

Hospital transfer: a critical period. Oncology Pharmacy Unit under users' evaluation

Zapico I, Sacristán MP, Gómez de Segura L, Martínez-Torrón A, Alaguero M, Iglesias T. Hospital Universitario Central de Asturias, Hospital Pharmacy, Oviedo, Spain

Objective

UNIVERSITY HOSPITAL TRANSFER PROCESS

OLD LOCATION → → → NEW LOCATION

Oncology Pharmacy Unit* activity distribution in both locations for 6 week period

Survey on OPU* services provided

- ✓ Assess the level of satisfaction of hospital staff
- ✓ Identify reasons for dissatisfaction

Materials and methods

Cross-sectional study through a self-administered questionnaire distributed to hospital staff to which the preparations made in the OPU are intended. The document contained the same closed questions regarding the pre- and post-transfer period. In addition, a rating scale of 5 points to evaluate the service provided by the OPU was included.

Results and Discussion

Study presentation and data collection period: April 2015

Responses (n=38)

- 16 physicians
- 15 nurses
- 7 nursing assistants

← Oncology & Hematology
Outpatient Clinics
86 %

Staff's perception on transfer process impact on different items decreased in *Post-transfer period*

	Staff's perception (% of respondents)	
	Pre-transfer	Post-transfer
Personal activity somewhat or much affected	92,1 %	84,2 %
Global activity somewhat or much affected	97,3 %	92,1 %
Patient security somewhat or much affected	76,3 %	42,1 %

Staff's assessment on OPU's services provided

	Poor	Average	Good	Excellent	N/A
Pharmacist performance	-	5,3 %	10,5 %	78,9 %	5,3 %
Cover slot	10,5 %	23,7 %	26,3 %	36,8 %	2,6 %
Agreed schedule compliance	5,3 %	21,1 %	28,9 %	36,8 %	7,9 %

Staff's concerns and its translation into reality

A priori main concerns

Dilated waiting times (n=28)

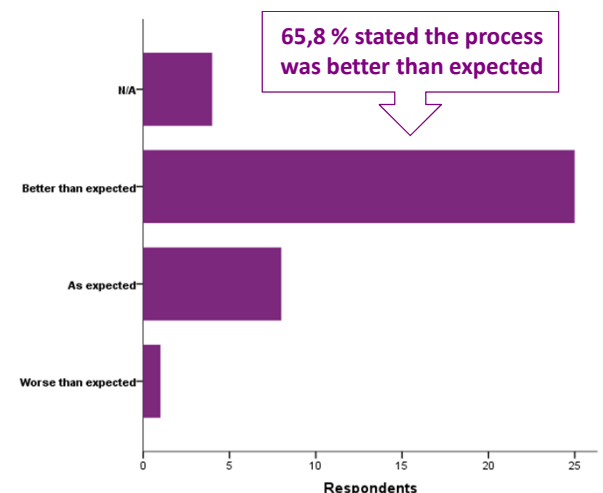
Potential pharmacy errors (n=11)

A posteriori real problems

Dilated waiting times (n=3)

NONE related to security or quality of care

Overall assessment on Transfer period



Conclusions

- The performance of OPU, adapting its activity to the provisional situation of the transfer in order to provide a quick, safe and quality patient care, was highly valued by the professionals.
- Previous expectations were improved. Problems were reported by few respondents and were always in relation to waiting times, never related to quality of care or patient safety.

Aknowledgments

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