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# Patient Satisfaction with Pharmacist Counseling

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Burban, Kristina; Franklin, Samuel; Marks, Sarah; Reed, Trevor; Spears, Brandon; and Chen, Aleda M.H. ., "Patient Satisfaction with Pharmacist Counseling" (2013). *The Research and Scholarship Symposium*. 6.  
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**Presenters**

Kristina Burban, Samuel Franklin, Sarah Marks, Trevor Reed, Brandon Spears, and Aleda M.H. Chen .





# Patient Satisfaction with Pharmacist Counseling

Kristina Burban; Samuel Franklin; Sarah Marks; Trevor Reed;  
Brandon Spears; Aleda M. H. Chen Pharm.D., M.S., Ph.D.

## Background

- Since the implementation of the Omnibus Budget Reconciliation Act in 1990 (OBRA '90), pharmacies are required to offer counseling to patients when they fill prescriptions.<sup>1</sup>
- State laws are not consistent with respect to counseling.<sup>1</sup>
- Patients who live in states that set more stringent laws regarding counseling are better informed about their medications.<sup>2</sup>
- Patients who receive counseling are more likely to take their medicine properly and consistently.<sup>2</sup>
- Many people do not utilize their pharmacist's knowledge, with as many as 25% of patients never speaking with their pharmacist.<sup>2</sup>

## Objectives

The primary objectives of the study were to determine the following:

- Patient satisfaction with pharmacist counseling
- Reasons why patients communicate or do not communicate with their pharmacists
- Desired counseling information

