, waiting times and greater accessibility of the pharmacist

- 19 interviews
- 57.89% patients
- 42.10% caregivers
- 57.89% women

BARRIERS

- Care pressure
- Limited time/resources
- Lack of interlevel coordination

FACILITATORS:

- Prioritization of interventions
- Integration of pharmacist
- Trust in the pharmacist
- The new model of care

- **Improvement strategies:** provision of human/material resources with release of pharmacist's time to provide the CMM, extension of hours, information management with the development of personal learning environment and use of programs for recording / integration of information and interventions.

CONCLUSIONS:

Delving into **patients' experiences** can be key to improving the **quality of care**. In our case, the implementation of the CMM service in OHP has been a **challenge** and an **opportunity** in the current context of the Covid-19 pandemic, the pharmacy adapted to the needs and implemented a new model of care with excellent acceptance by users.

