



"Improvement of Health Care Services for ambulatory HIV patients: preliminary data"

D. Gennimata¹, M. Malliarou², F. Marini¹, M. Chini², N. Pitsounis² and M. Lazanas²

¹ Pharmacy and ² 3rd Dept of Internal Medicine – Infectious Diseases Unit, “Korgialenio-Benakio” Red Cross General Hospital, Athens, Greece



KEY QUESTION:

Does the collaboration, between the Infectious Diseases Unit and the Pharmacy of the hospital, improve the quality of health care services provided to ambulatory HIV patients



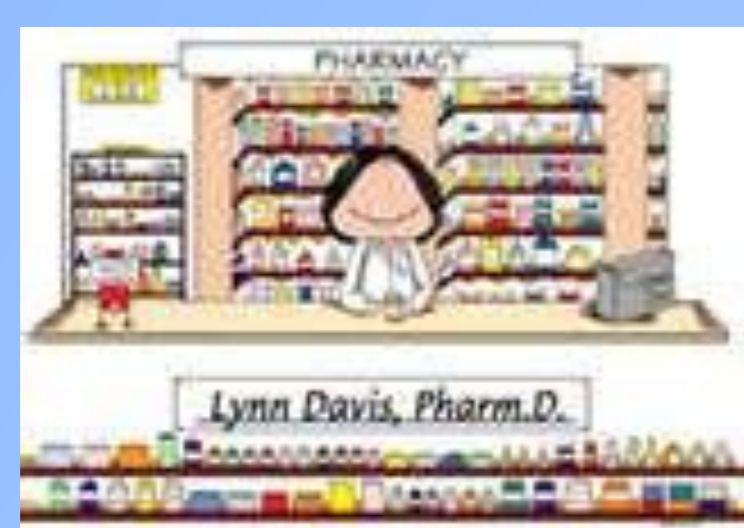
STUDY DESIGN:

HIV outpatients receiving ARV medication from the hospital pharmacy:

- October 25th - November 29th 2010 (170 patients) and
- October 25th - November 29th 2012 (245 patients)



- Prescription data:** collected from registries in both departments and
- Patient satisfaction data:** collected by direct interviews with the patients analyzed by SPSS®.

