

SATISFACTION OF HEALTH PROFESSIONALS ON SERVICES PROVIDED BY THE CLINIC PHARMACY MANAGEMENT UNIT

GM-007

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OBJETIVE

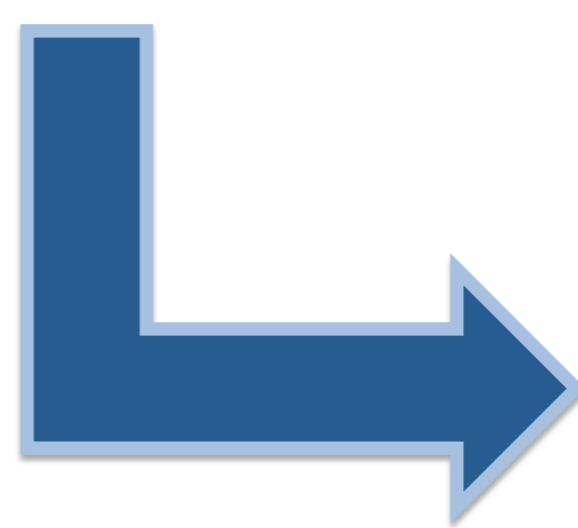
- To assess the degree of satisfaction of health professionals on the Pharmacy Service.
- To analyze the factors that have influenced on the results and identify areas of improvement.

MATERIAL AND METHODS

Observational and retrospective study from 2011 to 2014.

The annual surveys allowed to assess the degree of satisfaction across 24 item based on closed questions that were scored:

- 1: Strongly disagree
2: Disagree
3: Neither agree nor disagree
4: According
5: Strongly Agree.

