

# THE STATUS OF PATIENTS SATISFACTION WITH OUTPATIENT HOSPITAL PHARMACY

Arif Jawaid<sup>1</sup> & Mohsan Raza<sup>2</sup>

<sup>2</sup>Faculty of Pharmacy, The University of Central Punjab, Lahore Pakistan

<sup>1</sup>Director Academics, The Lahore Garrison University, Lahore, Pakistan

KEYWORDS	ABSTRACT
Outpatient Pharmacy Practices, Patient Satisfaction, Hameed Latif Hospital Lahore, Pakistan	This research is designed to check status of patient satisfaction with outpatient Pharmacy practices at the Hameed Latif Hospital Lahore, Pakistan. For conducting the research 120 patients who are visiting pharmacy are selecting randomly. Results indicate that most of the patients are satisfied with the current practices of pharmacy. The Hameed Latif Hospital is one of the good and private hospital of Pakistan and providing the health services to upper class of the Pakistan. That is why future researches will be conducting on the practice of the pharmacy of other private and Government hospital as well.

## INTRODUCTION

The preferences and expectations of patients can be identified by measuring satisfaction level of patient with the process of health care and these cannot be measured by external observations. In the health care system any quality improvement is going to become very important in terms of measurement of satisfaction of the patient due to these two factors such as social transformation and varying role of users related to health services (Diaz 2002). Among these services related to hospital is also involved. Where we considered other health related professionals and for improvement of quality of patient health care, pharmacist play an important role in achieving these results (Marquez & Perez, 2008). Various other studies have been published on satisfaction of patient (Alghurair, Simpson & Guirguis 2012; Izquierdo, 2011). These shows patient satisfactions to a greater extend with the communication, skills and other cares provided by pharmacist of the outpatient pharmacy.

The parameters such as the waiting time or timetable, pharmacy location are considered as organizational aspects are used to measure or assess in poor way. But we cannot get any information from all these studies that in outpatient pharmacy which parameter is useful for prediction of patient satisfaction. A positive co-relation between satisfaction of patient and indicators of healthcare providers which includes both physicians and nurses comprises per 100000 habitants, and a negative co-relation between the number of beds of hospitals and satisfaction of patient has been established by researches in other areas of healthcare (Xesfingi & Vozikis 2016). Clinical environment, treatment and equipment are the important factors for determination of satisfaction on large scale for the patients in dialysis center (Gu & Itoh, 2015). The following factors are involved to acme possible intrusions which are useful for refining patient pleasure includes care perception offered by pharmacist, individual characteristics and facilities provided in the areas of outpatient pharmacy.

This study is based upon analysis and finding of factors that influence the satisfaction in the patients to a greater extend who attend outpatient pharmacy. The pharmacy plays an important role for determining the satisfaction and status of the whole hospital as it is a last department for the outpatient in the hospital. In the complex system of the hospital, pharmacy plays a vital role in satisfaction of patient and reputation of hospital. Patients get exhausted and annoyed easily when for drugs they have to queue up before coming

out of the hospital. Maybe, a couple of them proposed approaches for drug store lining framework (Monje, Borrego & Robustillo, 2015; Kim, Martin & Pierce, 2016). In this regard, the researcher selected outpatient pharmacy of Hameed Latif Hospital Lahore, Pakistan.

## **LITERATURE REVIEW**

There are various things that are required to be considered in pharmacy of outpatients. The examination of management of medicine in the pharmacy of hospital and process of dispensing of prescription in both the outpatient pharmacy and the hospital pharmacy in addition to design of the pharmacy is undertaken (Xiaoqin, Minde & Zhang, 2010). They considered different arranging qualities and packages of the drugs and considered the pertinence of equipment and arranging technology which is as of now utilized at home and abroad. Emmett, Paul, Chandra and Barrett (2006) focused on the fact that due to nature of products available in pharmacies they are more anxious for safety and security related issues as compare to common retail stores, they examined these perspectives and additionally the physical and expert situations of retail drug stores or pharmacies that impact the impression of clients and how these differ with respect to chain pharmacy, independent pharmacy or hospital pharmacy.

In investigation of Spry and Lawley (2005) so as to enable doctors' facilities to settle on the choices about staffing and work planning the reenactment demonstrate was made to examine the effect of the interchange work plans. Reynolds, Vasilakis and Mcleod, (2011) shows the investigation of simulated study on distinct occasion for dispensing system of outpatient pharmacy in two hospitals of London and their discoveries were being utilized to help business cases for the changes in staffing levels and the aptitude blend because of changes in outstanding task at hand. In the complex system of hospital, pharmacy plays a vital role in satisfaction of patient and reputation of hospital. According to Giordano, Holden and Misquitta (2008), it is likely to utilize the scientific techniques to modify the pharmacy format to enhance its effectiveness, and with numerous variables to consider, great method to locate best design is queue theory and method of simulation too utilized in other administration of pharmacy proficiency.

