

Impact of survey for assessing patient satisfaction on pharmaceutical care at ambulatory care pharmacy

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Background and Objective:

- At the ambulatory care pharmacy of Ambroise Paré hospital, three investigations were carried out since 1996 for assessing patient satisfaction.
- The aim of these investigations was, as part of the managed care, to improve perception of welcome and to answer the wishes of patients.

Design:

- During one month, outpatients were selected by chronological arrival to the pharmacy.
- Patient satisfaction was assessed by data collection, on direct contact, using a questionnaire.
- Four aspects of patient satisfaction were evaluated :
 - general informations (easy access, opening hours),
 - premises (confidentiality, lighting, decor, cleanliness, surface),
 - welcome (kindness, availability, identification, delay of dispensing, quality of bags, waiting time below 15 min)
 - and overall satisfaction.
- A fifth parameter was evaluated in 2003 :
 - information about treatments.
- Each parameter comprised questions with binary answers (yes/no) and scales of suggestions.

Setting:

- Three investigations, between regular intervals (in 1996, 1999 and 2003), were conducted in these conditions at ambulatory care pharmacy.

Main Outcome Measures:

- The objective was to reach, in each parameter, at least 95% of satisfaction in 2003 (and 90% in 1996 and 1999).

Results:

- In March 2003, 172 questionnaires were distributed of which 166 were exploitable.
- Mean age of patients was 45 years with sex-ratio 2,1 (man/woman).
- Prescribed drugs related to antiretroviral (44%), respiratory diseases (10%) and hepatitis C (6%)therapies.
- The results may suggest that the stated level of satisfaction was high because a great number of parameters achieve the objectives: welcome (97%), information about treatments (95%) and overall satisfaction (97%); except for general informations (88%) and premises (87%).

Figure 1. Rate of satisfaction of "General informations"

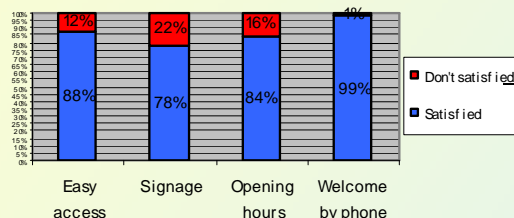


Figure 2. Rate of satisfaction of "Premises"

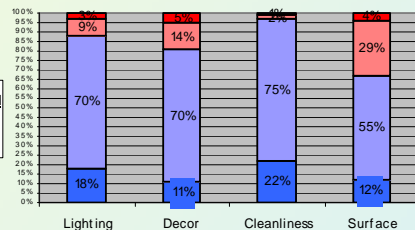


Figure 3. Rate of satisfaction of "Welcome / Staff"

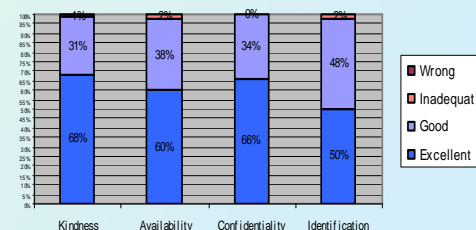


Figure 4. Rate of satisfaction of "Welcomel / Delais"

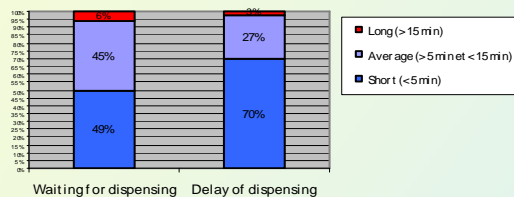


Figure 5. Rate of satisfaction of "Welcome : occupation during waiting"

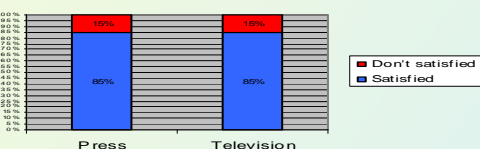


Figure 6. Rate of satisfaction of "Verbal information"

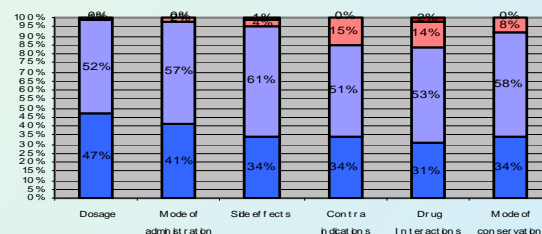


Figure 7. Rate of satisfaction of "Written information"

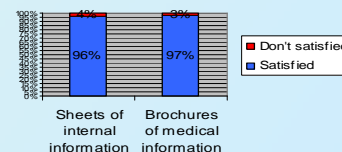
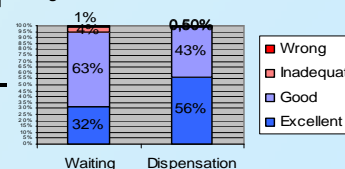


Figure 8. Rate of general satisfaction in 2003



- Following our successive assessments, important efforts were done concerning welcome and information of patients by pharmaceutical team. In particular, two programs:

- Cognitive Strategy to give tailored information about treatments of chronic diseases (in 2000)
- Cognitive, Behavioural and Affective Strategy to enhance adherence to antiretroviral therapy (in 2002).

- Recently, in March 2004, our ambulatory care pharmacy had also obtained new premises with suitable signage. However, impact of these improvements on patient satisfaction remains to be proved.
- Moreover, others great efforts remain to be made concerning opening hours.

Conclusions:

- Outcome assessment is a tracer.
- The best indicator of measurement of satisfaction is its evolution in time.
- The regular follow-up of patient satisfaction, as part of the managed care, finds to be a good method to assess the quality of the pharmaceutical care at outpatient dispensing.