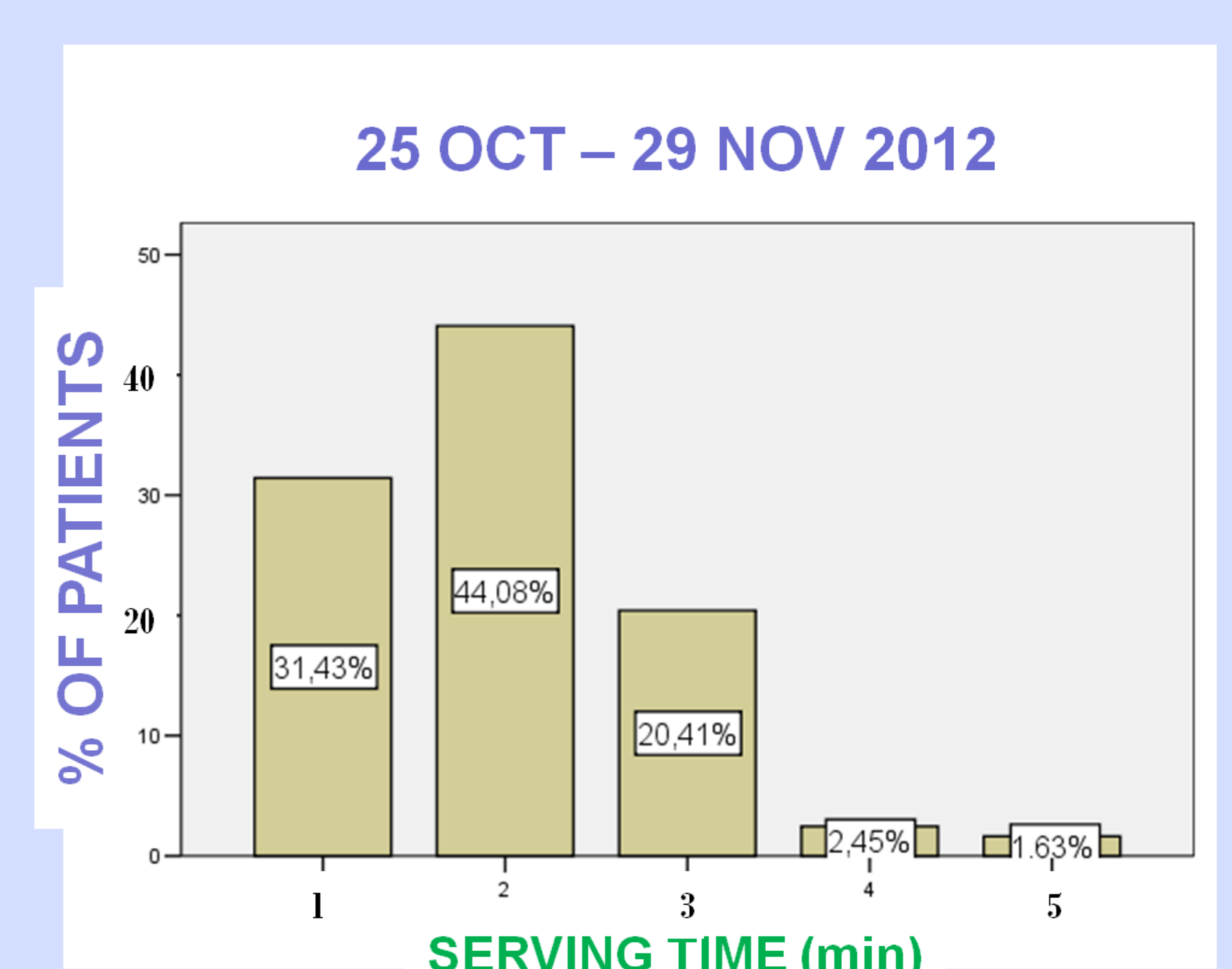
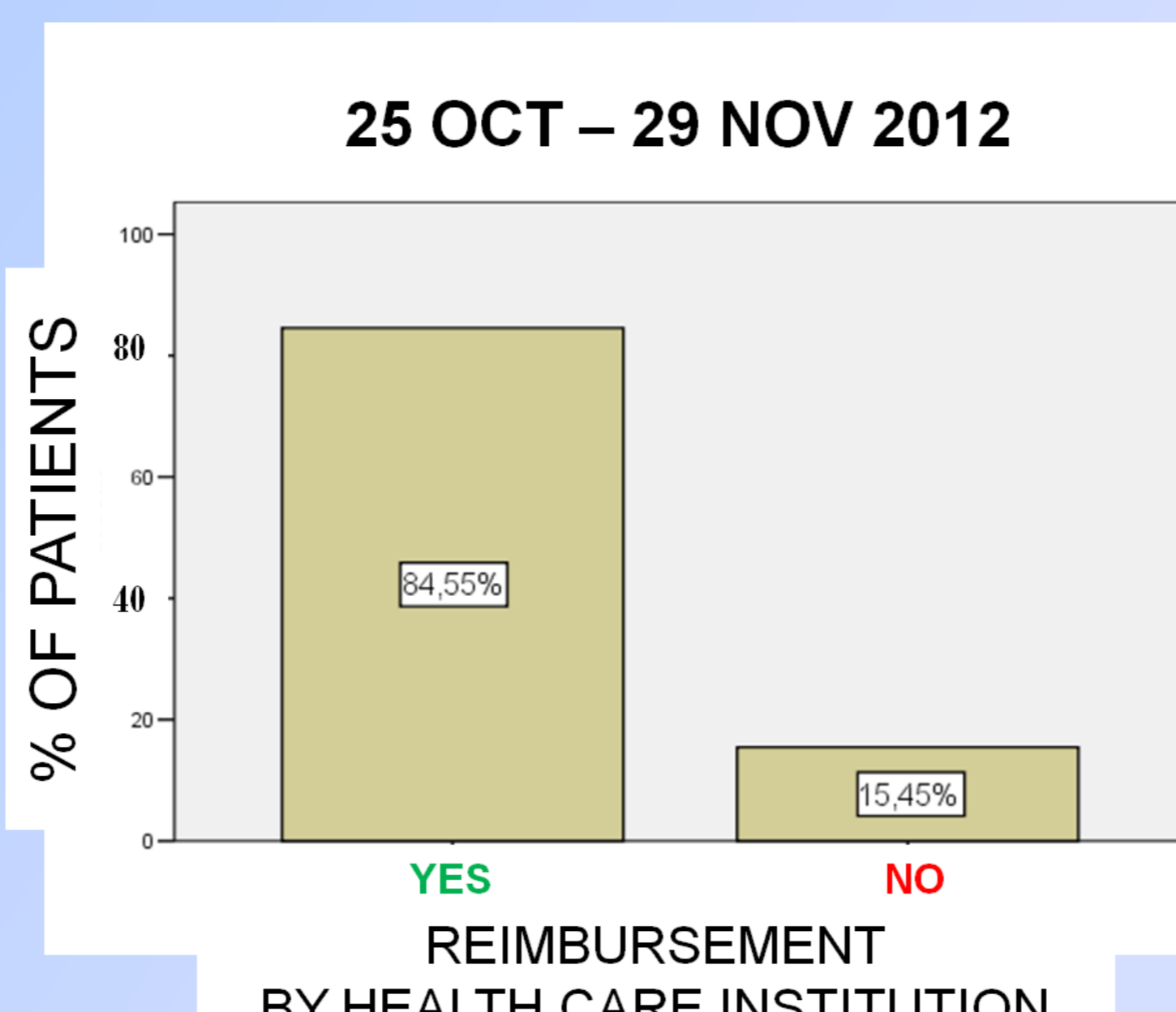