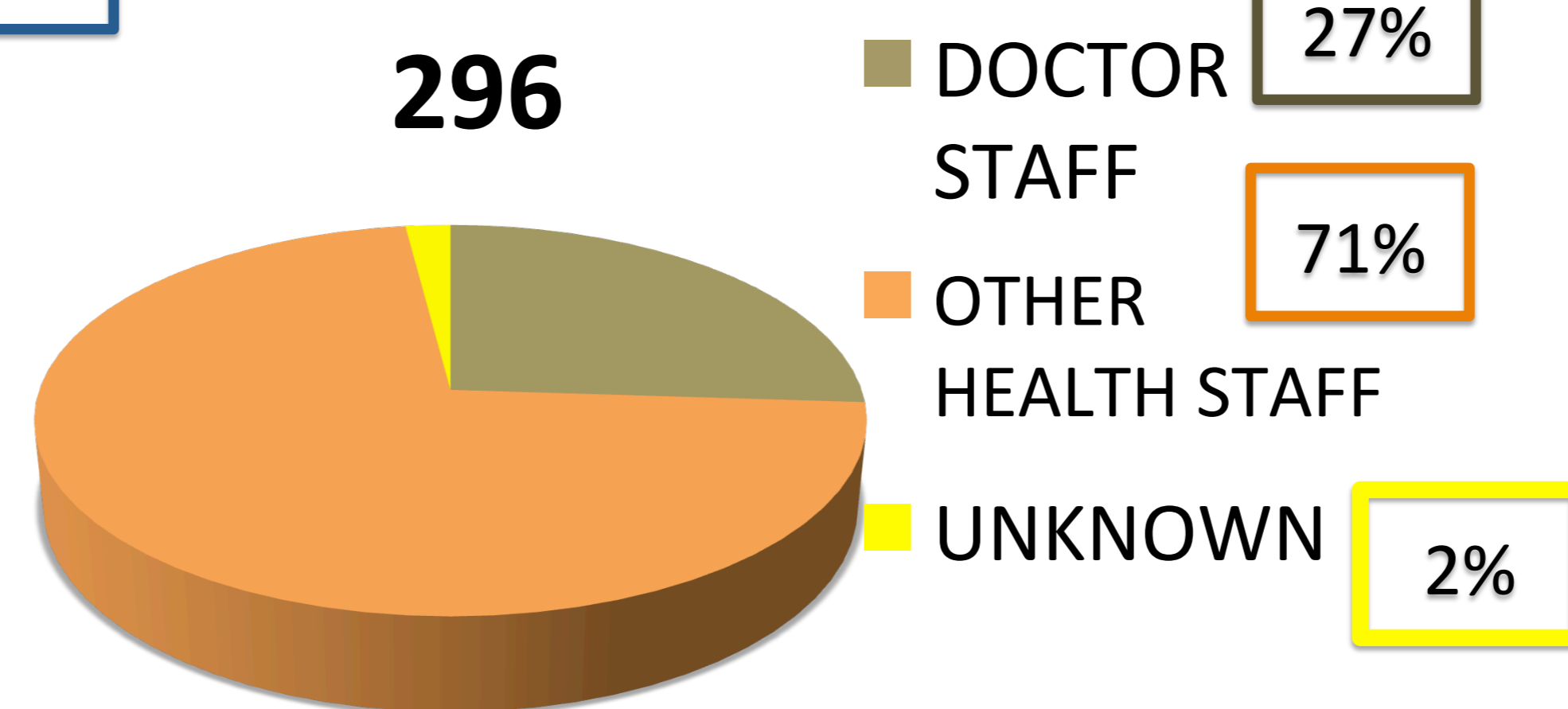
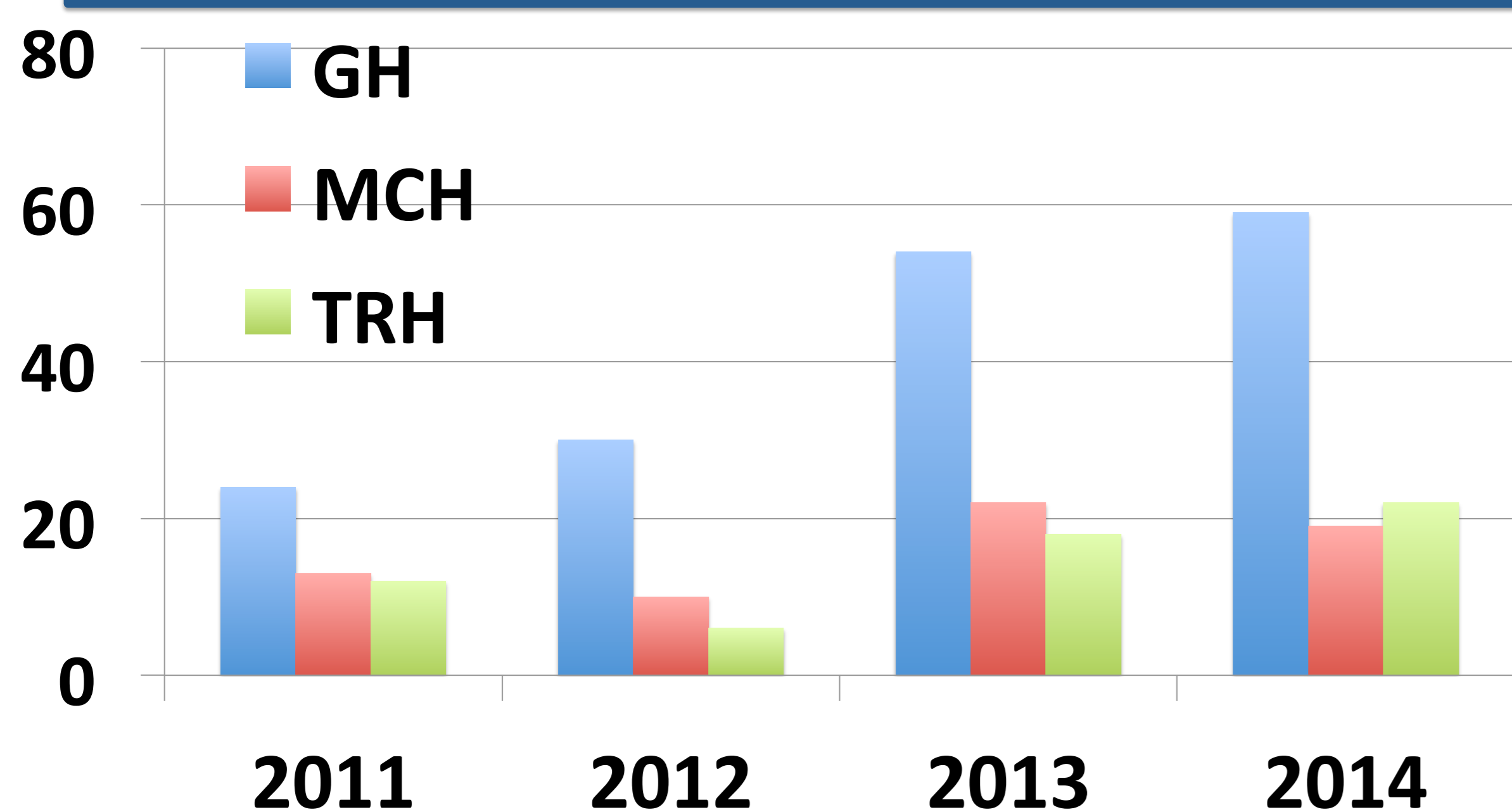


