

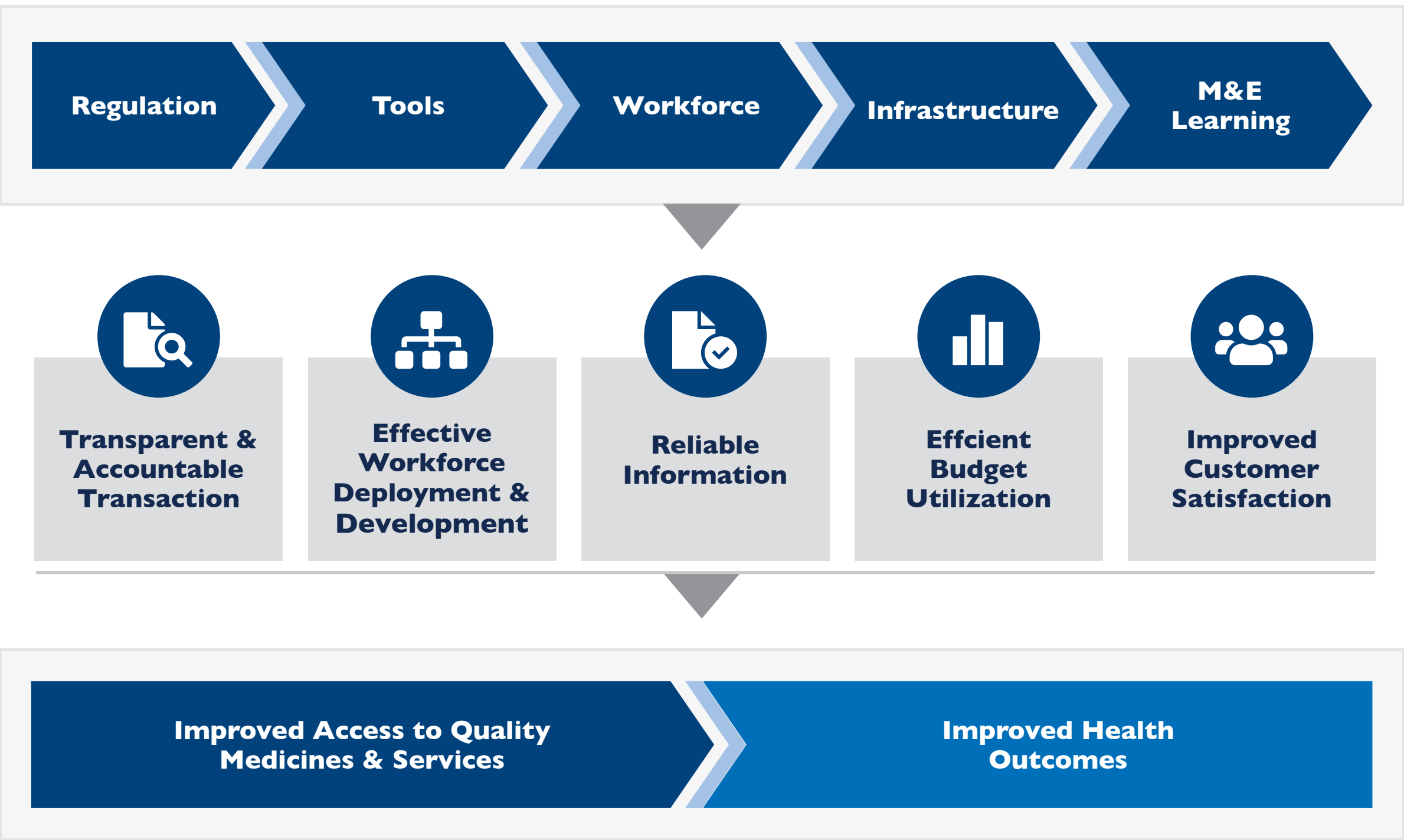
Patient satisfaction assessed from twenty-six selected hospitals that are implementing Auditable Pharmaceutical Transactions and Services (APTS) in Ethiopia



3D design of APTS dispensing counters

Introduction

- ➔ APTS is a data-driven intervention that improves the quality of pharmaceutical services for the benefit of patients and medical personnel.
- ➔ Before the implementation of APTS, there was poor patient knowledge on dosage, long patient queues, lack of essential medicines and dispensing environment not suitable for vulnerable groups of patients e.g., mothers carrying children and the elderly. This resulted in patient dissatisfaction, and with 51% overall patient satisfaction before APTS.
- ➔ A total of 224 health facilities were implementing APTS during the assessment period.
- ➔ APTS contributes to improvements in five result areas as shown below.



APTS Result Areas and Implementation Approaches (adapted from SIAPS technical report)

Approach

USAID Global Health Supply Chain Program-Procurement and Supply Management (GHSC-PSM) project provided comprehensive support to design and implement APTS. The support included:

- ➔ Push forward APTS regulation and develop guidelines and training materials.
- ➔ Provide capacity building trainings, coaching and mentoring.
- ➔ Participated in the supervision and review of implementation.
- ➔ Supported the revision of pharmacy infrastructure design.
- ➔ Implemented bin ownership that improved inventory control practice.
- ➔ Advised MOH and Regional Health Bureaus (RHBs) in overall implementation.

Method

- ➔ A cross-sectional study was conducted from September 5 to October 5, 2020.
- ➔ A total of 26 public hospitals that implemented APTS were included in the study.
- ➔ From each hospital, 25 patients were randomly selected. 25 patients who received pharmacy services and who volunteered were included in the study.
- ➔ The collected data was analyzed using Microsoft Excel and Statistical Package for the Social Sciences (SPSS) version 23.

