Abstract Title: Evaluating Patient Satisfaction with a Comprehensive Medication Review Provided by a Chain Community Pharmacist

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Background: Medication Therapy Management (MTM) is a requirement for all Medicare Part D plans and the Centers for Medicare and Medicaid Services are now evaluating completion rates of comprehensive medication reviews as a part of community pharmacies’ STAR ratings. Patient satisfaction is an important component of the quality of services provided to Medicare patients by community pharmacists and can help identify the value of these pharmacy clinical services.

Objective: The primary objective of this study was to determine patient satisfaction with a face-to-face or telephonic CMR provided by a chain community pharmacist. The study secondarily assessed the patient’s perceived value of the service provided while also collecting demographic information.

Methodology: A Likert-type scale survey was given to all members of the clinical team in a division of a large supermarket chain pharmacy between October 1st, 2015 and December 31st, 2015. These members distributed the survey to patients receiving a CMR through Outcomes or Mirixa platforms and could be conducted either face-to-face or by telephone. The patients were asked to return the survey in a self-addressed envelope and mailed within one week of the CMR. Individual pharmacists did not collect any responses to eliminate any potential for bias.

The survey was reviewed by a convenience sample of pharmacists within Kroger that participated in the distribution of the surveys. The pharmacists provided feedback regarding the survey’s content, clarity, and ease of patient understanding. Data was analyzed using univariate descriptive statistics. A consent statement was included at the beginning of the survey. Approval for this project was granted by the UTHSC Institutional Review Board.

Results: The response rate for the satisfaction survey was 33% (31 of 95 surveys returned). The majority of patients age ranges were 71-80 (35.5%) and 81-90 (32.3%). Most were females (67.7%) and filled at Kroger Pharmacy previously (96.8%). The average range of prescription medications the participants took was between 5-9 (67.7%). The patients were primarily contacted by Kroger Pharmacy for the medication review (93.5%).

This study found that approximately 70% (21 of 31) strongly agreed with being overall satisfied with the CMR. Secondarily, the majority of participants strongly agreed that the pharmacist was helpful and easy to understand (71%), professional and knowledgeable (71%) and that the medication review was valuable (64.5%).
Conclusion:
This satisfaction survey provided insight to patients’ opinion of a comprehensive medication review provided by a chain community pharmacist. Most participants were satisfied with the medication review. They were also likely to recommend this service to family and friends (71%) and to use Kroger Pharmacy (74.2%). Limitations to the study include a low response rate likely due to the survey being returned via mail. Further investigation of specific areas of improvement during a medication review could help identify ways to increase patient satisfaction. The responses to this survey were positive and helped confirm the value of this clinical service.