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Assessing Patient Adherence and Satisfaction: Clinical Services Beyond the Pharmacy Counter

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Assessing Patient Adherence and Satisfaction: Clinical Services Beyond the Pharmacy Counter

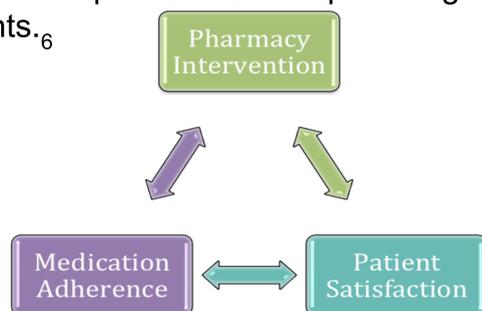
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STATEMENT OF THE PROBLEM

Background

- Current studies show that there has been an increase in medication adherence and patient satisfaction in patients who receive extra counseling beyond the pharmacy counter:
 - Decreased adverse effects¹, diabetes management², HIV/AIDS therapy³, and antidepressant adherence⁴ have all been shown to improve because of intervention beyond the pharmacy counter.
 - Intervention by pharmacists has been shown to reduce emergency room visits drastically.
 - Satisfaction with service has been demonstrated to have an effect on medication adherence.⁵
- Medication therapy management (MTM) and other similar services have been provided via mail order in the past, but telephone and face-to-face meetings are more accepted.
- Currently, about 65% of pharmacies are providing these types of services for patients.⁶



Significance of the Problem

- An estimated 50% of patients with chronic disease do not take medications correctly.⁷
- If patients do not take their medications as prescribed, they will not get the full therapeutic benefits.

OBJECTIVE

To establish a pharmacy intervention model that best provides patient satisfaction and improved medication adherence through the use of home visits and follow-up calls by pharmacists and pharmacy interns.

HYPOTHESES

Null Hypothesis:

- Patient satisfaction of pharmacy intervention will not change through the use of home visits and follow-up calls by pharmacists and pharmacy interns.
- Patient home visits and follow-up calls by pharmacists and pharmacy interns will have no effect on patient medication adherence.

Alternative Hypotheses:

- Patient satisfaction of pharmacy intervention will improve through the use of home visits and follow-up calls by pharmacists and pharmacy interns.
- Patient home visits and follow-up calls by pharmacists and pharmacy interns will improve patient medication adherence.

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PROPOSED METHODS

Study Design

- Cross-sectional observational study
- 90 day follow-up calls
- Follow-up calls will contain a survey conducted by Cedarville University pharmacy students

Sample

- Non-probability convenience sampling of patients leaving healthcare facilities to their private homes with requirements of medication management and therapy
- Patients must be using pharmacy services provided by Clark's Pharmacy

Intervention

- Third year professional pharmacy students will survey participants with a script of questions to ask each patient via phone call interviews.

Data Collection

- Administer survey via 90 day follow-up phone calls
- SPSS spreadsheets
- Data and identifiers stored on separate local drives

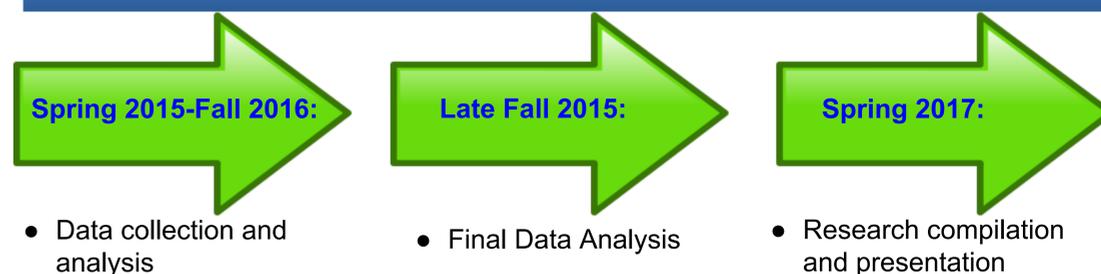
Measurement

- The 90 day follow-up survey will be used to measure patient satisfaction and medication adherence
- SPSS will be used to conduct all statistical analyses

PROPOSED ANALYSES

- Chi-square test for tracking enrollment in pharmacy intervention services with patient medication adherence and satisfaction of services.
- SPSS software
- Assessment of patient satisfaction of clinical services by likert scales and open/close-ended questions on a survey questionnaire.

PROJECT TIMELINE



- Data collection and analysis

- Final Data Analysis

- Research compilation and presentation

LIMITATIONS

- The convenience sampling and small sample size of this study may not be a good representation of the population. The results can be considered indicative, but not definitive.
- Positive bias in voluntary participants

FUTURE DIRECTIONS

- If successful, we can begin to implement these strategies into other pharmacies so that patient adherence of medications and satisfaction of pharmacy services will increase nationwide.
- We hope to increase health literacy in those who participate in medication therapy management services.