## Methods

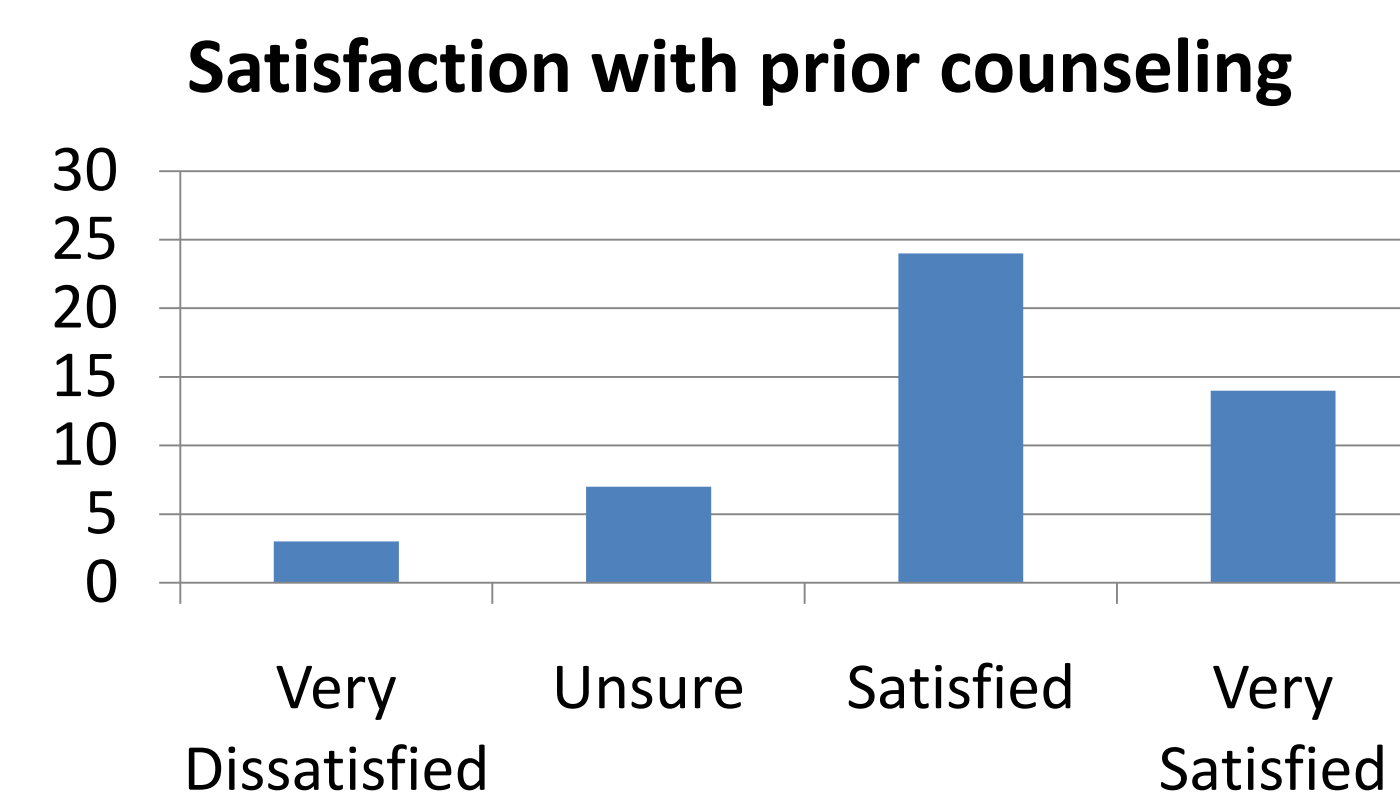
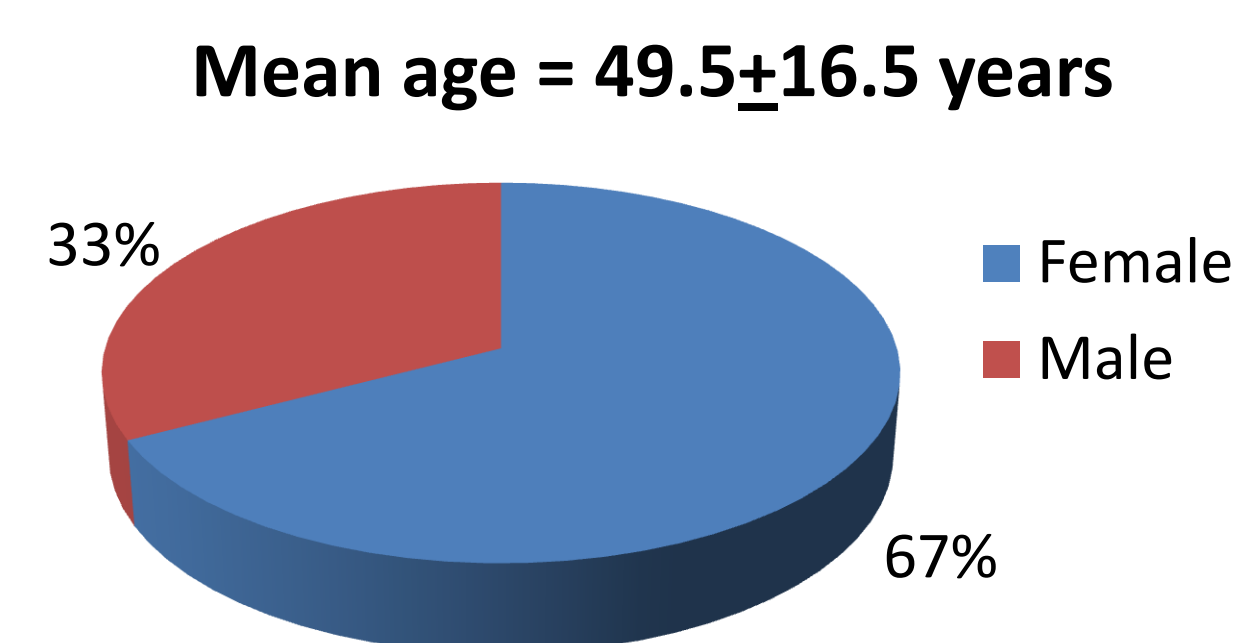
- A 14-item survey was created from background literature to address the study objectives as well as demographic information
  - 5 demographic items
  - 7 items related to general counseling information
  - 2 Likert-type questions
    - Participant satisfaction for various pharmacist-provided drug information, with 1=Very dissatisfied and 5=Very satisfied
    - Why other people would choose not speak with their pharmacist. Participants judged the likeliness of various excuses, where 1=Extremely unlikely and 5=Extremely likely
- After undergoing expert- and peer-review, surveys were administered to patients at 4 different pharmacies: 1 chain and 3 independently-owned
- Data were analyzed in SPSS using descriptive statistics, frequencies, and Chi-Squared tests to determine indicators for responses

