

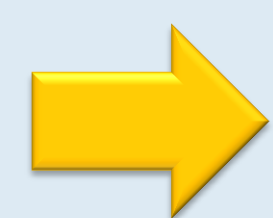
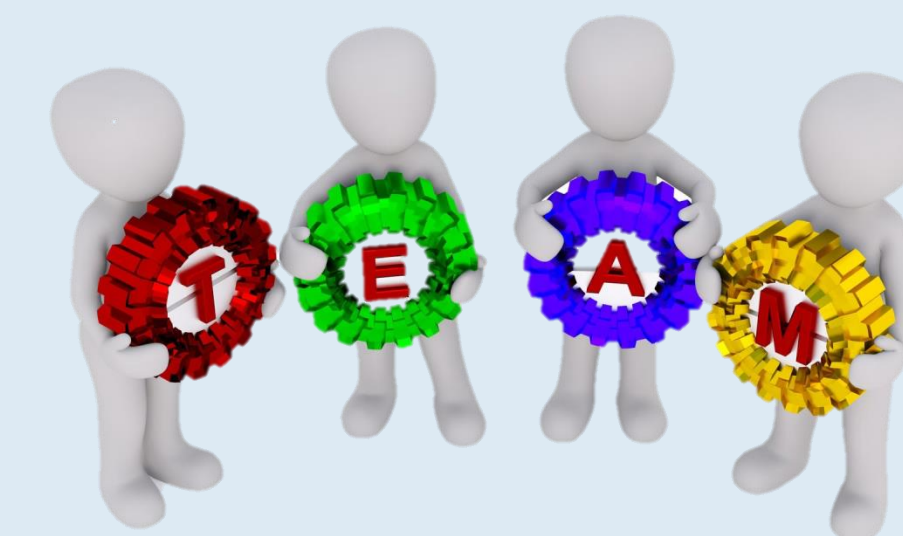
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## OBJECTIVES

Following 3 surveys among patients and pharmacy professionals in 2017, our outpatient pharmacy service organisation was changed in January 2018. These prospective surveys were about delivery time and satisfaction among professionals and patients.

### New arrangements in 2018:

- Smaller and specialised team: 4 pharmacists and 6 pharmacy technicians
- Opening hours extended
- Treatment ready for pick-up on request



**Objective** : evaluate the **effectiveness of our new arrangements** by comparison of the results of investigations in 2017 and 2018 among patients and professionals

## METHODS

- Delivery time**  
During one week, a student noted for each patient the time for each step of the delivery from the patients entering the pharmacy to them leaving.

Day : _____ AM/PM		Survey-delivery time 16-20 April 2018				Student name : _____			
Patient (Surname/First name)	Outpatient Delivery	Urgent cares	Hour						
			Patient arrival	Technician welcome	Pharmacist check	Medication picking	Pharmacist control	Patient departure	

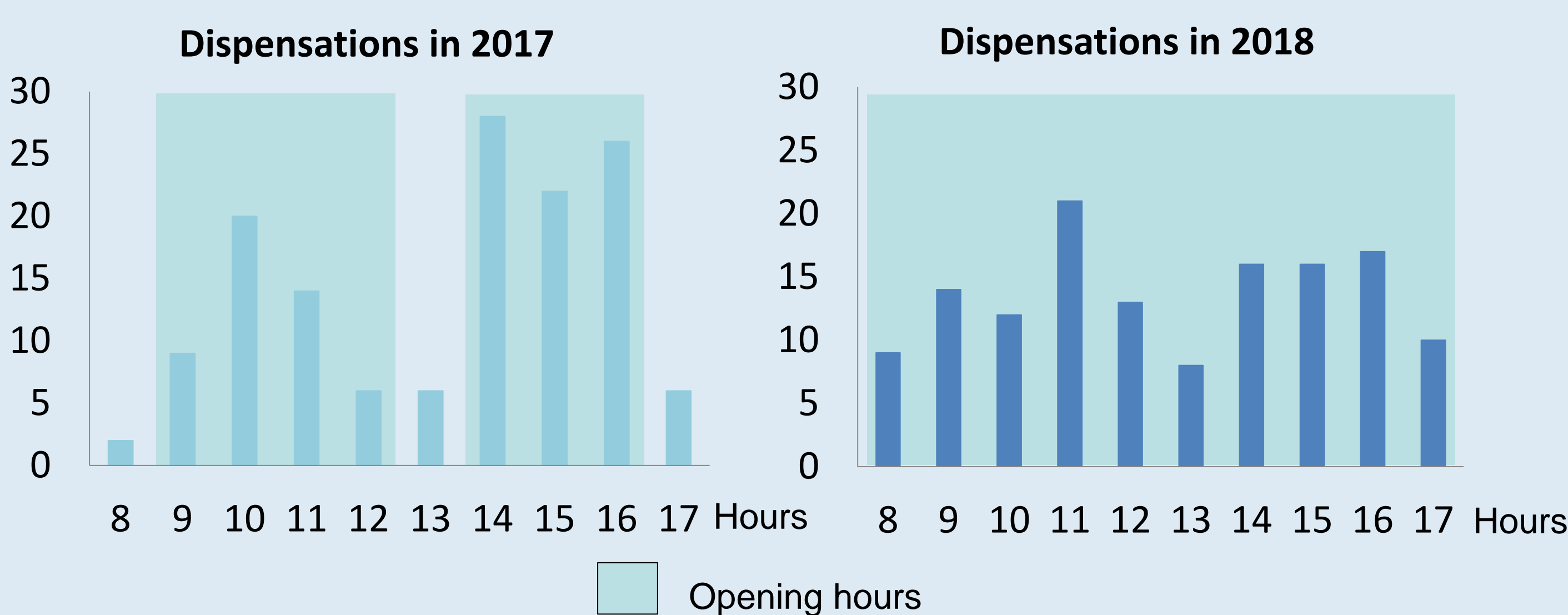
- Patient satisfaction**  
Questionnaire with 12 items:
  - outpatient delivery premises
  - patient care
  - drug delivery
 Collected during one month



