

## BACKGROUND

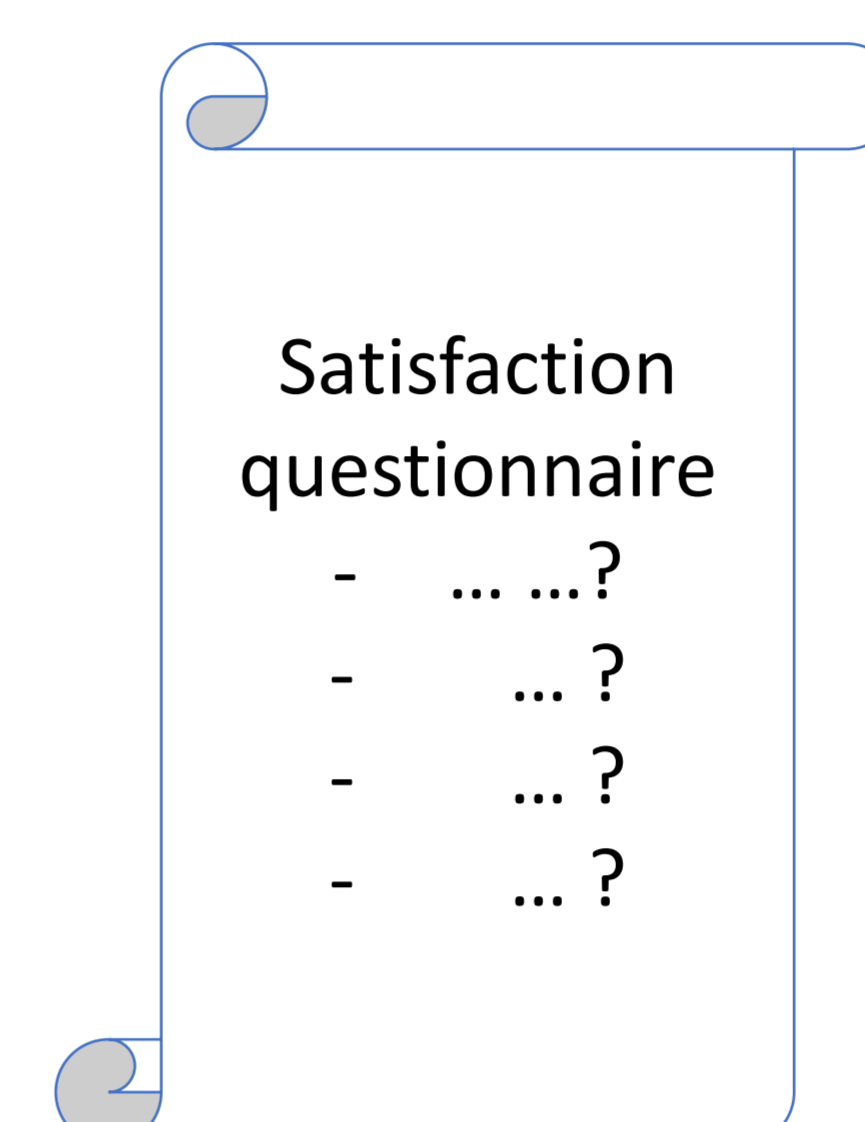
Basic concepts of quality assurance (QA) are often applied to hospital pharmacy practice, and among these concepts satisfaction surveys could be a very useful tool to ensure the proper functioning of the system.

## PURPOSE

The purpose of this study was to show how a satisfaction survey properly conducted could be a meaningful source of information to identify gaps and to develop an effective action plan for quality improvement in hospital pharmacy.

