

4136357 PYHP/M : MAJOR: HOSPITAL PHARMACY; M.Sc. in Pharm.
(HOSPITAL PHARMACY)

KEY WORDS : PHARMACEUTICAL CARE / OUTCOME
ASSESSMENT / INPATIENT SERVICES / DRUG-
RELATED PROBLEMS

PANNAPA TRAKARNPAN: OUTCOME ASSESSMENT OF
PHARMACIST IN RESOLVING OR PREVENTING DRUG-RELATED
PROBLEMS AT MEDICAL WARDS, SENA HOSPITAL. THESIS ADVISORS:
PETCHARAT PONGCHAROENSUK, Ph.D., PORAMIN VERAANUNTAVAT,
M.S., 129 p. ISBN 974-664-096-8

Outcome assessment of pharmacists in resolving or preventing drug-related problems was conducted at male and female medical wards, Sena Hospital. This study was descriptive research. Retrospective data were collected from pharmacists using S.O.A.P. format documentation. Data collection took place from August 1, 1999 to January 31, 2000. Objectives of this study were to determine pharmacists' activities as well as the acceptance by physicians of pharmacists' interventions. Outcomes of this service studied included the patient's status when discharged and resource utilization by the hospital's perspective. The patients and caregivers from the patients' family were also studied to identify their understanding about the drugs involved and their feelings about this service. A patient care team including physicians, pharmacists and nurses assessed their perception and attitude toward pharmacists' activities on wards. A questionnaire was used as a tool in this study.

Study results showed that pharmacists identified 66 drug-related problems from 50 patients. They provided interventions to resolve 40 problems (60.6%) and prevent 26 problems (39.4%). Of these drug-related problems, adverse drug reaction was the most frequently identified (28.8%). The least frequently found was untreated indication (3.0%). Physicians either fully or partially accepted 87.3% of pharmacists' interventions and rejected the rest. Scoring by physicians and pharmacists indicated that the clinical impact of most pharmacists' interventions on patient outcome was somewhat significant and resulted in good practice. Some of them were significant and brought care to a more acceptable and appropriate level in the standard of practice. Clinical outcomes showed that improved outcomes were 75% in male patients and 78.6% in female patients, while death was 12.5% and 14.3% in males and females, respectively. Economic outcomes showed evidence of decreasing resource utilization by comparing positive consequences of pharmacists' activities to cost. For humanistic outcomes, patients and family caregivers have knowledge about drug taking and they had positive feelings about pharmacists' activities. Patients (90.4%) and family caregivers (87.1%) will consult pharmacists in the future. The patient care team also had positive attitudes towards pharmacists' activities on wards.

The results provided evidence to identify further effective strategies to improve quality and value of care. As a result, this study showed outcome research to assist other hospitals that want to assess pharmacy services in multidimensional perspective.