- Professionals satisfaction**  
All professionals: pharmacists and technicians  
Questionnaire about:
  - training
  - working hours
  - technology tools
  - work conditions
  - professional collaboration and documentation


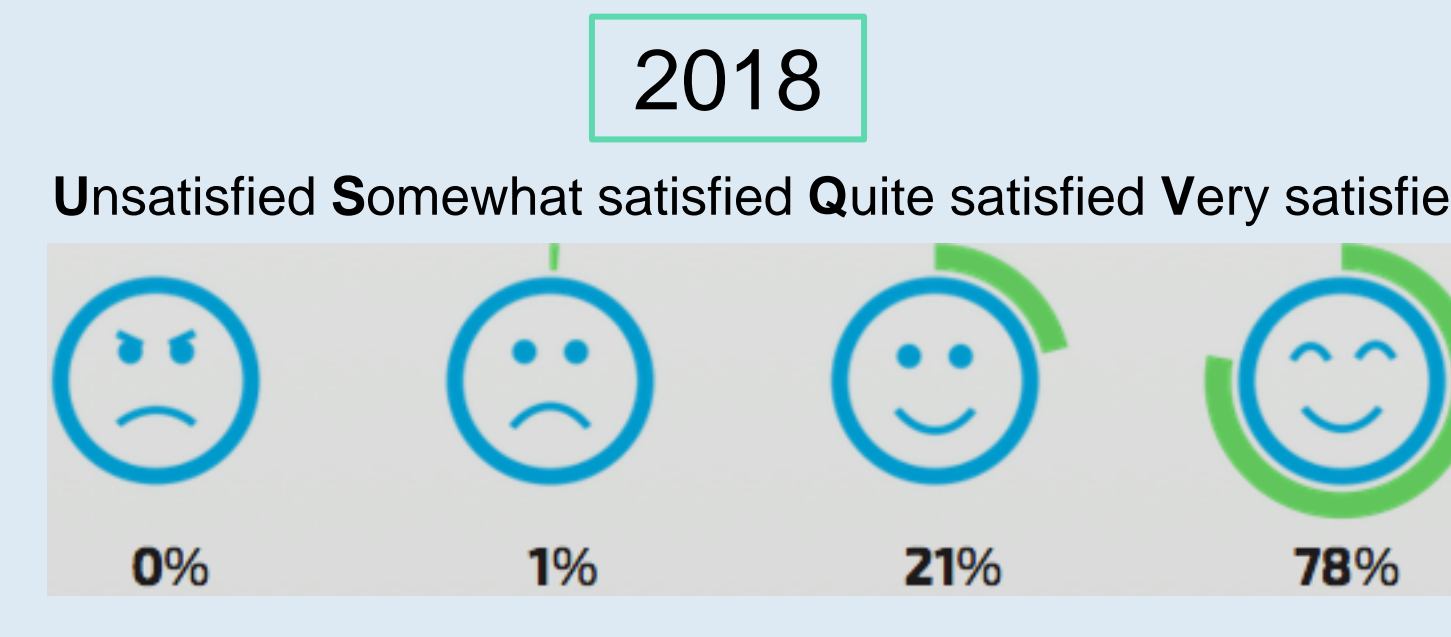


## RESULTS

- Delivery time**  
Regarding delivery time, the extended opening hours contributed to **evening it**.  
For example, we observed the disappearance of peaks at 11a.m. and 2p.m.  



The **average delivery time decreased** (2017: 19 minutes; 2018: 11 minutes,  $p < 0.01$ ).



- Patient satisfaction**  



The proportion of very satisfied patients increased (from 50% to **78%**). No-one was dissatisfied (from 1% down to 0%).

  - Extended opening hours
  - Availability
  - Being listened to
  - Lack of confidentiality
  - Lack of toilets
  - Lack of parking spaces

- Professionals satisfaction**  

  - Close collaboration between pharmacists and technicians
  - Registration systems
  - Training
  - Lack of confidentiality
  - Premises
  - Inadequate awareness of documentation

They expressed a willingness to **develop skills and knowledge**.

## DISCUSSION / CONCLUSION

Based on our results, our new outpatient drug delivery organisation **increased the quality** of the service provided for patients and for professionals. In a **Plan-Do-Check-Act** cycle, we planned different actions: **renovation** of premises in 2019, and providing ongoing **training** based on **simulating situations** at the counter.

