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Development of Clinical Pharmacy services at King Khalid University Hospital and its impact on the quality of healthcare provided

Abdulaziz A Saddique

King Saud University Hospitals, Saudi Arabia

Clinical Pharmacy is a unique service provided by the leading pharmacy departments in the United States. The concept of Clinical Pharmacy evolved after the significant increase in number of pharmaceuticals in the market and the increasing potential of drug interactions. However, the Clinical Pharmacist is not merely an individual who advises on the drug interactions. There are number of functions which include but not limited to; design of appropriate drug therapy, Pharmacokinetics assessment and evaluation to optimize drug therapy, drug information dissemination to the physicians and other healthcare providers and participate as toxicology consultant in Poison management. At King Khalid University Hospital (KKUH) the first Clinical Pharmacy services program began in 1983. This paper will demonstrate the challenges that we faced within developing Clinical Pharmacy Services for the first time in the Middle East, it will also address the difficulties that we have faced in dealing with multinational Medical staff which is mounted to more than 27 different nationalities most of which have never heard about Clinical Pharmacy. One of the most difficult tasks was to measure the impact of Clinical Pharmacy at the time of the study. Therefore, we have developed a system to evaluate the impact of our Clinical Pharmacy program on the patients' care as well as its perception by the Medical staff. Our Clinical Pharmacists were asked to record any suggestions or interventions in the form. The forms were all collected at the end of each day and entered into a database for analysis. Each intervention was analyzed in order to assess the merit of the action in terms of the therapeutic, financial and direct cost impact. The study showed a positive impact on the patients' care as well as on the economy of drugs prescribing. Meanwhile, the service was very much appreciated by the Medical staff as well as other healthcare providers.

drsaddique1@hotmail.com

Consumer's attitudes and satisfaction towards community pharmacy in Selangor, Malaysia

Kiran C Nilugal, Santosh Fattehpur, Mohd. Fadli Asmani, Eddy Yusuf, Man Jeet Kaur

Management and Science University, Malaysia

In Malaysia, rising consumer affluence has resulted in changing their expectations. Consumers expect quality care in a timely manner but this high expectations of consumers places an additional workload on the delivery of services. A community pharmacist is expected to be knowledgeable, having the ability to answer the question regarding drug or disease. The aim of the study is to investigate consumer's attitudes, and satisfaction towards community pharmacist's role in Selangor, Malaysia. Descriptive cross-sectional community based study was conducted. The targeted population was more than 18 years old, conveniently approached in community pharmacy in a few regions of Selangor. Target sample population in the study was n=180 and the total sample size were divided equally n=20 to three different community pharmacies in Cheras, Subang Jaya and Shah Alam. The questionnaire consists of 19 open- and close-ended which were divided into four sections. SPSS software (version 20) was used to carry out the statistical data analysis. Majority of respondents were female (56.7%) and age of the respondent's ranges from 21 to 30 years old (38.9%). A total of 41.0% of respondents perceived community pharmacists as health professionals who had a good balance between both health and business matters. In case of any drug-related problem, the 47.8% of respondents perceived pharmacists as their primary source. Rudeness of the pharmacist (44.4%) is perceived as a barrier in asking question and the desired quality of pharmacists is medication knowledge (77.2%). Most respondents visited the community pharmacy every few months (46.7%). In addition, 51.1% of the respondents visit the community pharmacy to ask for advice and factors influencing the choice of any particular pharmacy were pharmacy location (73.1%). About 56.1% of the respondents agreed that the pharmacists provides them with medication counselling and encourage them to ask questions. The services respondents would like to see in future was counseling on medication (54.4%) and diagnostic and screening (48.9%). The study highlighted that consumers have positive attitudes towards the roles and responsibilities of the community pharmacists. Thus, it indicates that transition to pharmaceutical care has occurred successfully.

kirannilugal@gmail.com