Background Patient engagement is considered critical in improving quality of care provided by the healthcare system. Developed recently by our hospital, the ‘Patient experience’ is a programme collecting patient’s journey experiential feedback with the aim of establishing a continuous improvement method. As part of a project focusing on the improvement of patient’s pathways for patients receiving chemotherapy in our oncology day hospital, a ‘Patient experience’ was carried out.

Purpose The aim was to collect and analyse patients’ feedback to improve this care pathway.

Material and methods A map describing the patient’s journey was performed to identify the critical steps. An interview guide, focusing on medication management at each step and, more specifically on chemotherapy, was developed and validated with the pharmacists, the oncologist, the head nurse and the nurses. Non-recorded semistructured interviews were conducted by both a student and a pharmacist’s resident or alone by a resident until data collection reached saturation point. Patients with communication difficulties, cognitive impairment or severe asthenaia were excluded. The interview results were summarised in a ‘map of emotions’. For each step of the hospital stay, the map presented a positive and negative patient’s impression. A general feedback was then delivered to health professionals involved in the project.

Results In total, 20 interviews were conducted. The average age of participants was 62 years (29–82). Among them, 70% (n=14) were treated for less than 6 months. The average interview duration was 21 min (10–45). Overall, the care provided at the hospital received good feedback. The improvement’s axes were: the lack of achievement and enrolment for chemotherapy in our oncology day hospital, a ‘Patient experience’ was carried out.

Conclusion These interviews were very informative, highlighting a good overall level of care delivered and allowing us to identify some issues to consider. This innovative method is very customer-focused, leading to the identification of patient’s real needs and avoiding top-down solutions sometimes proposed by healthcare professionals, which do not take into account patient’s point of view.

REFERENCES AND/OR ACKNOWLEDGEMENTS
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K S Choi: Nothing to disclose.
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No conflict of interest.
Material and methods The high-alert medication list was obtained through the Institute for the Safe Use of Medicines. We analysed the drugs included in it and we selected those that were reasons for doubt and by those who called more frequently to the hospital pharmacy service to clarify doses, routes of administration and so on: in general, those that caused failures in the process of using them. We also tried to analyse the circumstances that could motivate these doubts or errors.

These drugs were: oral anticoagulant, heparin, insulins, intravenous potassium chloride and oral methotrexate.

Results

We analysed the drugs included in it and we selected those that were reasons for doubt and by those who called more frequently to the hospital pharmacy service to clarify doses, routes of administration and so on: in general, those that caused failures in the process of using them. We also tried to analyse the circumstances that could motivate these doubts or errors.

These drugs were: oral anticoagulant, heparin, insulins, intravenous potassium chloride and oral methotrexate.

Conclusion

The implementation of specific practices, including packaging, labelling, storage, prescription and preparation, as well as the establishment of standardised protocols of action in the hospital will help to reduce the errors of medication.

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5PSQ-119 A PRELIMINARY SURVEY ON DAILY DRUG INTAKE IN OLDER PATIENTS IN COMPLIANCE WITH EAHP POLICY STATEMENT ON AN AGEING SOCIETY

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Background The elderly are particularly at increased risk of adverse drug reactions (ADR) attributed in the main to polypharmacy, poor compliance and physiological changes affecting the pharmacokinetics and pharmacodynamics of many drugs. The tracer pharmacist (TP) can support physicians to ensure the appropriate and safe use of drugs, and stimulate patient reporting to the pharmacovigilance system.

Purpose The aim of this study was to identify the risk factors inherent in the daily drug intake, in order to prevent/reduce the incidence of ADR and to increase the reporting of them.

Material and methods A preliminary prospective observational study was performed by the TP in September 2018. Sixty elderly inpatients and outpatients were included. After acquiring informed consent, patient questionnaires were administered to evaluate the correct use of drugs and the use of Over the