- 1.It's easy to contact professionals UGC Pharmacy
- 2.For any request, the UGC responds quickly Pharmacy
- 3.In general, the management of procedures with the UGC is agile Pharmacy
- 4.Channels and formalities related to the UGC for Pharmacy are known
- 5.The personal attention of professionals UGC is suitable Pharmacy
- 6.The performance of the UGC of Pharmacy fits protocols
- 7.Pharmacotherapeutic guide Hospital / Area I find useful
- 8.The existing program seems appropriate therapeutic equivalents
- 9.The availability of medicines in the Hospital / Area seems appropriate
- 10.Consumer information facilitates UGC Pharmacy seems appropriate
- 11.The distribution system of drugs in unit doses helps avoid mistakes and ensure the safe use of medicines
- 12.The distribution system of drugs in unit doses makes my daily work
- 13.The distribution system of drugs in unit doses facilitates rational drug use
- 14.The collaboration of the UGC of Pharmacy is suitable for maintaining the stock of the medical supplies plant
- 15.The UGC Pharmacy contributes to better management of medicines
- 16.The quality of the preparations made by the UGC is suitable Pharmacy
- 17.The preparations made by the UGC Pharmacy facilitate daily work
- 18.The preparations of the UGC of Pharmacy facilitate rational drug use
- 19.The drug information that facilitates UGC is suitable Pharmacy
- 20.The work of the UGC of Pharmacy regarding cooperation in detecting and preventing medication errors is adequate
- 21.The work of the UGC of Pharmacy regarding collaboration in the detection and assessment of adverse drug reactions is adequate
- 22.The update of the UGC of Pharmacy regarding positive patients
- 23.We need medication is dispensed correctly
- 24The UGC Pharmacy contributes to better use of medicines

The mean scores per item were analyzed per professional category and per hospital (Maternity and Children Hospital MCH ; General Hospital GH, Rehabilitation and Trauma hospital TRH)

