

Optimising the Safety and Quality of Care through a Pharmacist Patient Experience Survey



Sarah Charles, Alexandra Edwards, Kirsten Lowe, James Ash, Jenna Maleki, Rosa Rustom

Pharmacy Department, The Royal Melbourne Hospital, Melbourne Health.

Background

The Royal Melbourne Hospital (RMH) routinely collects patient experience data on only two medication-related questions concerning the explanation of the purpose of medications and medication side effects. Knowledge of patients' perceptions of pharmacy services related to medication management was identified as a current gap.

Description

The Clinical Pharmacy Services (CPS) Committee developed a questionnaire to provide to patients on discharge which included questions related to the pharmacist's visibility and approachability during their hospital stay, what information was provided to patients regarding their medication, if the purpose and side effects of their medications were explained and whether the pharmacist spoke to the person who manages the patient's medications.

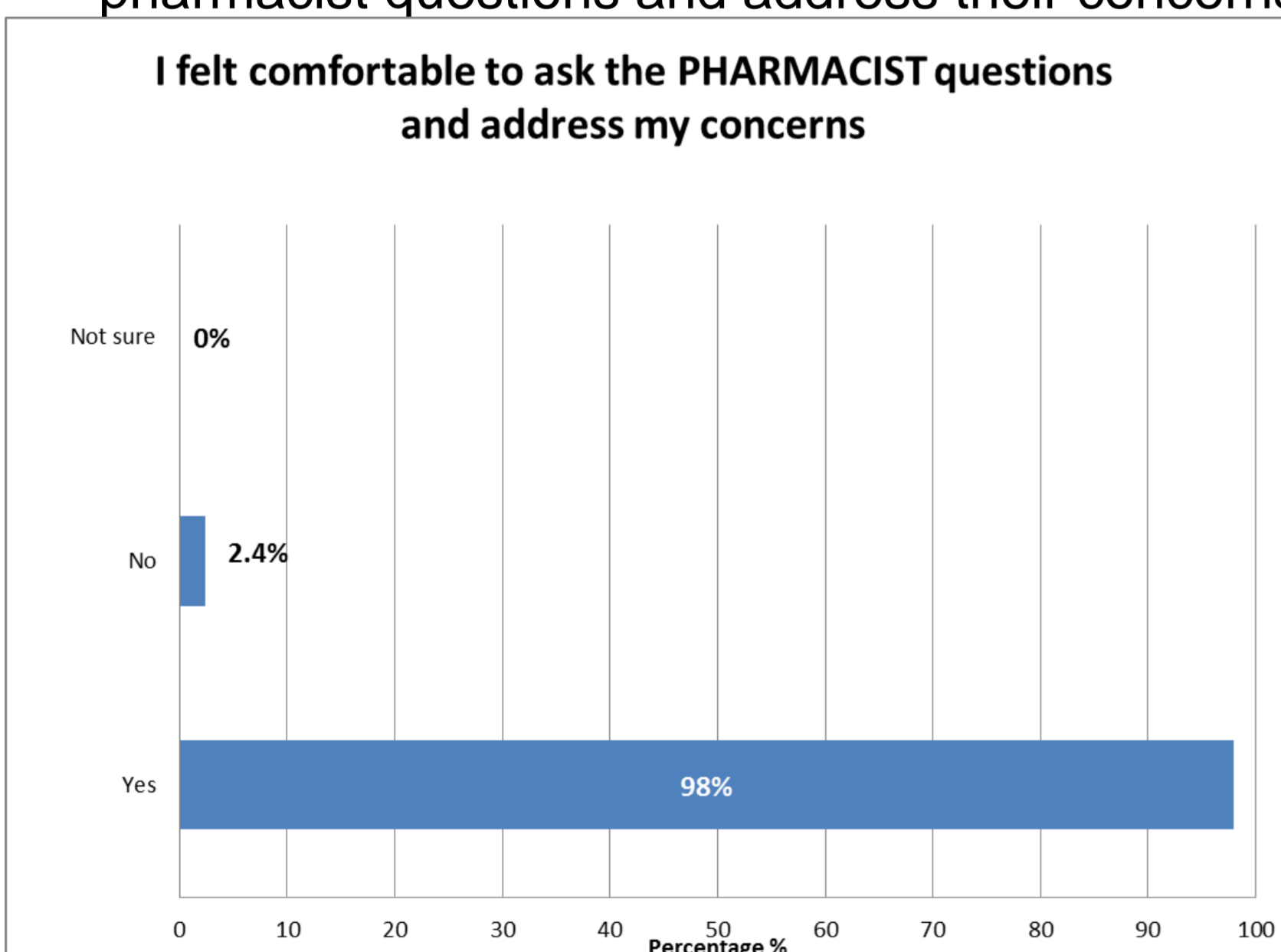
Action

Pharmacy technicians were responsible for ensuring all patients discharged with medications received a questionnaire over a two week period. The pharmacist was responsible for explaining the purpose of the questionnaire and the patient/carer had the option of completing the questionnaire in hospital or at home. A total of 83 patients/carers responded to the questionnaire.

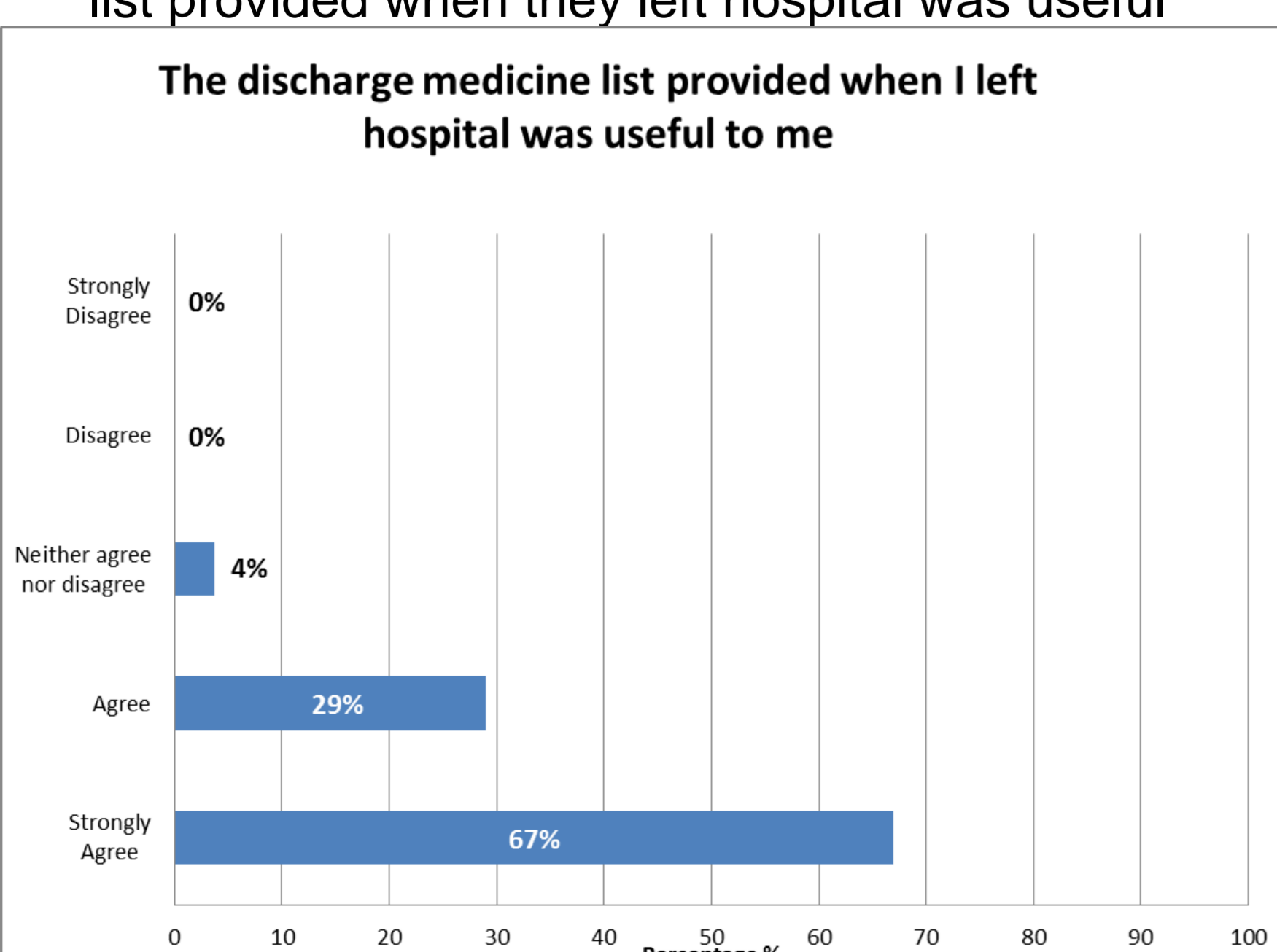
Evaluation

Data was entered into an online questionnaire database. **Areas of good performance included:**

