Patient Satisfaction with Pharmacist Counseling

Kristina Burban  
*Cedarville University*, kburban@cedarville.edu

Samuel Franklin  
*Cedarville University*, sfranklin@cedarville.edu

Sarah Marks  
*Cedarville University*, smarks@cedarville.edu

Trevor Reed  
*Cedarville University*, trevorreed170@cedarville.edu

Brandon Spears  
*Cedarville University*, brandonlspears@cedarville.edu

*See next page for additional authors*

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Presenters
Kristina Burban, Samuel Franklin, Sarah Marks, Trevor Reed, Brandon Spears, and Aleda M.H. Chen.
Patient Satisfaction with Pharmacist Counseling

Kristina Burban; Samuel Franklin; Sarah Marks; Trevor Reed; Brandon Spears; Aleda M. H. Chen Pharm.D., M.S., Ph.D.

Background
- Since the implementation of the Omnibus Budget Reconciliation Act in 1990 (OBRA '90), pharmacies are required to offer counseling to patients when they fill prescriptions.1
- State laws are not consistent with respect to counseling.2
- Patients who live in states that set more stringent laws regarding counseling are better informed about their medications.3
- Patients who receive counseling are more likely to take their medicine properly and consistently.2
- Many people do not utilize their pharmacist’s knowledge, with as many as 25% of patients never speaking with their pharmacist.2

Methods
- A 14-item survey was created from background literature to address the study objectives as well as demographic information.
- 5 demographic items
- 7 items related to general counseling information
- 2 Likert-type questions
  - Participant satisfaction for various pharmacist-provided drug information, with 1=Very dissatisfied and 5=Very satisfied
  - Why other people would choose not to speak with their pharmacist.
- After undergoing expert- and peer-review, surveys were administered to patients at 4 different pharmacies: 1 chain and 3 independently-owned.
- Data were analyzed in SPSS using descriptive statistics, frequencies, and Chi-Squared tests to determine indicators for responses.

Objectives
- The primary objectives of the study were to determine the following:
  - Patient satisfaction with pharmacist counseling
  - Reasons why patients communicate or do not communicate with their pharmacists
  - Desired counseling information

Results

General Results
- Mean age = 49.5±16.5 years
- 33% Female, 67% Male

Satisfaction with prior counseling
- Very Dissatisfied: 0, Unsure: 5, Satisfied: 10, Very Satisfied: 15

How often patients are offered counseling
- Never: 0, Rarely: 5, Sometimes: 10, Often: 15, Always: 20

Insurance
- Primary source of information vs. Satisfaction of insurance information provided by pharmacist; p<0.001

Pharmacy type vs. Patient perception of how often they are offered counseling; p<0.001

Perception of How Often Counseling is Offered
- Patient perception of how often they are offered counseling vs. How well patients understand medical information given by pharmacist; p<0.002

Conclusions
- Patients seemed to be satisfied with received pharmacist counseling. However, not all patients perceived that counseling was always offered.
- Patients who were offered counseling more often seemed to better understand medical information given by the pharmacist.
- Patients whose primary source of medication information was either their doctor or pharmacist were usually satisfied with pharmacist-provided information on insurance.
- Patients at independent pharmacies seemed to perceive more frequent offers for counseling than at chain pharmacies.
- Limitations include the limited number of participants (n=49), especially at chain pharmacies (n=17) so results may not be representative.
- Future research could include further investigation into the differences in patient satisfaction between chain and independent pharmacies. Research could also include investigation of the difference between pharmacist perception of patient satisfaction and actual patient satisfaction.

References