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

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Background
● Current studies show that there has been an increase in medication adherence and patient satisfaction in patients who receive counseling beyond the pharmacy counter:
  ○ Decreased adverse effects, diabetes management, HIV/AIDS therapy, and antidepressant adherence 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.
● 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.

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

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.

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.

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 METHODS
● 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.

PROPOSED ANALYSES

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

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.