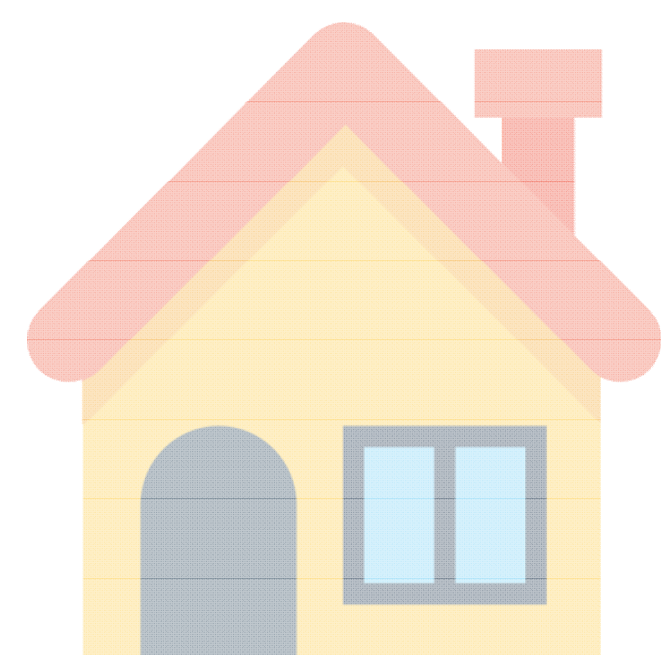
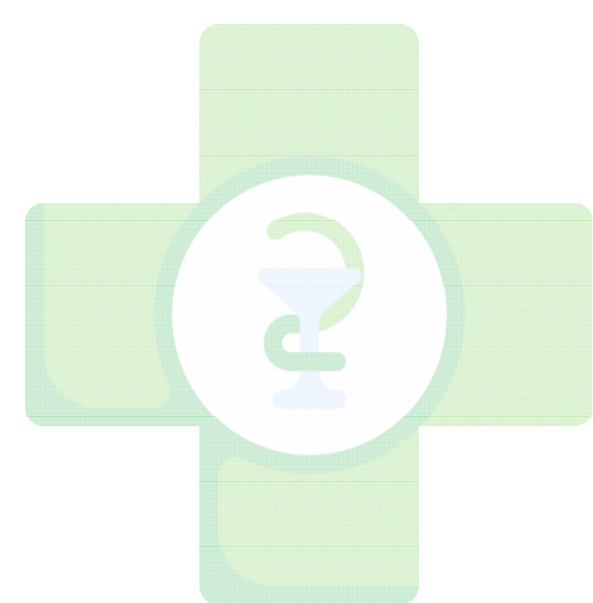


IMPROVING ACCESS TO CARE: PATIENT PROFILES AND SATISFACTION IN HOME MEDICATION DELIVERY SERVICES

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WHAT WAS DONE?



✓ Informed medication delivery at home managed by the **Hospital Pharmacy Service** and facilitated by information technologies

Advantages

- ✓ ↑ access to medication
- ✓ ↑ patients' quality of life
- ✓ ↓ avoiding unnecessary trips

Disadvantages

- ✓ ↑ additional hospital costs

WHY WAS IT DONE?

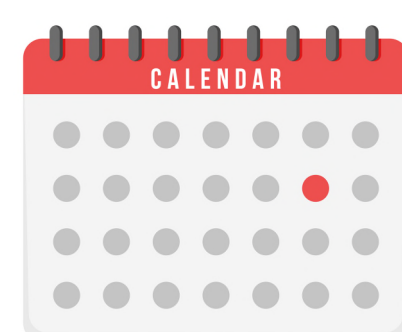


1. Analyze the profile of patients requesting medication delivery to establish priority criteria.
2. Evaluate patient satisfaction with this service in a tertiary care hospital.

HOW WAS IT DONE?



An observational, retrospective, non-interventional, descriptive study



Patients receiving medication delivery at home for **two months**

1

A **database** was created to collect the following information from electronic medical records and prescription systems :

- Gender
- Age
- Diagnosis
- Medication
- Employment status

2

122 patient's satisfaction were evaluated through a **survey**

Descriptive statistical analysis was performed.

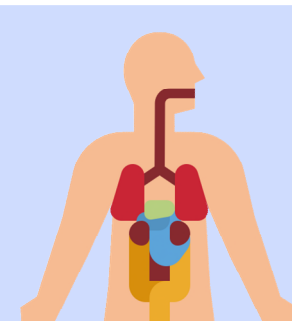
WHAT HAS BEEN ACHIEVED?



443 PATIENTS

55.1% women

Mean age of 57.3 years



- **Central Nervous System disorders** (16.0%) → Multiple Sclerosis (12.9%)
- **Rheumatological diseases** (15.1%)
- **Oncohematological patients** (9.3%)
- **VIH** (6.1%)



61.2% → **pensioners**

- Retired
- Rermanent disability



Satisfaction assessment

6.9/10

WHAT IS NEXT?

The results indicate that most patients using **informed medication delivery** at home face **difficulties traveling to the hospital**. These patients often have disabilities, reduced mobility or are unable to attend the hospital due to age, work-life balance, or family responsibilities. **This patient profile should be prioritized** for informed medication delivery services.

