Understanding patient perceptions of the delivery of patient-centred care by Clinical Pharmacists at a large regional health service

Aleesha Lindsay, Hannah Leeson, Anna Wong Shee and Renee Dimond

November 2018
Understanding patient perceptions

No current globally-recognised definition for patient-centred care
Picker Institute and Harvard Medical School – 8 domains

Aim
To evaluate patient perceptions of the clinical pharmacy service through the development of a survey tool focusing on 8 domains of patient-centred care

Method
• Literature review and validation
• 2 cohorts – general medical and cardiac patients
• Inclusion criteria (all) - ≥1 interaction with clinical pharmacist, >18 years old, able to independently complete survey
Understanding patient perceptions

Results

% of positive responses to questions reflecting 8 domains of care

- Domain 1: 78% General medical, 94% Cardiac
- Domain 2: 93% General medical, 99% Cardiac
- Domain 3: 96% General medical, 100% Cardiac
- Domain 4: 89% General medical, 96% Cardiac
- Domain 5: 50% General medical, 72% Cardiac
- Domain 6: 50% General medical, 72% Cardiac
- Domain 7: 81% General medical, 94% Cardiac
- Domain 8: 55% General medical, 85% Cardiac

General medical | Cardiac
Understanding patient perceptions

Limitations

- Small sample size
- Unable to capture all participants at point of discharge

Conclusion

Overall the perceptions of clinical pharmacy at BHS appear positive. The results from the developed tool provide better insight and understanding of areas requiring improvement.

Thank you for listening to our presentation!