

# COMMUNICATION AMONG CENTRALIZED HEALTH SERVICE AND HOSPITAL PHARMACY: WHAT CAN WE IMPROVE?

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## BACKGROUND

The register and assessment of queries received in a Centralized Health Service from Hospital Pharmacists and other professionals allow to know highly demanded areas and to improve communication leading to resources optimization.



## PURPOSE

To assess all queries asked from Hospital Pharmacy Departments in the Hospital Pharmacy Area of a Centralized Health Service to improve communication strategies.

## MATERIAL AND METHODS

- ❖ A prospective study about queries asked by Hospital Pharmacy Departments from January-September 2015 was carried out in a Centralized Health Service.
- ❖ Centralized Health Service pharmacists developed a multiple-user register in a web setting in 2015.

The information gathered from each query was:

- Date
- Receiver pharmacist
- Communication mean: Phone/Email
- Professional category: Chief/Pharmacist/Other
- Query reason: Drug Funding/Pharmacy Management Indicators/Drug Purchase/Centralized Purchase Procedures/Regional Drug Database/Hepatitis-C Register/Others

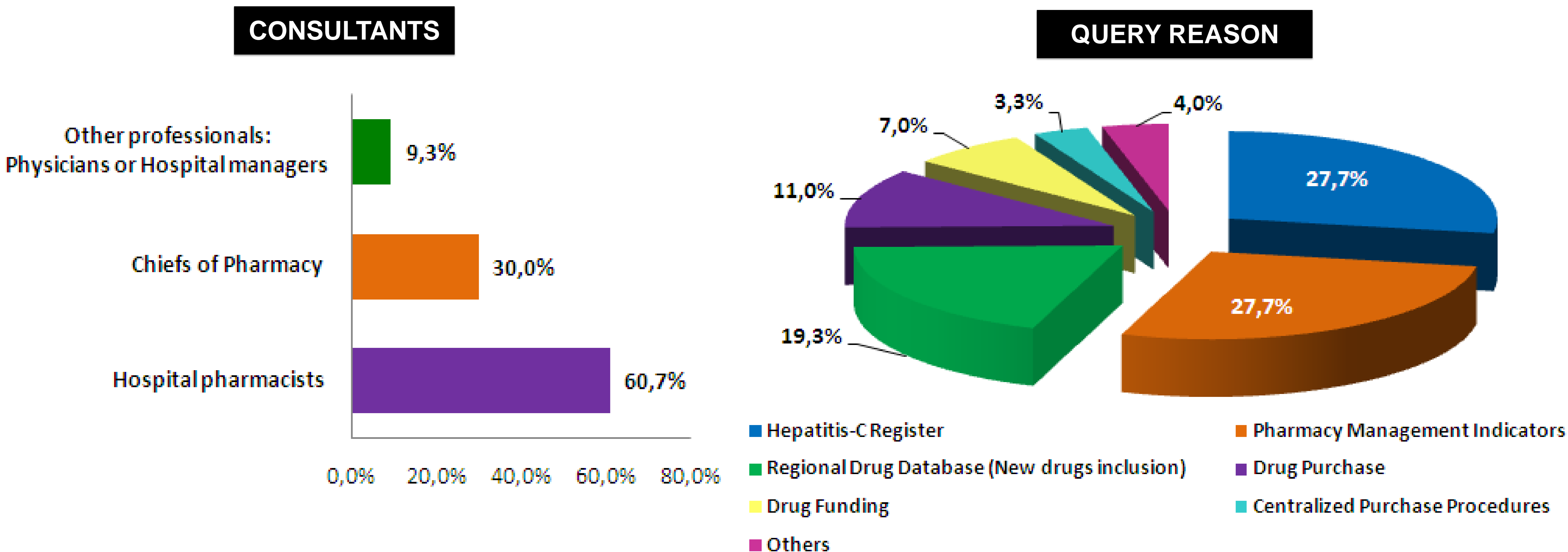
Information related to the queries resolution was also compiled:

- Required sources
- Communication mean
- State: solved/unresolved
- Answer date

- ❖ The register system exports compiled information to a worksheet. All queries were registered by Centralized Health Service pharmacists in charge of Hospital Pharmacy Area.

## RESULTS

300 queries were performed in 9 months (33.3 queries/month)



- ❖ The email was used in 68% of all queries, while phone was used in 32%.

- ❖ Most frequent resources were: Regional Information System (31.3%), "Nomenclator" National Drug Database (28.3%) and The Indicators Manual (11%).

- ❖ 100 % of all queries were solved. The standardization of drug related answers has allowed the most queries being solved by mail (76%) in 1.4 average days and by phone at the same moment (24%).

- ❖ The register has permitted to clarify difficult points in the Indicators Manual and to expand drug funding/prices information in the Intranet.

## CONCLUSIONS

- ❖ This tool has permitted a systematic evaluation of accepted queries and replied answers providing statistics activity measures and quick answers for repeated queries as well as improving transmitted information.