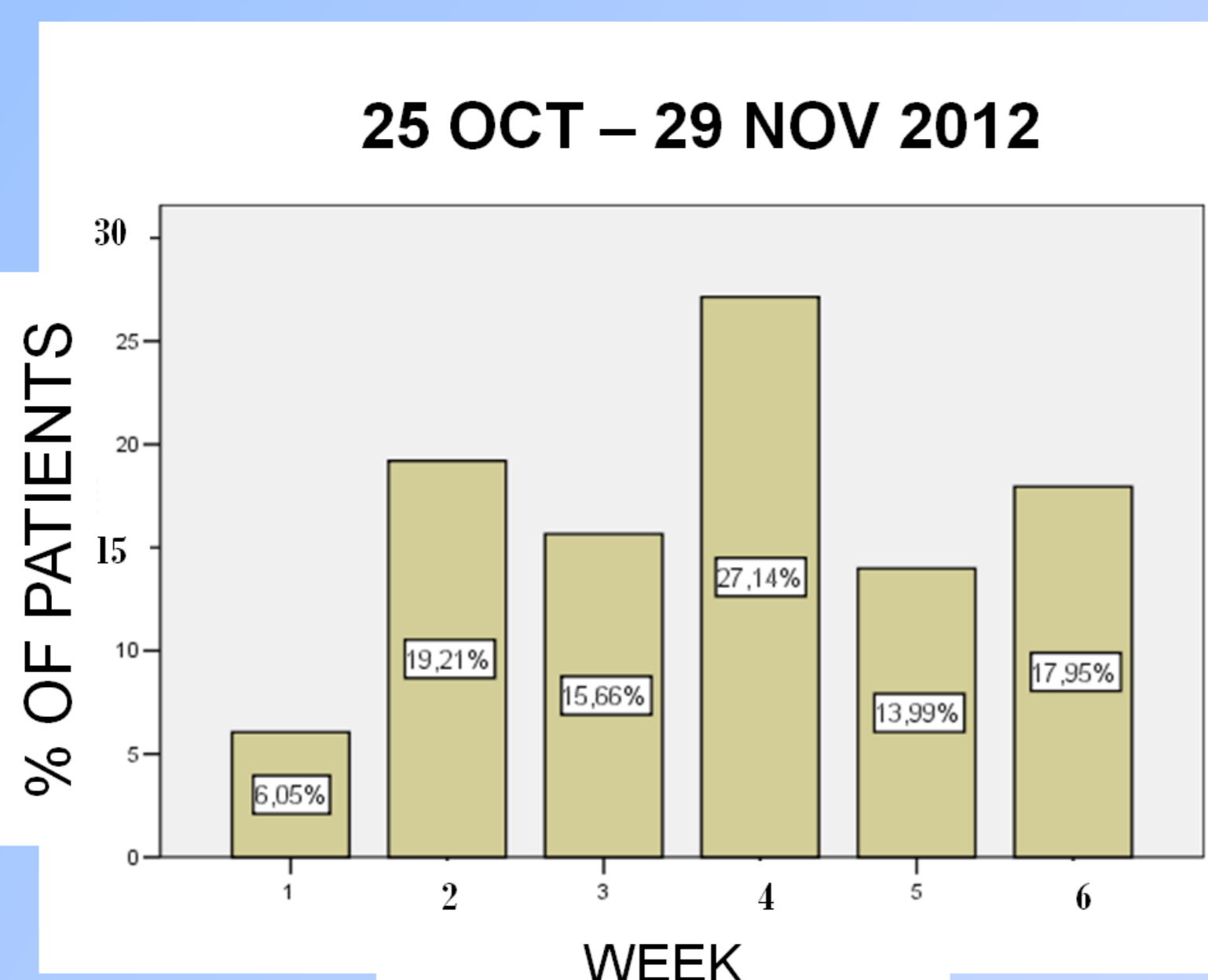


