Validation protocol of a questionnaire for the assessment of information needs of patients attending to a hospital outpatient pharmacy

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Background Patients who attend hospital ambulatory (outpatient) pharmacy have expensive but effective therapies for serious conditions. Therefore, it is crucial to ensure they receive understandable information suitable to their needs and characteristics.

Purpose To create a validation protocol of a questionnaire for the assessment of outpatient information needs attending to the hospital.

Method The questionnaire will base on the internationally validated EORTC QLQ-INFO25, which evaluates the information received by oncology patients. In order to be applicable in different conditions, several changes will be needed so that the questionnaire responds to the validity, viability and reliability features. According to the design of the study, first we will perform a pilot test with 30 patients, and afterwards it will be completed with a minimum sample of 153 patients. The questionnaire will be filled by adult outpatients when they are going to receive their medications, excluding oncology patients.

Findings Validity: Face validity will be evaluated through literature revision. Content validity will be determined by submitting the EORTC QLQ-INFO25 questionnaire to an expert committee, who will address appropriate changes to obtain the first draft of the questionnaire. Construct validity will be analysed statistically using factorial analysis. Viability: It will be analyzed by piloting, and changes will be proposed according to observational criteria. Reliability: Internal consistency will be evaluated using Cronbach’s alpha statistical analysis. A score greater than 0.7 indicates the questionnaire is reliable. It also allows elucidating whether a specific item can be excluded while maintaining reliability, if needed. Finally, the validated questionnaire will be obtained after applying the pertinent modifications according to the results of the three studied features.

Conclusion The validated final questionnaire aims to become a simple, effective, and efficient tool. It might be used routinely at the beginning of a new treatment or on a timely basis as an indicator to be included in the quality plan of outpatient care management.