**Background**

Accreditation standards require specialty pharmacies (SP) to measure patient satisfaction in order to identify performance trends for quality improvement. A patient satisfaction survey and tool for specialty pharmacies should be short, conveniently administered, and metric driven to be feasible.

**Objective**

To optimize the implementation and analysis of a patient satisfaction survey in specialty pharmacy.

**Methods**

Therigy developed a 7-item Patient Satisfaction (PSAT) survey covering 3 domains: satisfaction, staff communication, and patient advocacy. The satisfaction domain measures satisfaction with education and counseling on medications and health conditions, accuracy/condition of prescription filled, pharmacy’s ability to resolve issues and speed of services. The survey provides an aggregate numerical satisfaction score ranging from 20 to 100. The numerical value is stratified by level of satisfaction from very dissatisfied to very satisfied. The survey was conducted across specialty pharmacies through TherigySTM including surveys completed in the office, over the phone, or sent as a text to patient’s mobile device.

Retrospective analysis on surveys generated within TherigySTM was run and data gathered through TherigyInsights from March 2020 through June 2021. Pharmacies must have been established in the TherigySTM system for at least 1 year. Patients were included if one or more surveys were completed during the study period. Data was analyzed to observe survey completion rate and the use of mobile enabled survey.

**Results**

The survey was implemented in 51 specialty pharmacies of which 33% were non-health system SPs and 67% were health system SPs. There were 5,539 surveys generated within the study period, of which 2,376 activities (43%) were successfully completed with a valid score in 1,983 patients. Surveys completed on a patient’s mobile device accounted for 22% (522) of all completed surveys.

**Survey Response Rate**

- **43%** 2,376 Activities Completed
- **57%** 3,163 incomplete

**5,539 Surveys Generated for 1,983 Patients**

**Conclusion**

The 7-item Therigy Patient Satisfaction (PSAT) survey administered through TherigySTM platform optimizes the measurement of patient satisfaction in specialty pharmacies. Opportunities exist for widespread pharmacy adoption and increased patient participation rate. Additional pilot studying the turnaround time for patients to complete PSAT survey would be beneficial.