

What Patients Want: Preferences Regarding Hospital Pharmacy Services

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Rationale: Recently discharged patients were surveyed about their preferences for pharmacy services as part of a phone questionnaire to determine the percentage of patients who recalled interacting with the pharmacist during their hospital admission (CSHP 2015 Objective 1.5).

Objective: To analyse content of former patients' open-ended survey responses to a telephone questionnaire.

Methods: A telephone questionnaire was conducted with former inpatients randomly selected following discharge from hospitals in Horizon Health Network, New Brunswick. Responses were recorded to the question "what service or information would you like a pharmacist to provide in the hospital that would most help you in managing your medications?" Two raters established response categories, obtained acceptable inter-rater agreement, and independently scored the survey responses.

Results: Sixty-three percent (n=445) of all responses obtained were related to Information About Medication (e.g. purpose, adherence, side effects). Self-Disclosure (23.7%, n=167), detailing experiences with pharmacies, medication or hospital, was the second most common global category. Subjects' responses were less frequently associated with Pharmacy Services (7.7%, n=54) and their Information Source for Medications (5.3%, n=37).

Conclusions: Most patients would like a pharmacist to provide a general medication overview during their admission. Results suggest many patients are unaware of other clinical pharmacy services.

Key words: clinical pharmacy services, expanded pharmacy services, patient expectations