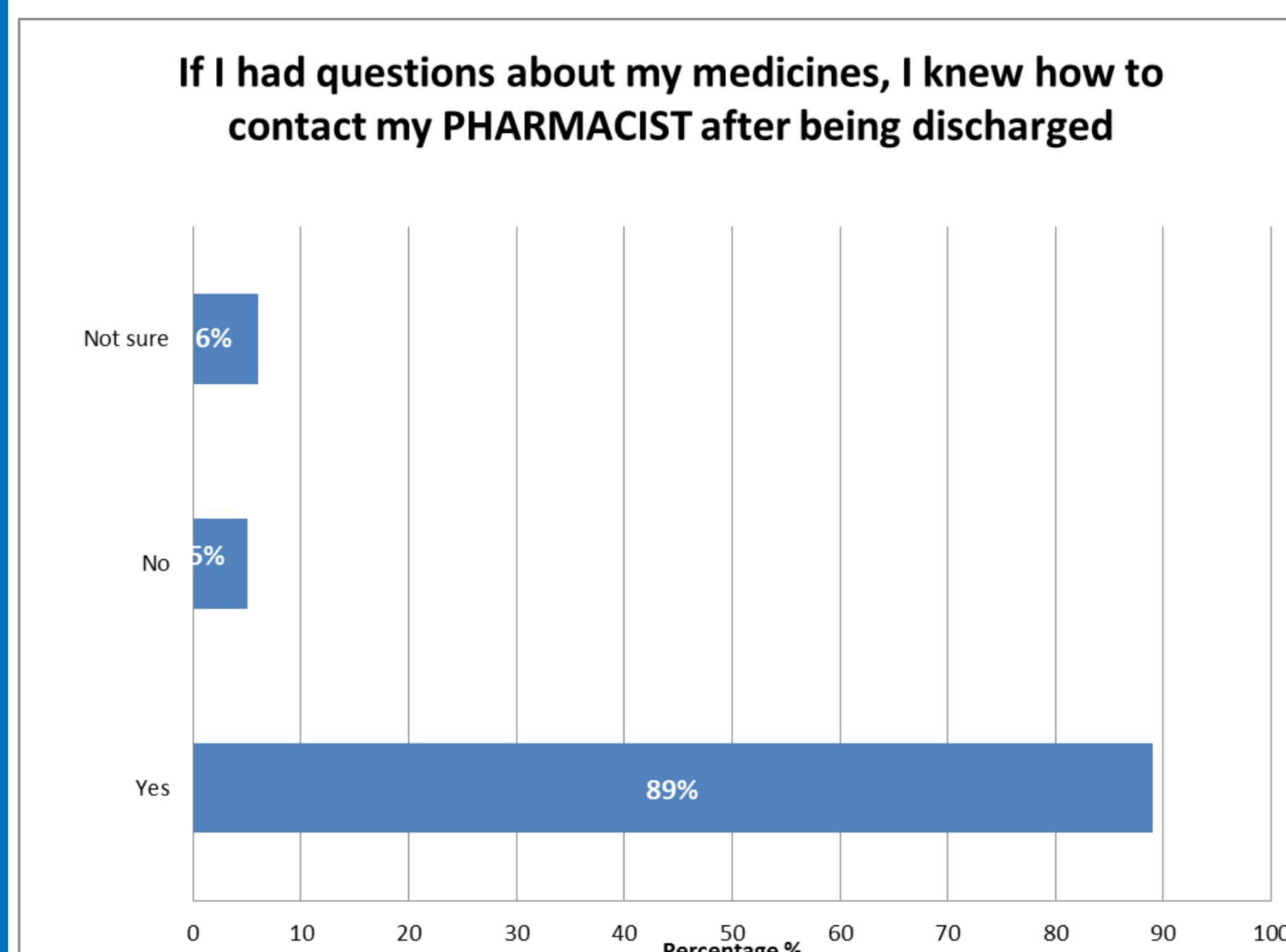
- 98% of respondents felt comfortable to ask the pharmacist questions and address their concerns



