

CYTOTOXIC PREPARATION UNIT: EVALUATION OF CLINICAL SERVICES SATISFACTION IN THREE HOSPITALS

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Background

Safety and quality requirements with prescription, preparation and administration of cytotoxic drugs represent a challenge for all healthcare professionals. A major objective of centralized preparation is to improve the quality of the final product, and thus their safety for the patient.

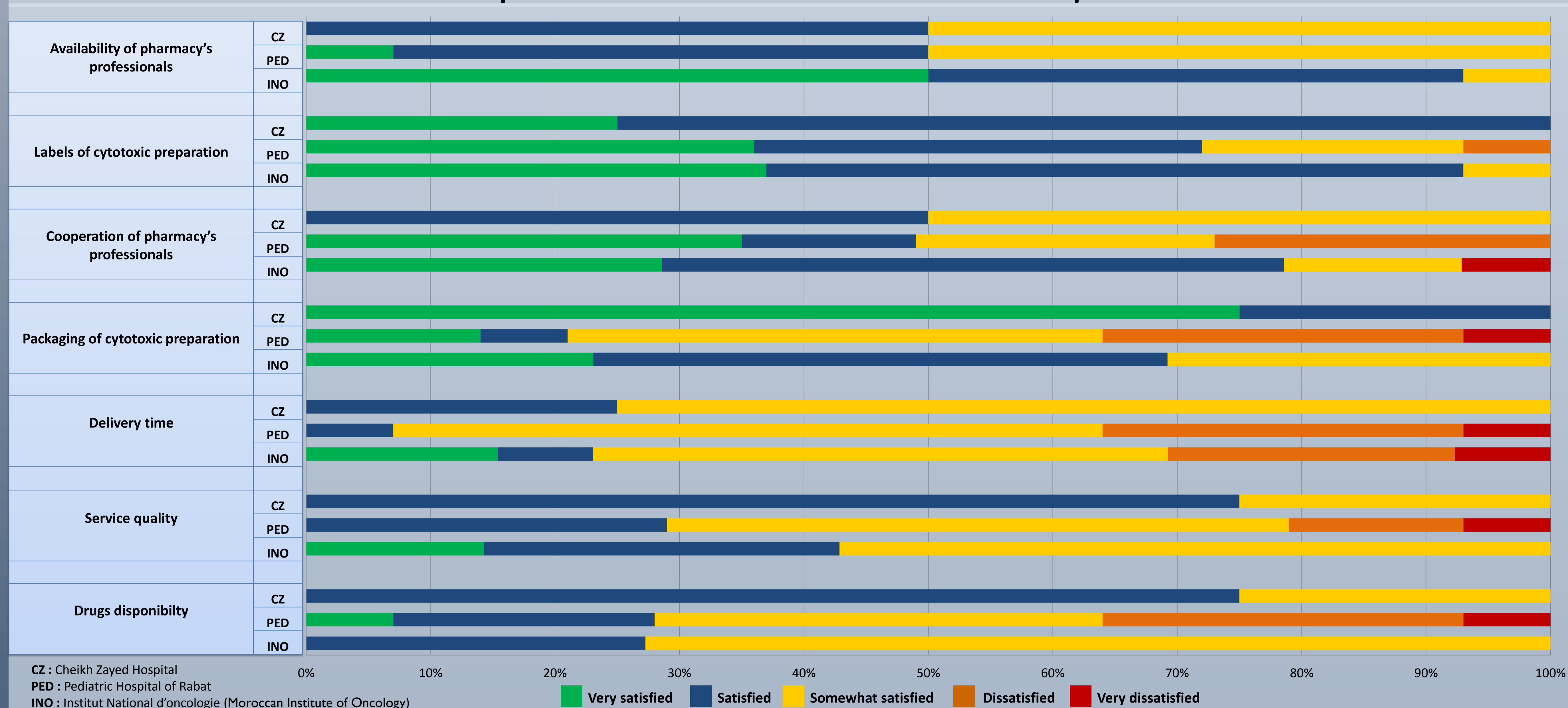
The aim of this study was to evaluate the perception of clinical services towards the Cytotoxic Preparation Unit (CPU) performance in the Moroccan Institute of Oncology, in Pediatric Hospital, and in Cheikh Zaid University Hospital in Rabat, in order to improve the quality, safety, and efficiency of cytotoxic preparations.

Material and Methods

Data were collected by face-to-face structured interview carried out by a pharmacy intern with Doctors and Nurses who present the clinical services in the three hospitals, using a questionnaire containing 7 close-ended questions concerning the main aspects of CPU services. The interviewees attributed for each question a score (from 1 to 5) according to an ascending satisfaction scale.

Results

Comparison of satisfaction rates in three Moroccan hospitals



Analysis of the low satisfaction rate about delivery time has shown that time of, arrival of prescriptions to the Pharmacy and transfer of preparations to clinical services, was too long. Cornering drugs disponibility, the problem is caused mainly by stock rupture. In order to improve the CPU service, the delivery time to the clinical services should be reduced and a better management of drugs stock is a necessity.

Conclusion

In the quest for optimal quality and patient safety, an external evaluation of CPU by its clients is indispensable, to identify dissatisfaction causes which allow improvement by implementing corrective and preventive measures.