RESULTS

296 surveys were conducted
55 in 2011; 46 in 2012; 94 in 2013; 101 in 2014

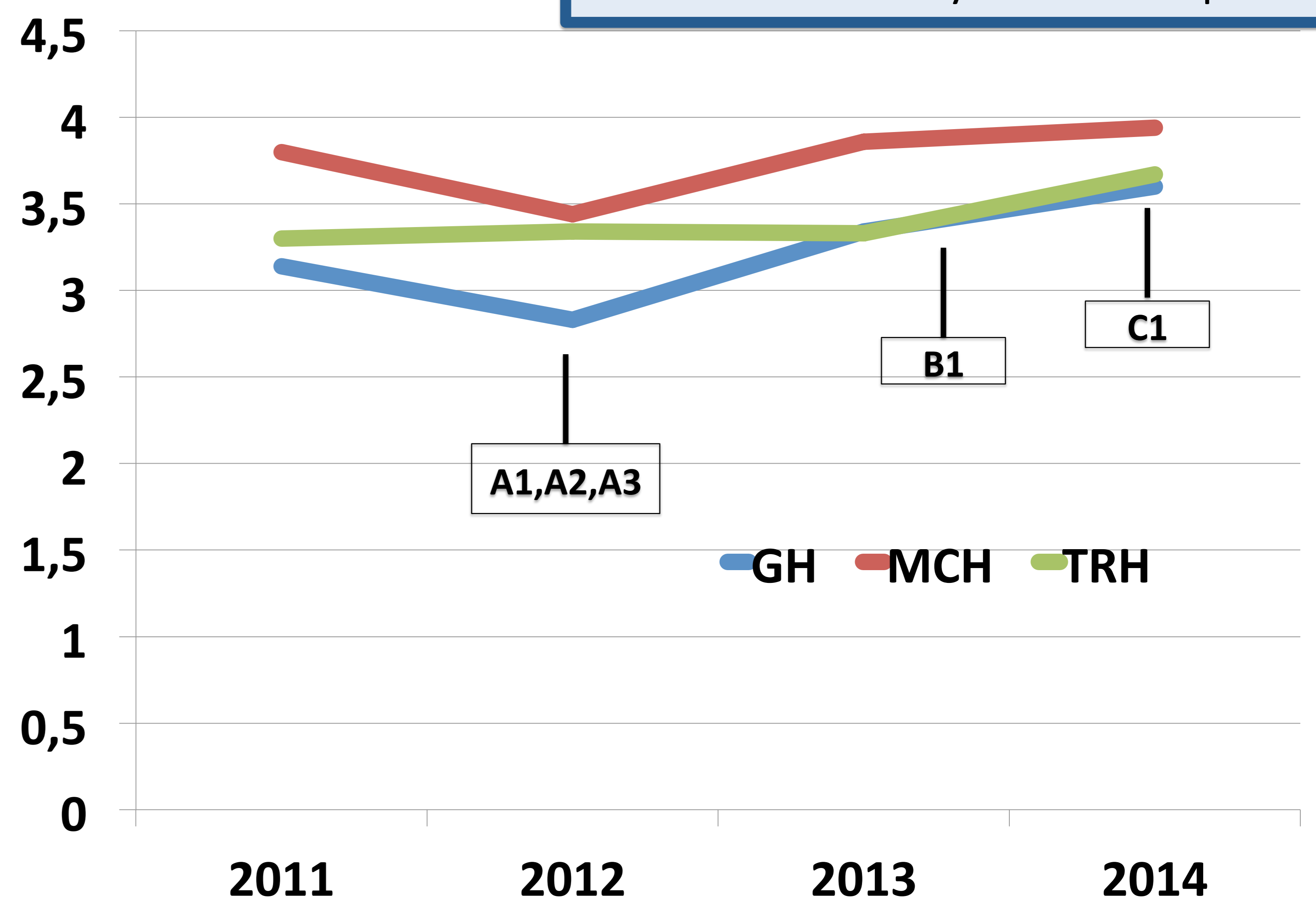


The best valued item:
"The personal attention of professionals Pharmacy"
"The quality of the preparations"
"drug distribution system in unit-dose provides the rational use drug"

The worst rated item:
"Management procedures with the Pharmacy is easy"
"The consumption information that facilitates Pharmacy seems adequate"

In general for all centers:
-In 2012 a clear decrease in the valuation was observed.
-In 2013 the scores improved significantly.
-In 2014 the highest values compared to previous years

Factors that have influenced and explain the results are:
-In 2012 Incorporation of a comprehensive system of procurement (A1), reducing working hours (A2) and change the pharmacy computer system (A3).
-In 2013-2014 The implementation of electronic prescribing in the GH (B1)
-In 2014 Automation Project of MCH.(C1)



CONCLUSION

The services provided by the Pharmacy are valued positively. Factors such as electronic prescribing and the automation system have been able to improve the quality of services provided.