## References

1. Krueger, Janelle L., and Carol J. Hermansen-Kobulnicky. "Patient Perspective of Medication Information Desired and Barriers to Asking Pharmacists Questions." *Journal of the American Pharmacists Association* 51.4 (2011): 510-519. MEDLINE. Web. 27 Jan. 2013.
2. L. Svarstad, Bonnie, Dara C. Bultman, and Jeanine K. Mount. "Patient Counseling Provided in Community Pharmacies: Effects of State Regulation, Pharmacist Age, and Busyness." *Journal of the American Pharmacists Association*. (2004): 22-29. Web. 23 Mar. 2013.

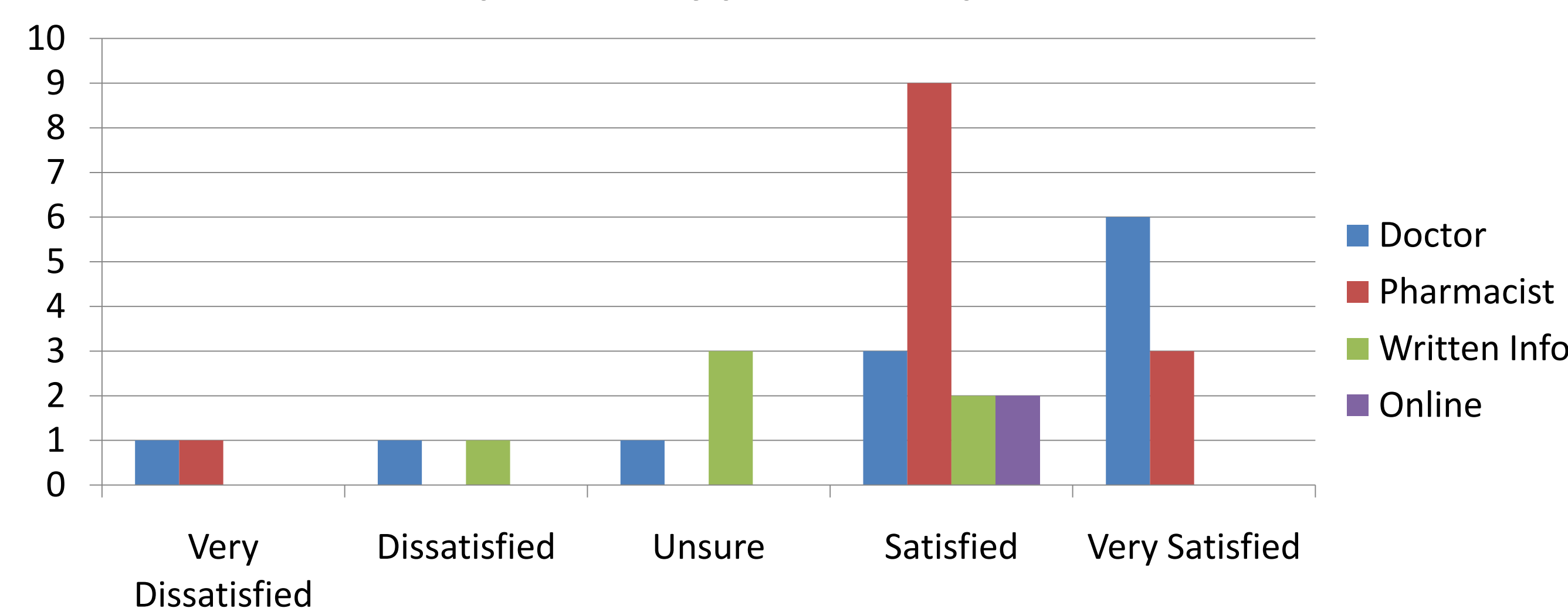
## Results

### General Results

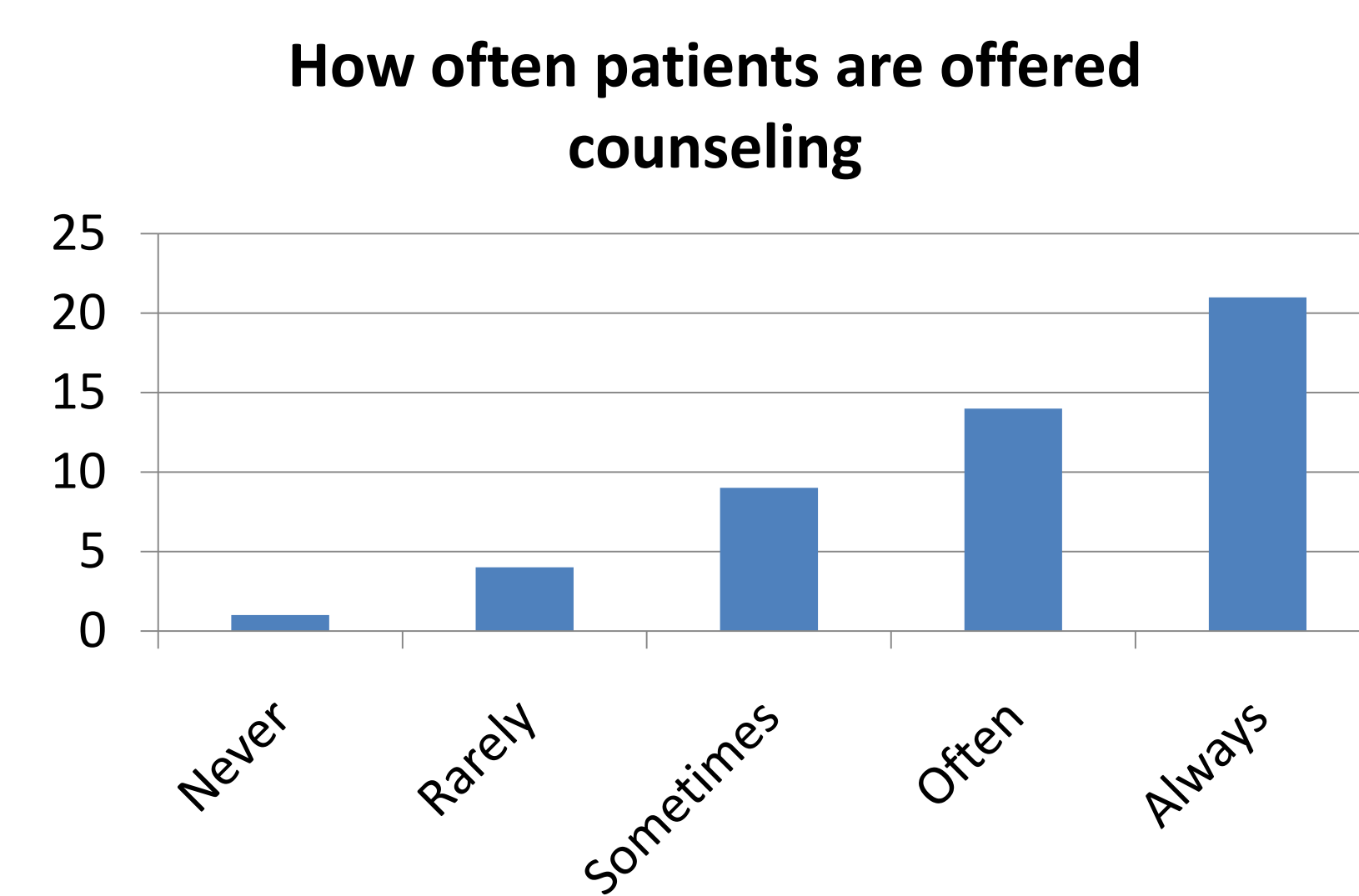


### Insurance

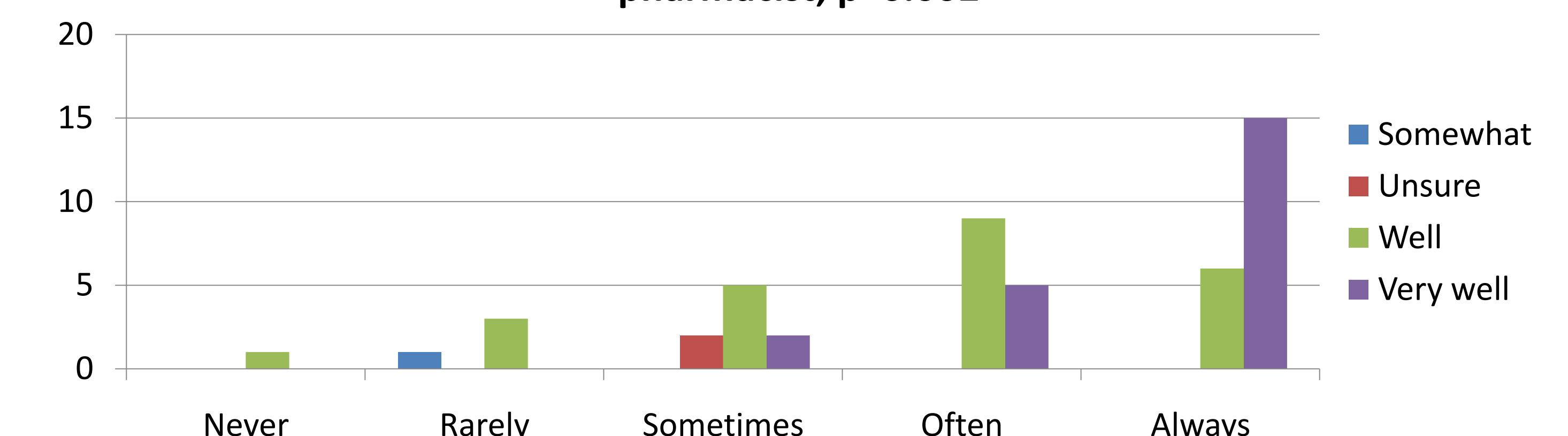
Primary source of info. vs. Satisfaction of insurance information provided by pharmacist; p<0.001