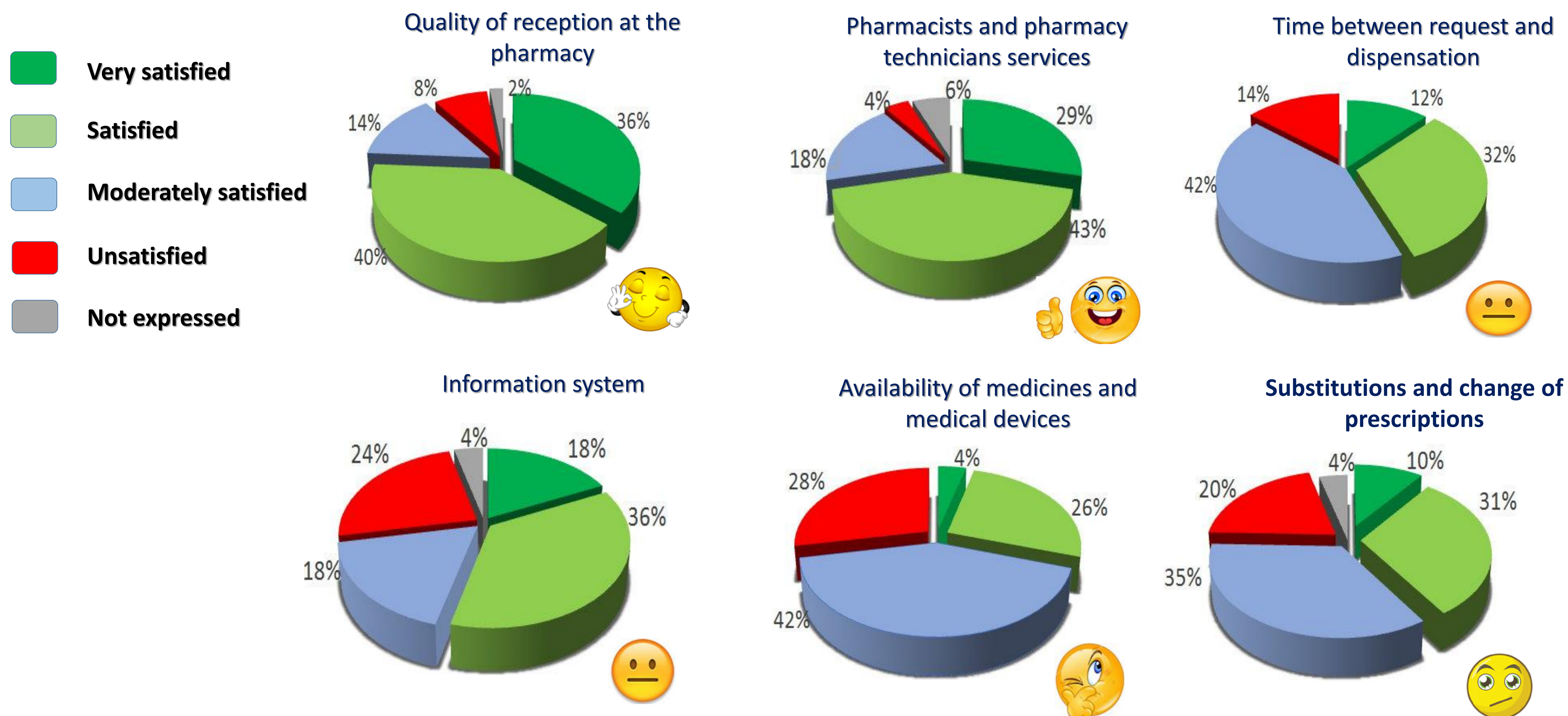
## Material and methods

A satisfaction survey in the form of a questionnaire was carefully designed by our hospital pharmacists team. Pharmacy technicians were also asked for their remarks and proposals. It included close-ended and open-ended questions about medicines and medical devices availability, quality of reception, staff services and communication between the pharmacy and other departments. The members of the hospital staff attending the pharmacy were given copies of the survey questionnaire to complete anonymously. In total, 85 forms were distributed. Patients were not surveyed since, in our context, they do not receive their treatments directly at the pharmacy. Responses to open-ended questions were used to identify the main expectations.



## RESULTS

50 responses were received and included 9 physicians (18%), 29 nurses (58%) and 12 other paramedicals. 64% of the participants were globally satisfied with the hospital pharmacy services. The most positive appreciations were about the quality of reception at the pharmacy (36% very satisfied and 40% satisfied) and the pharmacists and pharmacy technicians services (29% very satisfied and 43% satisfied). The main parameters rated negatively were the availability of some medicines and medical devices all over the year (42% moderately satisfied and 28% unsatisfied), the lack of a good traceability system and the inadequacy of the information system. The participants also indicated that the most important area to improve primarily was a real time communication between the pharmacy and the hospital departments about the availability but also the possibilities of substitution and scientific information on pharmaceutical products.



## DISCUSSION

### Main areas to improve identified :

- Computer problems (independent of the pharmacy)
- Lack of information on the stock availability of medicines and devices.
- Lack of information on medicines and devices missing in commands.
- Lack of information on changes and substitutions in orders.
- Lack of software facilitating the fulfillment of orders.
- Problems of transportation of orders (independent of the pharmacy).

## CONCLUSION

This work demonstrated the interest of using such satisfaction surveys as reliable and robust tools to determine how to improve the hospital pharmacy practices.