



## PHARMACEUTICAL CARE NETWORK EUROPE

### Working Conference 2013 – Abstract

Collaborative pharmaceutical care in research and practice

|                       |   |                  |                              |
|-----------------------|---|------------------|------------------------------|
| Title/Name            | : Mr. Stephen Carter                          | Phone            | : +61 418456987              |
| Institute             | : Faculty of Pharmacy<br>University of Sydney | Fax              | : +61 0244555206             |
| Street                | : Pharmacy and Bank<br>Building A15           | Skype            | : stephen.carter07           |
| Postal code<br>+ City | : 2006 Sydney                                 |                  |                              |
| Country               | : Australia                                   | Email<br>address | : scar4376@uni.sydney.edu.au |

The above mentioned participant in the PCNE WC 2013 wishes to submit following abstract for a poster or oral communication. If accepted and presented, the abstract will be published in the International Journal of Clinical Pharmacy. Please make sure the abstract is no longer than 350 words, excl. author-details.

|  |   |                              |
|--|---|------------------------------|
| Title<br>Patients' willingness to re-use Home Medicines Review and their perceptions of the listening skills of the interviewing pharmacist  |   |                              |
| Author(s)<br>*Stephen R. Carter B Pharm, MSc<br>Rebekah Moles B Pharm, PhD<br>Lesley White BPharm, MCom, and MEd, PhD<br>Timothy F. Chen B Pharm, DipHPharm, PhD   |   |                              |
| *Presenting author   |   | Oral communication preferred |
| Type of abstract   | <input checked="" type="checkbox"/> Research <input type="checkbox"/> Practice development <input type="checkbox"/> Practice implementation |                              |
| Aim of project/study<br>Some patients who are at risk of experiencing medication misadventure are unwilling to use pharmaceutical care services. <sup>1</sup> This work deals with patients' willingness re-use Australia's Home Medicines Review (HMR). Patients' willingness to re-use health services is dependent on their perception of service quality. A key element of service quality is patients' perception of the listening skills of the service provider. Of interest to this research was patients' perception of the listening skills of the pharmacist who most recently provided an HMR for them. It was hypothesised that patients' perception that the pharmacist had good listening skills would increase their perception that the HMR was beneficial (benefit perception); increase their self-efficacy to undertake the communication tasks required to re-use HMR (communication efficacy); and increase their willingness to re-use HMR. |   |                              |
| Method<br>A cross-sectional survey was conducted among patients who had received an HMR within the previous 6 months. The survey was distributed by 264 practising pharmacists throughout Australia. Measurement scales for benefit perceptions, communication efficacy and willingness were adapted from previous studies. <sup>2</sup> A three-item scale was developed to measure patient perceptions of listening skills. Confirmatory factor analysis was used to test the validity of the measurement model. Structural equation modelling was used to explore the relationships between variables.  |   |                              |

#### Result(s)

A total of 595 out of 1893 (31%) respondents completed surveys. Overall, patients rated the listening skills of the interviewing pharmacist very highly and recorded a high willingness to re-use HMR. The model explained 53% of the variation in willingness to re-use HMR. Analysis of the structural model revealed that patients' perceptions that the pharmacists had good listening skills increased their benefit perceptions (beta = 0.37,  $p < 0.05$ ), increased their communication efficacy (beta = 0.26,  $p < 0.05$ ) and had a positive direct effect on their willingness to re-use HMR (beta = 0.31,  $p < 0.05$ ).

In conclusion, patients' willingness to use HMR was highly dependent on whether they thought the interviewing pharmacist was a good listener. Pharmacists who provide HMR and other pharmaceutical care services need develop their listening skills in order to ensure that patients are willing to re-use their services.

<sup>1</sup> Carter SR, Chen TF, White L. Home Medicines Reviews: A quantitative study of the views of recipients and eligible non-recipients. *International Journal of Pharmacy Practice*. 2012; 20: 209-17.

<sup>2</sup> Carter SR, Moles R, White L, Chen TF. Patients' willingness to use a pharmacist-provided medication management service: The influence of outcome expectancies and communication efficacy. *Research in Social and Administrative Pharmacy*. 2012; 8: 487-98.

+++ NB: PhD students still pay the early bird fee for their abstract if their abstract is accepted ++++