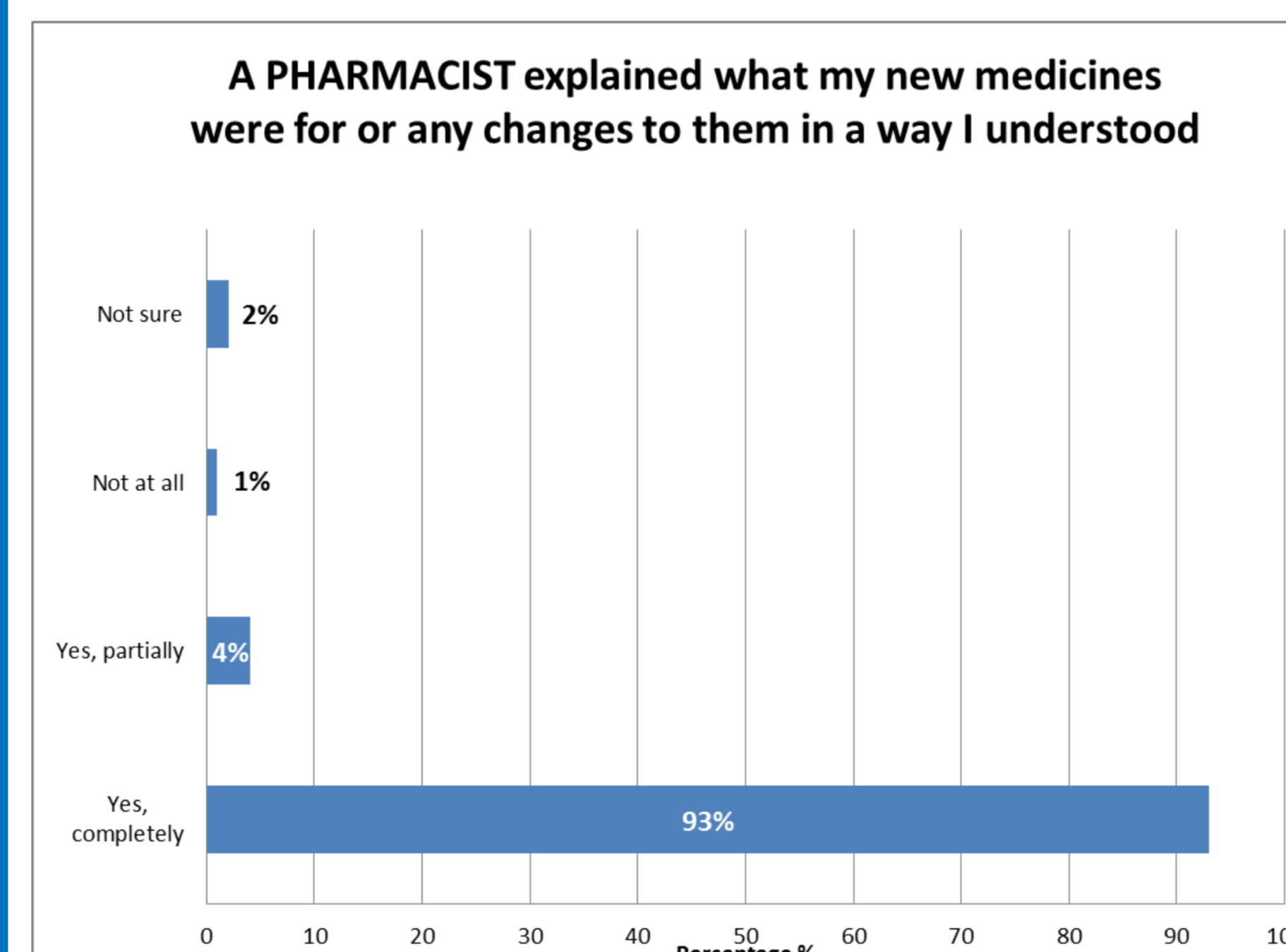
- 96% of respondents felt the discharge medicines list provided when they left hospital was useful