## **MATERIAL AND METHODS**

### **Research Design**

The research design of this study is descriptive in nature. Similarly, this is cross sectional study done on outpatients of Hameed Latif Hospital. For this purpose, 120 patients are selected randomly and provided with the structured questionnaire to muster their views about the research issues for further analysis.

### **Research Instrument**

The scale of study is consisting of 10 items. This scale is adopted from the researchers Martínez et al. (2018). The results of this research is same as the previous researches (Martínez et al., 2018; Montero et al., 2006; Monje et al., 2015). The responses of items were taking on five point Likert type scales which are ranging from 1- very dissatisfied to 5-very satisfied.

## **RESULTS AND DISCUSSIONS**

This is the main section wherein the results obtained through statistical procedures have obtained and presented. The views of respondents about issues under considerations which have been collected through structured instrument have been analyzed in this section to reach the conclusion more comprehensively.

Table No 1: Demographic Information about the Outpatients' Pharmacy

Demographic	Type	Frequency	Percentages
	Male	96	80
	Female	24	20
Age	25-30	5	4.1
	31-35	15	12.5
	36-40	20	16.7
	41-45	30	25
	46-50	50	41.7
Literacy Status	Educated	107	89.5
	Un Educated	13	10.5
Visiting Period of Hospital	Below 1 year	79	65.8
	2 years	15	12.6
	3 years	16	13.3
	More than 4 years	10	8.3
Visiting Hospital in Month	Once a Month	61	50.8
	Twice a Month	35	29.2
	Thrice a Month	19	15.8
	More than 3 time	5	4.2

Table No 1 indicates that out of 120 respondents 80 % are male and 20 % are female. Most of respondents about 40% are fall in the interval of 46-50. Then respondents about 30% fall in interval of 41-45. After than respondents approximately 20 % are falling in the interval of 36-40. 15 percent respondents are belonging to interval of 31-35. And 15 percent respondents are belonging to interval of 25-30. The amount of respondents of interval of 25-30 is 4.1%. similarly, most of the patients 89.5% are educated and 10.5% were uneducated. Most of the patients i.e. 65.8% are coming to the hospital less than one year. Most of the Most of the patients i.e. 50.8% are visiting the hospital once months than 29.2% patients are visiting the hospital twice a month.

### Results about Satisfaction Level

Table 2 Results of 10 Statements

Statement	VDS	DS	N	STF	VST
"The signs and posters are suitable"	9.3%	15.4%	16.3%	42.0%	17.0%
"The waiting room is comfy & appropriate"	5.2%	12.8%	23.3%	44.3%	12.4%
"The opening hours of clinics are appropriate"	5.4%	15.5%	12.0%	53.5%	15.6%
"The waiting time for attended is satisfactory"	10.6%	18.2%	12.6%	47.8%	8.8%
"The confidentiality conditions are suitable"	5.0%	2.0%	12.6%	64.7%	28.2%
"Time from prescription to release is suitable"	3.6%	4.3%	9.8%	55.2%	30.1%
"Outpatient pharmacy treatment is adequate"	2.1%	2.4%	3.8%	40.3%	51.5%
"The time pharmacist dedicate is appropriate"	3.8%	2.6%	3.2%	42.4%	48.0%
"I am clearly informed about my treatment"	2.3%	3.6%	6.7%	48.2%	39.2%
"Any doubts raised about cure are resolved"	2.5%	2.9%	9.5%	46.7%	39.4%

Results indicate that most of the patients are satisfied with outdoor pharmacy services. These results are also same as the previous researches (Kim, et al., 2016; Martínez et al., 2018), 42% patients are satisfied with the availability of signs and posters in pharmacy, 44.3% patients agree that waiting room is suitable and comfortable, 53.5% patients are satisfied with opening timing of the clinic, 47.8% patients are satisfied with waiting time for their prescription, 64.7% patients are satisfied with Privacy matters, 55.2% patients

are satisfied with length of duration from prescription from doctor to taking medicine from pharmacy, 40.3% are satisfied and 51.5% are very satisfied with personal dealing of pharmacy staff, 42.4% are satisfied and 48.0% are very satisfied with personal dealing time, 48.2% are satisfied and 39.2% are very satisfied with the information about their treatments, 46.7% are satisfied and 39.4% are very satisfied about dealing of doubtful conditions regarding their treatments.

## CONCLUSION

The current study was carried out to check the patient satisfaction level with outpatient Pharmacy practices at the Hameed Latif Hospital Lahore, Pakistan. Results indicate that most of the patients are satisfied or very satisfied with the current practices of Pharmacy. In future more researches will be conducting on practice of pharmacy in other private and Government hospital for generalizing the results by obtaining desired information. This research is might be helpful for other hospitals to benchmark the current practices of pharmacy for better performance and to produce better results concerning the patient satisfaction about the facilities provided by the hospitals.

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