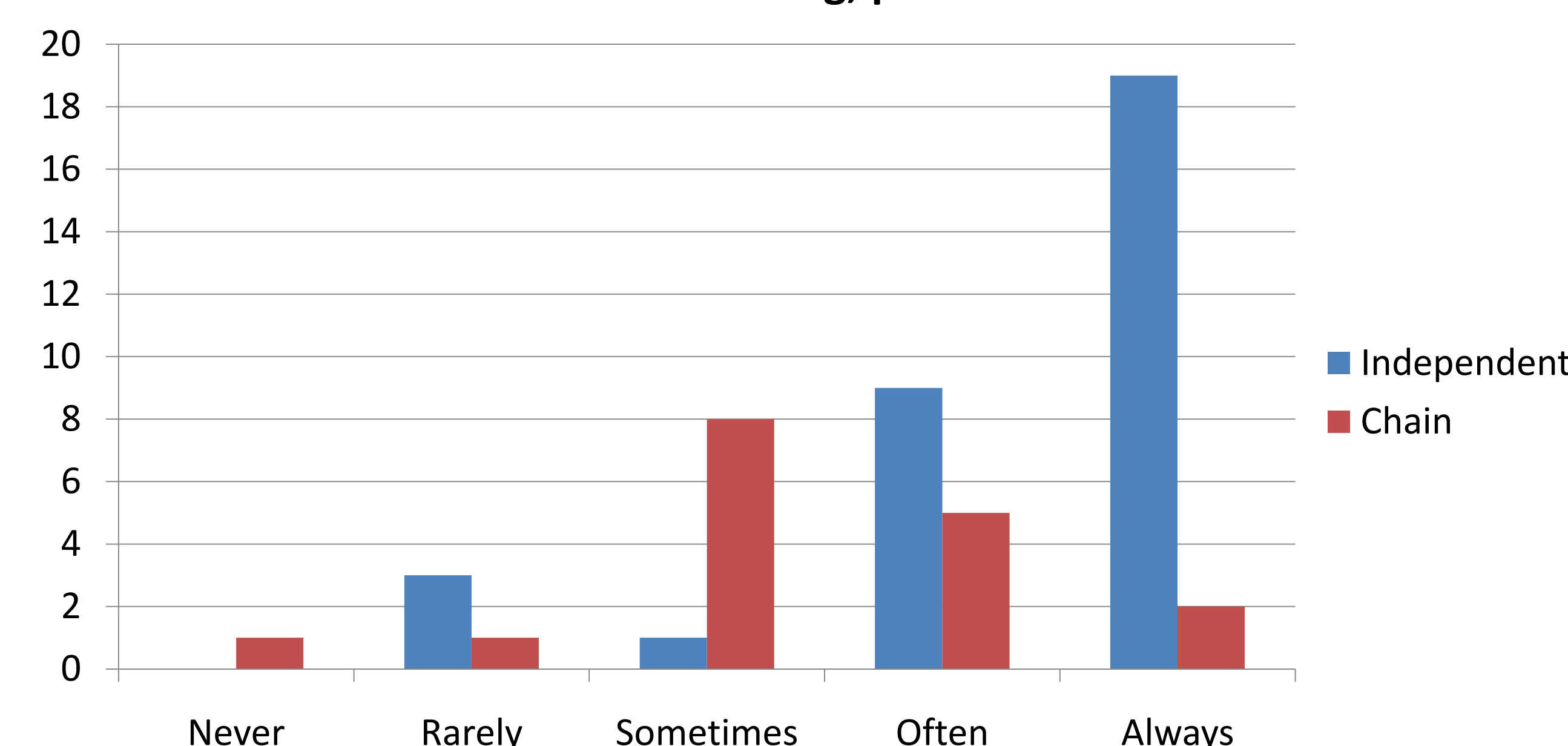
### Perception of How Often Counseling is Offered



Patient perception of how often they are offered counseling vs. How well patients understand medical information given by pharmacist; p=0.002



Pharmacy type vs. Patient perception of how often they are offered counseling; p=0.001



## Conclusions

- Patients seemed to be satisfied with received pharmacist counseling. However, not all patients perceived that counseling was always offered.
- Patients who were offered counseling more often seemed to better understand medical information given by the pharmacist.
  - Patients whose primary source of medication information was either their doctor or pharmacist were usually satisfied with pharmacist-provided information on insurance.
  - Patients at independent pharmacies seemed to perceive more frequent offers for counseling than at chain pharmacies.
  - Limitations include the limited number of participants (n=49), especially at chain pharmacies (n=17) so results may not be representative.
  - Future research could include further investigation into the differences in patient satisfaction between chain and independent pharmacies. Research could also include investigation of the difference between pharmacist perception of patient satisfaction and actual patient satisfaction.