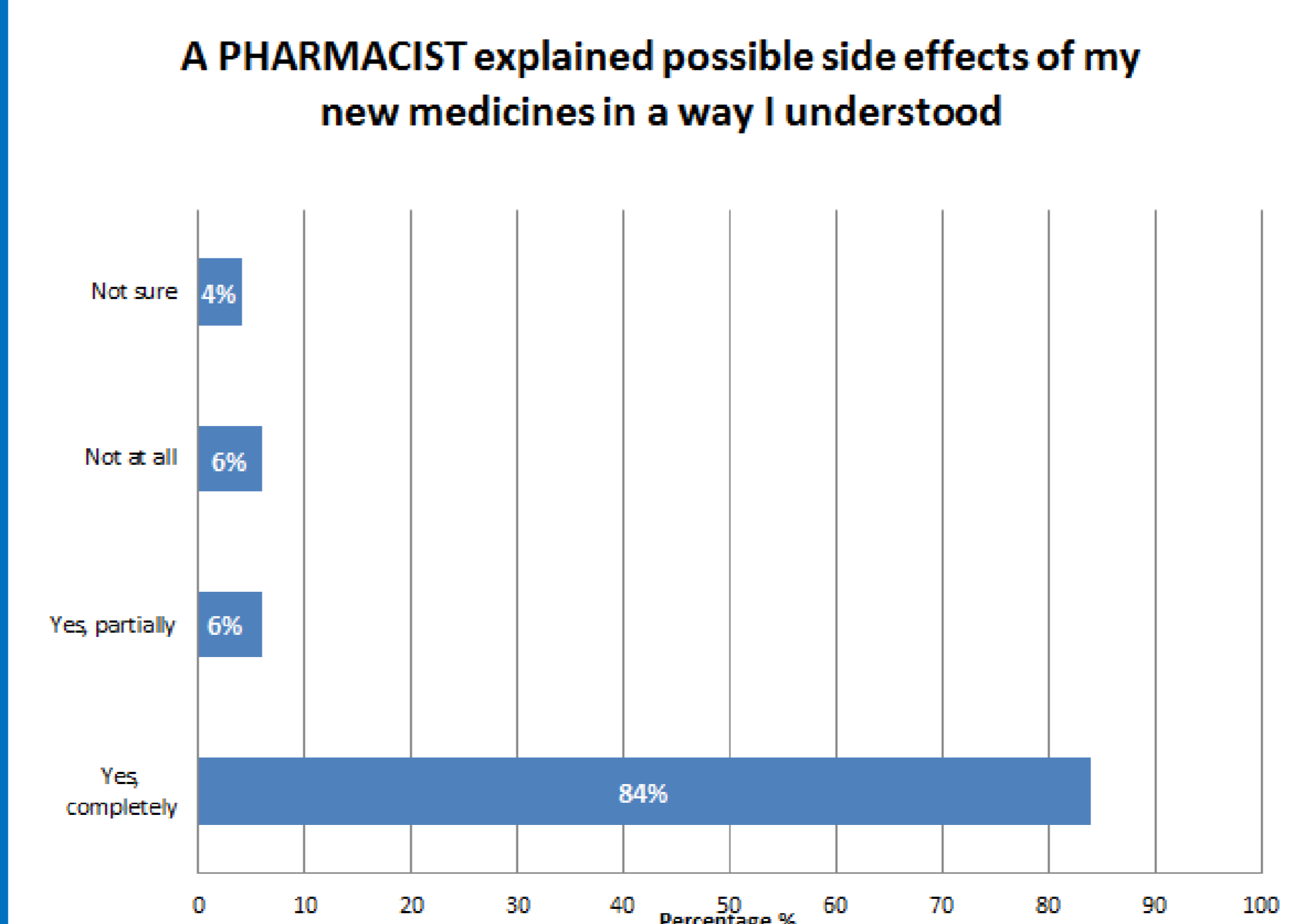
- 89% of respondents knew how to contact their pharmacist after being discharged



- 93% of respondents, said "Yes, completely" when asked if a pharmacist explained what their new medications were for or any changes to them in a way they understood. (compared to 87% in the monthly hospital Patient Experience Survey)

