



Evaluation of Primary Care Provider (PCP) and Patient Satisfaction With Pharmacy Services Provided in an Ambulatory Care Setting

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BACKGROUND

Comprehensive medication management delivered by an interdisciplinary health care team has been proven to help maximize patients' therapy.¹ Ambulatory care pharmacists are uniquely positioned to deliver this care with their expertise in identifying harmful drug interactions or adverse reactions and tailoring patient-specific medication regimens.

Kaweah Delta Health Care District (KDHD) serves Tulare County, which ranked 44th out of 58 counties in California for access to physicians, with a ratio of one physician to 925 patients in 2011.² In 2015, the ratio increased to one physician per 2,311 patients.³ The increasing disparity between available physicians and patients is an opportunity for ambulatory care pharmacists to step in and help physicians manage chronic diseases, such as diabetes and cardiovascular disease.

As the pharmacist's role in the chronic management of ambulatory care sensitive conditions continues to grow, it is important to assess patients' and providers' satisfaction with ambulatory care pharmacists' efforts for recognition and quality improvement. In 2016, a patient satisfaction survey for pharmacists providing comprehensive care management was created and validated by the Health-System Alliance for Integrated Medication Management (HAImm). This survey provides the first steps towards making assessments of ambulatory care pharmacists and understanding their impact, and this survey is utilized in this study.⁴

OBJECTIVE

To assess provider and patient satisfaction with ambulatory care pharmacy services provided in a primary care setting at a district teaching hospital

STUDY PROCEDURES

Study Period: February 2020 to August 2020

Patient Satisfaction Survey:

The HAImm patient satisfaction survey, provided in both English and Spanish, will be mailed to patient study participants meeting criteria. Patients that meet inclusion criteria will be identified through patient chart review from the EMR. The chart review will also identify patients that meet exclusion criteria.

- **Inclusion Criteria:** Adults patients with ≥2 visits with an ambulatory care pharmacist within the past 6 months, including telehealth visits. A total of 518 patients met inclusion criteria for this study.
- **Exclusion Criteria:** Deceased patients and patients whose mailing address could not be located through the patient chart record at Kaweah Delta Medical Center. Patient exclusion is pending chart review.

Study participants will be given 3 months to complete the 5 to 10 minute survey and will return the prepaid, pre-addressed surveys to Kaweah Delta. After the 3 month period, data will be transcribed and analyzed.

Provider Satisfaction Survey:

Currently, there are no validated tools assessing physician satisfaction with ambulatory care pharmacist services. Study coordinators performed a literature search and gathered survey questions from published studies to build the survey.⁵ Prior to finalizing survey, study coordinators sent out a Qualtrics survey to ambulatory care pharmacists to evaluate relevance, language, and efficacy of the draft provider satisfaction survey. After reviewing pharmacist input, the final provider satisfaction survey will be distributed via Qualtrics to provider study participants meeting criteria. Chart review will identify providers that meet inclusion and exclusion criteria.

- **Inclusion Criteria:** Provider that has referred at least 5 patients to an ambulatory care pharmacist. Provider enrollment is pending chart review.

STUDY PROCEDURES, continued

Statistical Analysis:

Results from both surveys will be analyzed using the Mann-Whitney U Test, appropriate for non-parametric, ordinal data.

