

# Understanding patient perceptions of the delivery of patient-centred care by clinical pharmacists



Ballarat Health Services  
Putting your health first

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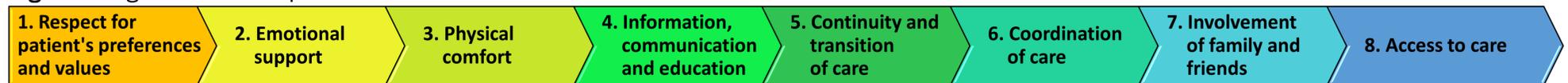
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## Background

It is recognised that patients can take a more direct role in their health [1], and assessing health care through the eyes of the patient is increasingly important [2]. Currently there is no globally recognised definition of patient-centred care. Eight domains identified by Picker Institute/Harvard Medical School (see Figure 1) are regarded as the most commonly accepted principles for patient care surveys [3], however no pharmacy-specific tool exists to collect this information.

Figure 1. Eight Domains of patient-centred care



## Aim

To evaluate and explore patient perceptions of care provided by a regional clinical pharmacy service through the development of a patient care survey.

## Methods

Following review of literature and previously validated surveys, a 10-question survey (see Figure 2) was constructed and pilot tested to assess clarity of questions. Eligible participants were acute medical inpatients aged 18 years or older who had at least one interaction with a clinical pharmacist and were able to independently answer the questions. Surveys were distributed to participants by researchers and nursing staff assisted with return of surveys by placing in an allocated box on the ward. Data was collated as proportion of positive responses (yes, agree/strongly agree, good/outstanding) to each question. This research was approved by the Ballarat Health Services and St John of God Human Research Ethics Committee (#44261).

## Results

Of the 51 surveys distributed, 44 (86%) met eligibility criteria and were included in the final analysis. The median age of participants was 56 – 79 years old, with an even number of males and females. Overall the clinical pharmacy service was rated positively (good/outstanding) by 93% (n=41) of participants. In terms of patient-centred care, participants most strongly agreed that pharmacists considered **physical comfort** (domain three), provided **emotional support** (domain two) and **communicated information/provided education** (domain four) during consultations (see Figure 3). Domains five (continuity/transition of care) and eight (access to care) were identified as possible areas for improvement with 39% (n=17) indicating they were unsure how to contact the pharmacist for future concerns or follow up after discharge and 30% (n=13) of participants indicated their time with, and access to a pharmacist during their admission was inadequate.

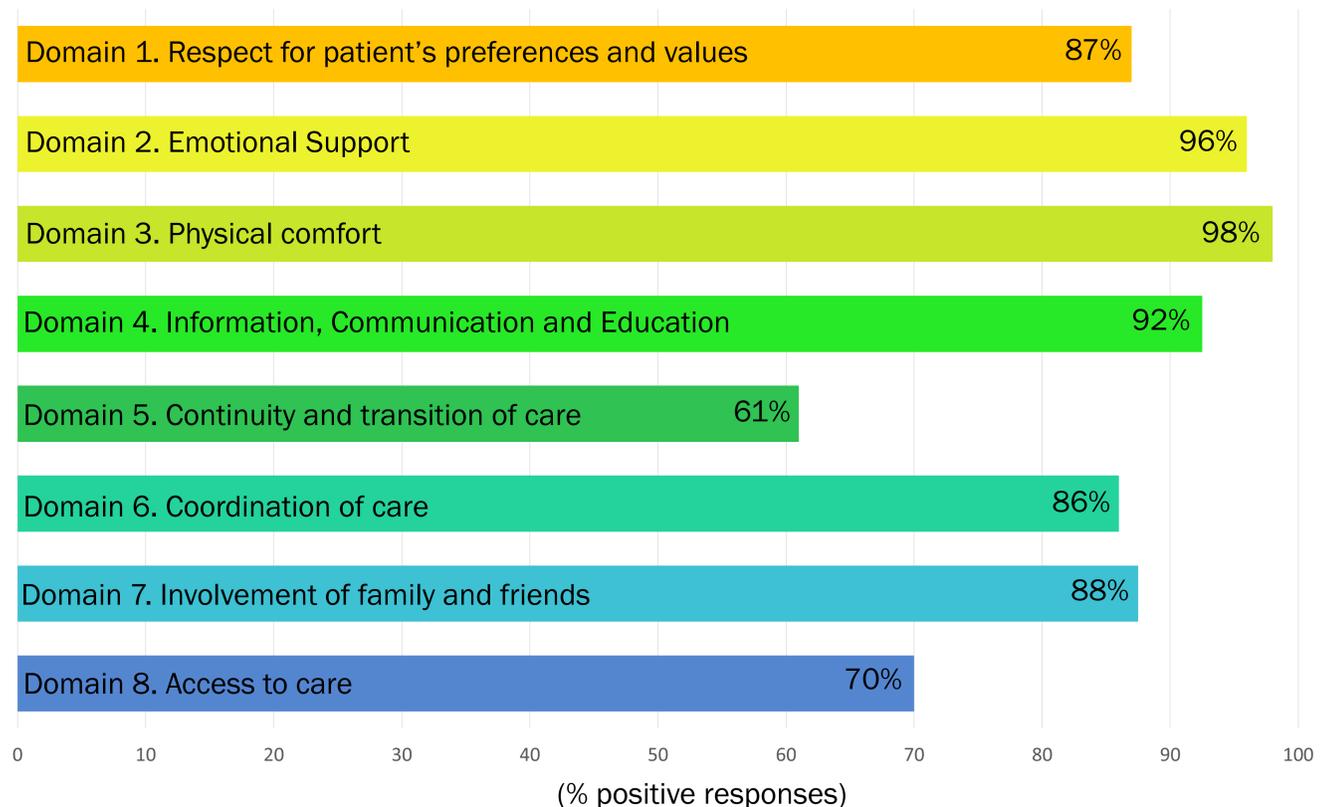
### Additional feedback from participants



Figure 2. Survey Questions

The pharmacist considered what was important to me	DOMAIN 1	
The pharmacist considered my feelings during our interview	DOMAIN 1	DOMAIN 2
The pharmacist listened to my health concerns	DOMAIN 1	DOMAIN 4
I felt supported and cared for when speaking to the pharmacist	DOMAIN 2	
I feel more confident about taking my medicines	DOMAIN 2	DOMAIN 4
The pharmacist made sure I was comfortable during the interview	DOMAIN 3	
I understood clearly what the pharmacist explained to me	DOMAIN 4	
The pharmacist told me how to contact them for any future concerns	DOMAIN 5	DOMAIN 6
The pharmacist involved my friends and family in my care when necessary	DOMAIN 7	
I felt I had adequate time with and access to the pharmacist during my stay	DOMAIN 8	

Figure 3. Percentage of positive responses to survey questions



## Conclusion

A tool to explore perceptions of care delivered by clinical pharmacists demonstrated strong adherence to patient-centred care principles, as reported by acute medical inpatients, with some areas for improvement identified. This tool could be applied to other patient groups or broader healthcare settings to help gain further insight from the patient perspective.

### References

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[2] Winget M, Haji Sheikhi F, Asch SM. Development of a tailored survey to evaluate a patient-centered initiative. *Am J Manag Care*. 2018;24(2):e37-e44.

[3] Australian Commission on S, Quality in Health C. Patient-centred care: improving quality and safety through partnerships with patients and consumers. Darlinghurst: Australian Commission on Safety and Quality in Health Care; 2011.

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