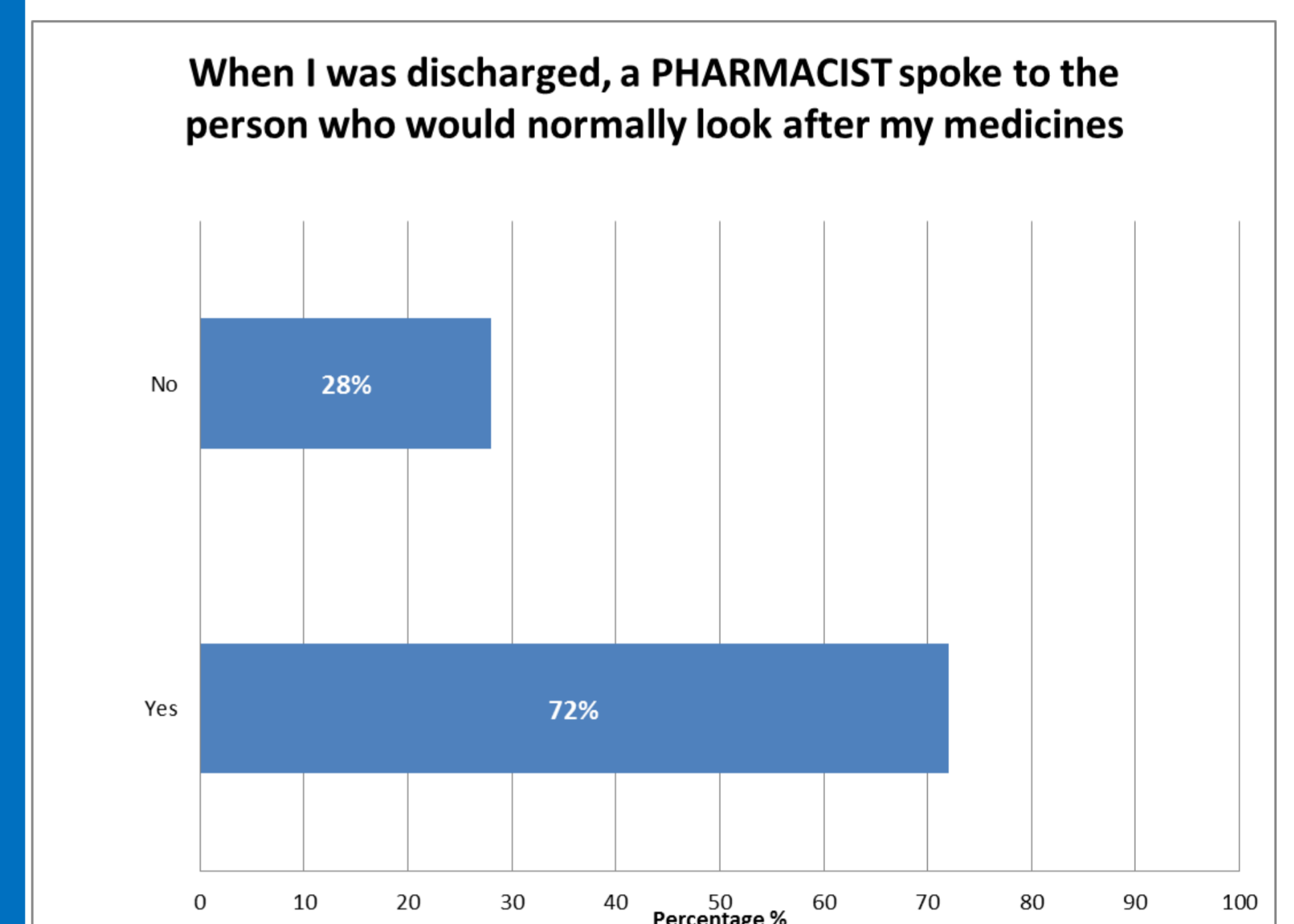


- 84% of respondents, said "Yes, completely" when asked if a pharmacist explained possible side effects of their new medicines in a way they understood (compared to 75% in the monthly hospital Patient Experience Survey)