Provider Satisfaction Survey

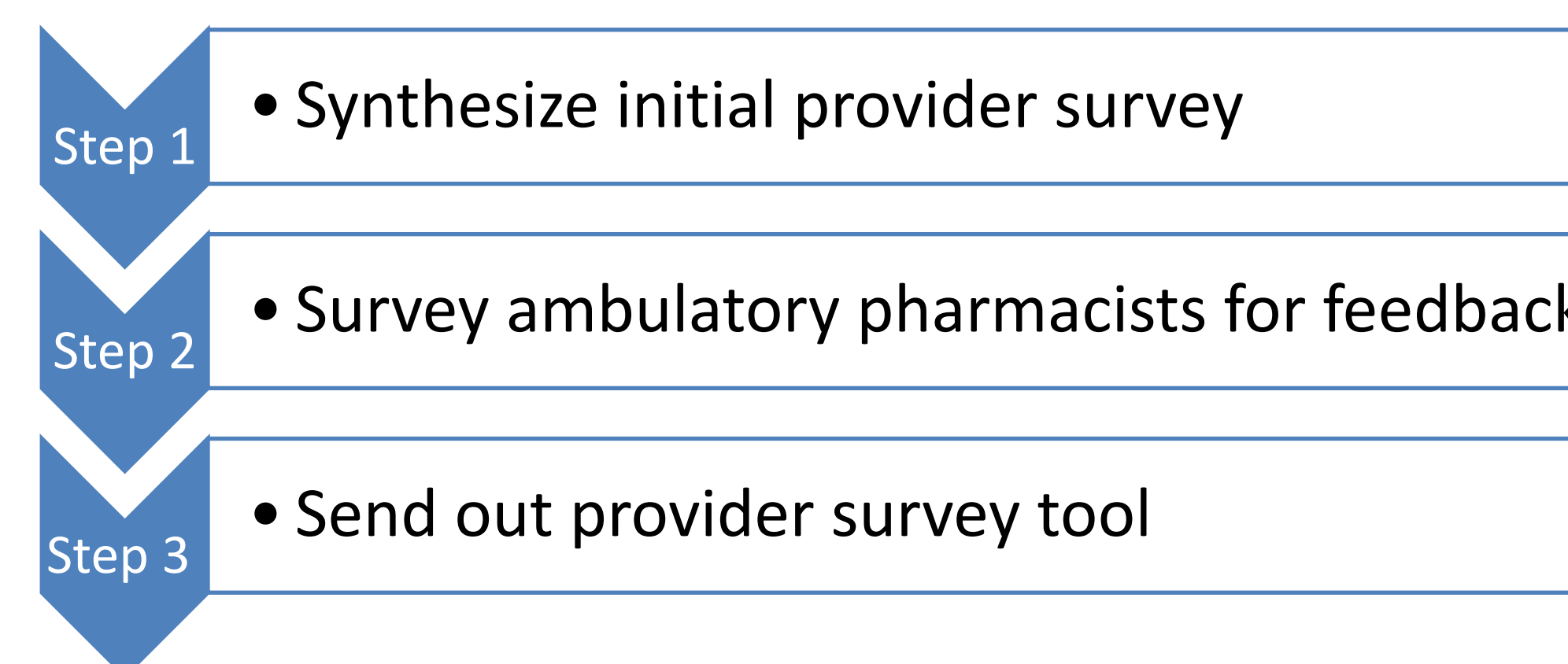


Figure 1: Procedures for Provider Satisfaction Survey

SURVEY TOOLS

Patient Satisfaction Survey:

- Provided in both English and Spanish
- Ten 5-point Likert-scale questions with the following answer selections:
 - "Strongly agree, agree, disagree, strongly disagree, N/A"

Patient Satisfaction Survey
1) My clinical pharmacist helped me to understand why I am taking each of my medicines.
2) My clinical pharmacist helped me understand how to know if my medicines are working.
3) My clinical pharmacist made certain that my medicines are safe.
4) My clinical pharmacist helped me find easier ways to take my medicines.
5) My clinical pharmacist helped me understand the best ways to take my medicines.
6) My clinical pharmacist is working as a team member with my other health care providers.
7) After talking with my clinical pharmacist, I feel more confident to manage my medicines.
8) My clinical pharmacist listened to concerns about my medicines.
9) I would recommend my clinical pharmacist to a family member or friend.
10) Overall, how would you rate the quality of care and services you received from the clinical pharmacist?

Open Ended Question: How can we improve our services?

Table 1: The HAImm Patient Satisfaction Survey

Provider Satisfaction Survey:

- Finalization of survey tool and implementation of survey is pending.

RESULTS

- Results pending.

DISCUSSION

- An estimated 518 patients are eligible for receiving a survey, and this is still pending chart review for exclusion criteria.
- A response rate of 30% is considered reasonable.⁶
- A sample size of n= 155 patients is hoped to be achieved.
- The study will allow for utilization of quality assurance measures of ambulatory pharmacy care services at Kaweah Delta.
- The results should make an impact on Kaweah Delta's decisions in funding, training, hiring practices, and integration of pharmacist in primary care healthcare team
- The study will identify of areas for improvement within care provided by ambulatory care pharmacists

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