

EXPREM Project: Transforming Pharmaceutical Experience for Multiple Sclerosis Patients

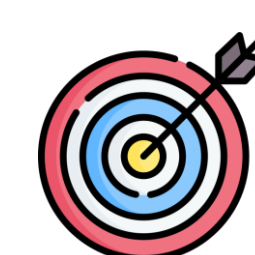
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WHY WAS IT DONE?

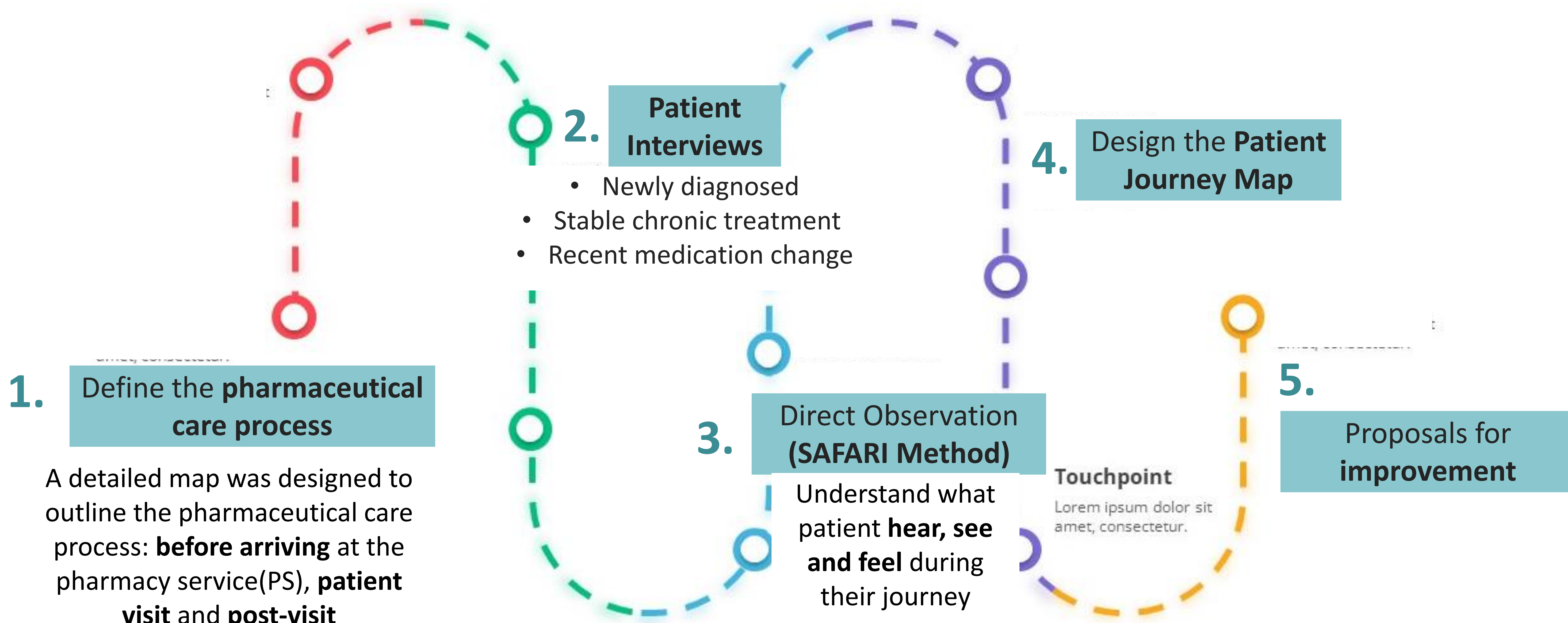
- The EXPREM project aimed to enhance the patient experience for individuals with Multiple Sclerosis (MS) undergoing pharmacotherapeutic follow-up at our hospital
- The project involved designing a Patient Journey ducting patient interviews at key touchpoints, and identifying strategies to improve

WHAT WAS DONE?



Identify gaps in **pharmaceutical care**, improve service efficiency, and create a more patient-centered healthcare environment

HOW WAS IT DONE?



WHAT HAS BEEN ACHIEVED?

Before arriving at Pharmacy Service



The need for a **digital appointment** management system to reduce waiting times and improve medication dispensing efficiency



Improvements in the **physical infrastructure** ensuring privacy, better signage, accessible facilities and developing health education programs, such as audiovisual health material for waiting times

Patient visit and follow-up



Expanding the use of **health apps, videoconsultation** to improve **real-time communication** and ensure the efficacy and safety of medication at home



Home medication dispensing to save time and reduce costs for patient

WHAT NEXT?

The methodology will be shared with other pharmacy services for broader implementation and the impact of these improvements on patient satisfaction and health outcomes will be systematically evaluated