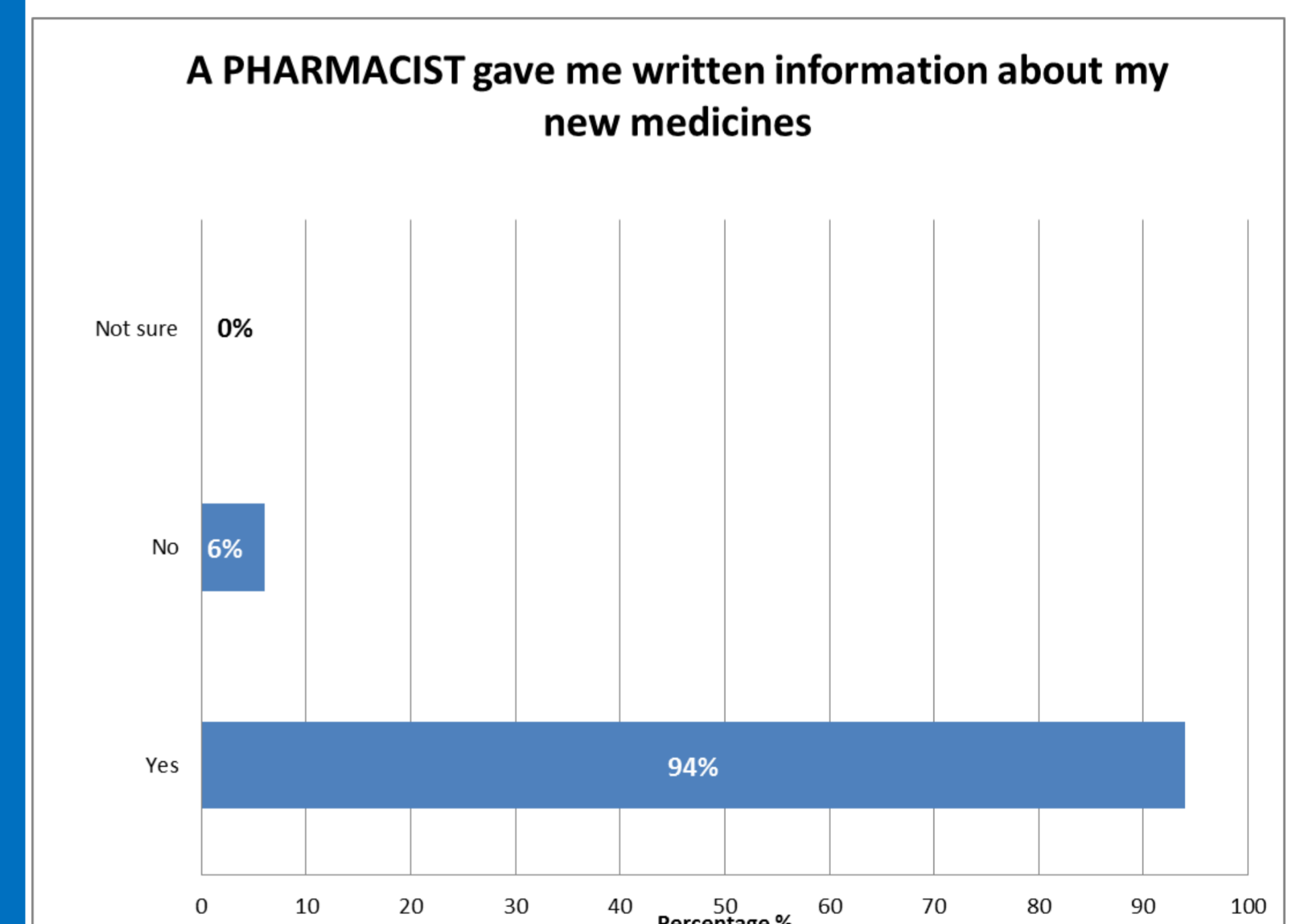


Areas for improvement included:

- 72% of patients agreed that when discharged, a pharmacist spoke to the person who would normally look after their medicines



- 94% of patients received written information about their new medicines (It is expected that all patients receive written information on new medications)



Implications

This questionnaire provides valuable information to both reaffirm the role of the pharmacist in patients' medication management and also identify areas for improvement to further optimise care. The CPS committee continues to take action to improve medication management and patient experience in response to the results from this questionnaire.

Contact: Sarah Charles

Pharmacy Department, The Royal Melbourne Hospital, Ph: 9342 7204
Email: sarah.charles@mh.org.au

Acknowledgements

Thankyou to the MH Clinical Pharmacy Services Committee and Pharmacy Department