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Health Literacy, Medication Adherence, and Patient Satisfaction in Community Pharmacy

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Presenters

Sarah Anderson, Kelly Madden, Lindsay Tarleton, Cassandra Wilson-Brownfield, Joseph Zerka, and Aleda M. H. Chen

Abstract

Title: Health Literacy, Medication Adherence, and Patient Satisfaction in Community Pharmacy

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Background: Health literacy is defined as the ability to read, understand, and act on health information; almost half of adults have inadequate health literacy. Since inadequate health literacy is often followed by many negative outcomes, such as poor medication adherence, it is important to address health literacy, in order to rectify the low levels and improve outcomes. Patients see pharmacists regularly, and therefore, the pharmacist is crucial in improving medication adherence. If health literacy is a barrier to medication adherence, the community pharmacist should be able to provide health literacy-appropriate counseling to improve medication adherence. **Objectives:** To determine if pharmacists' perception of patient health literacy and actual patient health literacy align, to assess the relationship between health literacy and medication adherence in patients who visit independent community pharmacies, to evaluate patients' satisfaction with their pharmacists' patient counseling, and to determine the pharmacists' willingness to improve their communication technique with their patients according to their health literacy. **Methods:** Independent pharmacies were selected from the Cedarville network. Patients will complete Instruments to assess health literacy (Newest Vital Signs®), medication adherence (8-item Morisky Medication Adherence Scale®), and patient satisfaction with counseling (Likert-type questions derived from the literature). The patient satisfaction items will be peer-reviewed before finalizing the version given to the patients. Patients will consist of those at least 18 years of age, who speak English, and are obtaining a refill for a chronic condition. **Results In Progress:** Thus far, the selection process of pharmacies is being conducted, as well as securing the health literacy test, the medication adherence test, and formulating questions for patient satisfaction. Completion is anticipated by the end of spring 2014.