- Presence and assistance of a Social Worker employed by the Infectious Diseases Unit, but
- offering services in the hospital pharmacy, on a weekly basis,
- acting as a “link” between the patients and the health professionals in both units, since November 2010.

RESULTS:

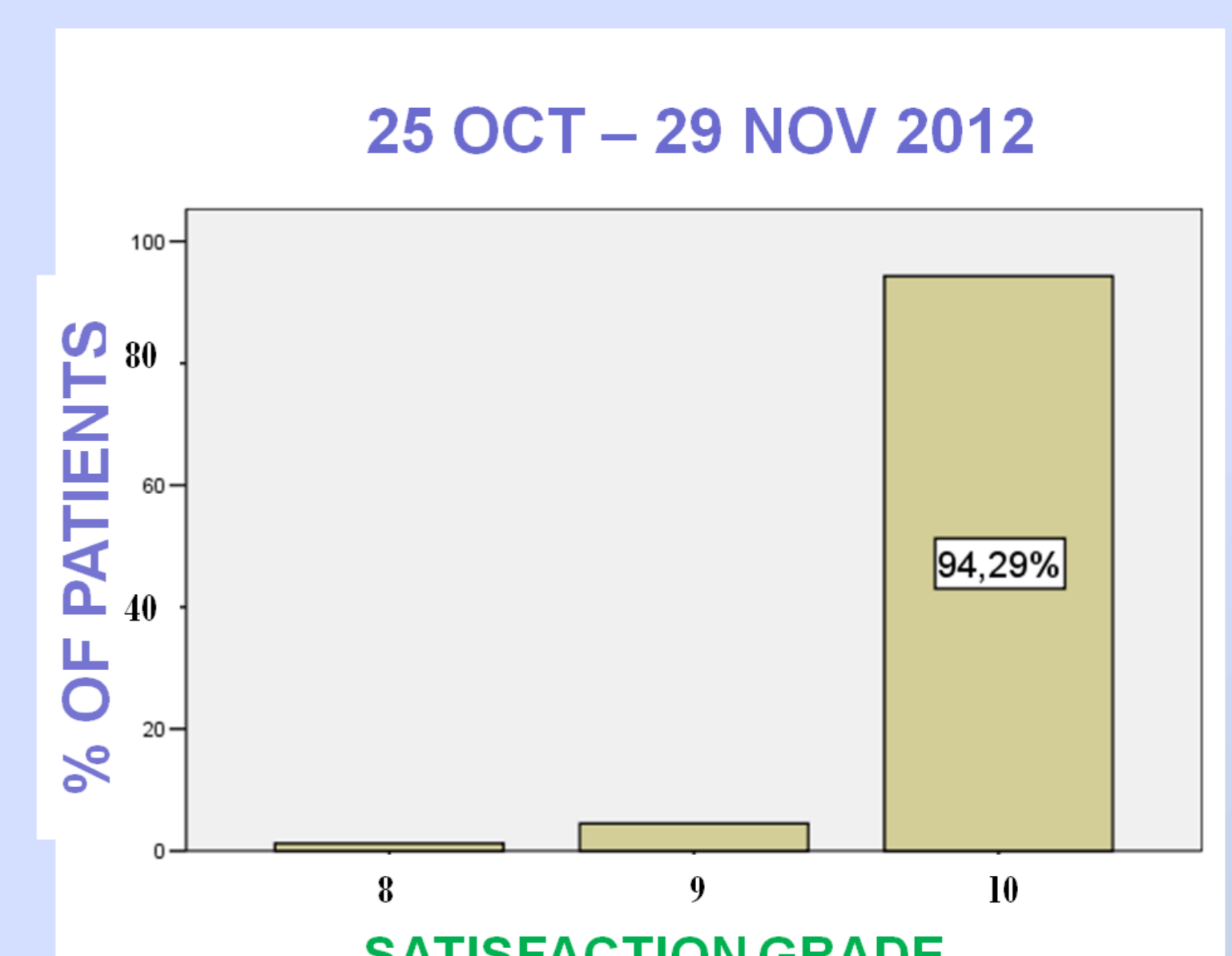
	ARV THERAPY No of patients	AMBULATORY No of patients	BY MAIL No of patients
2010	270	170 (63%)	100 (37%)
2012	341	245 (72%)	96 (28%)

	WAITING TIME AVERAGE min	SERVING TIME AVERAGE min	SATISFACTION GRADE AVERAGE (maximum=10)	ADDITIONAL INFO No of patients
2010	15	3	5	0
2012	1,3	2	9,9	98 (40%)



HIV = Human Immunodeficiency Virus
ARV = Antiretroviral

	INFORMATION REQUIRED			
	NO INFO No of patients	MEDICATION No of patients	ADMINISTRATIVE No of patients	OTHER No of patients
2012	147 (60%)	23 (9,3%)	27 (10%)	59 (24%)



DISCUSSION AND CONCLUSIONS:

Seamless care to HIV patients, appropriate and prompt administration of treatment and improvement of the quality of provided health care services was achieved, regardless of the lack of personnel and infrastructure, in the national health care system, through the collaboration of both departments, to the benefit of personnel and patients.

A questionnaire has been developed, implemented and is currently under process, in order to further access the personnel and patients' satisfaction with the provided health care services from both departments.

ACKNOWLEDGEMENTS:

We would like to thank the personnel of both departments and especially the patients that agreed to participate in the study.