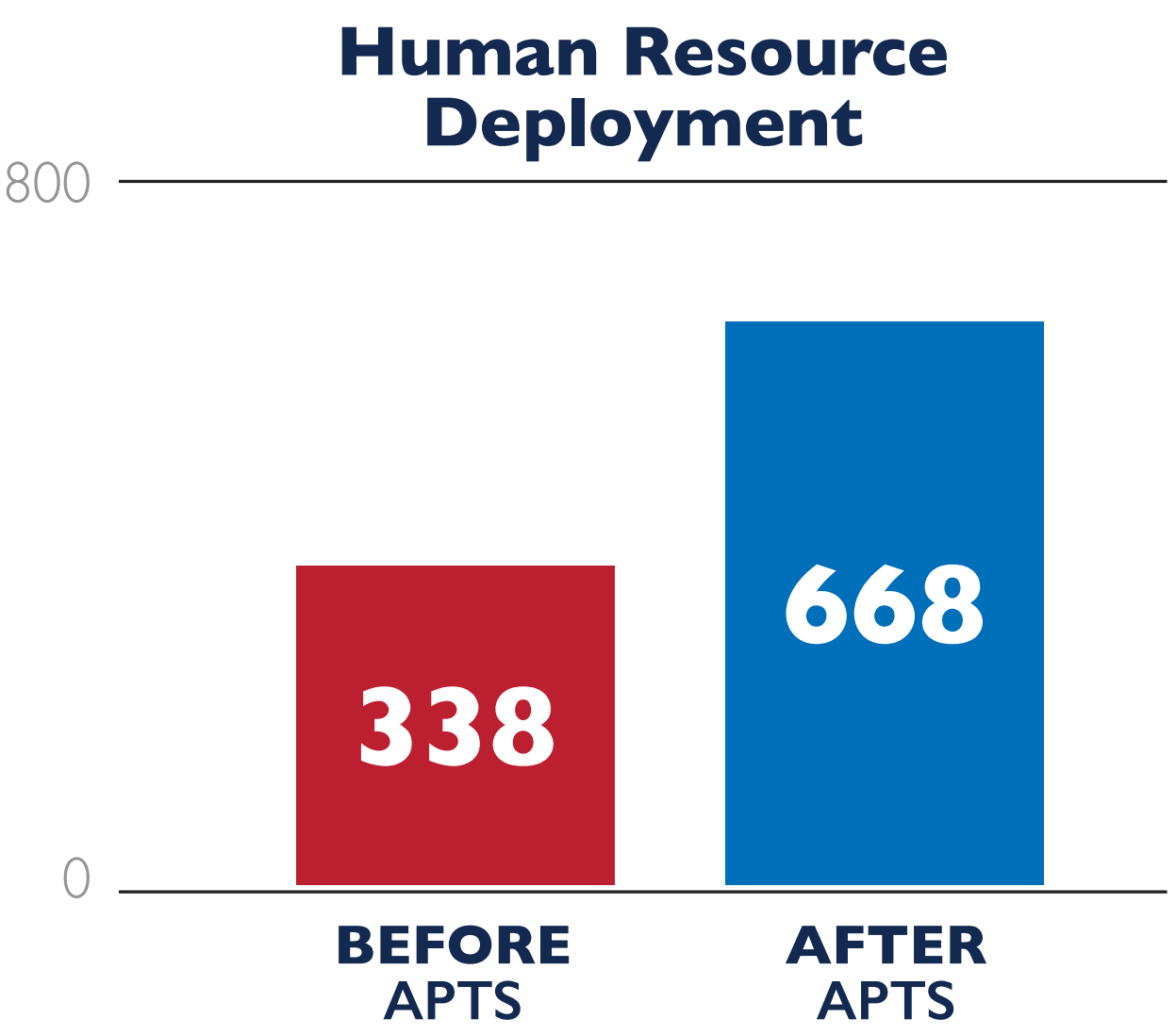
Result and Discussion



Confidential and convenient medicine counselling environment

6-A is the best design for pharmacy professionals. Design, paired with proper human resource deployment, can impact patient satisfaction. 97.6% increase in workforce deployment (from 338 to 668 professionals). See deployment results below.

More staff were deployed based on APTS workload analysis and APTS regulations, increasing human resources to provide best patient services.



- ➔ Pharmacists reported being satisfied with 6-A dispensing design (developed with GHSC-PSM assistance) as it helped both patients and professionals.
- ➔ An average of 75% of prescribed medications were dispensed to patients at the APTS sites.

This study showed most patients were satisfied with:

- ➔ The counseling skill of pharmacists (93.7%), and the dispensing area (93.4%).
- ➔ The renovation of dispensary design (counters, and shelves) based on APTS contributed to higher satisfaction for patients and professionals.

Regarding the correct knowledge of patients on dispensed medications, most patients correctly recalled:

- ➔ The route of administration (97.4%).
- ➔ Frequency (94.3%), and dose (93.5%) of medications.
- ➔ But a lesser proportion of patients knew the storage conditions (51.8%).

Mothers reported that confidentiality improved because the design prevented others from overhearing their counseling. Client satisfaction was significantly associated with the infrastructure of the pharmacy.

Conclusion

Overall satisfaction of patients in health facilities that implemented APTS was high.

- ➔ The participants were most satisfied with the pharmacist counseling and dispensary area.
- ➔ Advanced infrastructures have resulted in a significant improvement in patient satisfaction, especially for HIV patients who do not want other people to eavesdrop on their counseling, and to see their medicines.
- ➔ The availability of prescribed medicines was higher in those hospitals with better APTS implementation.

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