



# Gap analysis assessing pharmacy consults in an inpatient palliative care service

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## Introduction

- Palliative care (PC) is a specialty with goals of improving symptom management and quality of life<sup>1,2</sup>
- Pharmacy participation within inpatient PC is growing but is still being defined<sup>2</sup>
- PC pharmacists can play a key role in optimizing therapy regimens and reducing symptoms, side effects, and pill burden<sup>2,3,4</sup>

## Objectives

- Total and categorize pharmacy consult requests from PC
- Assess PC staff satisfaction with pharmacy services

## Methods

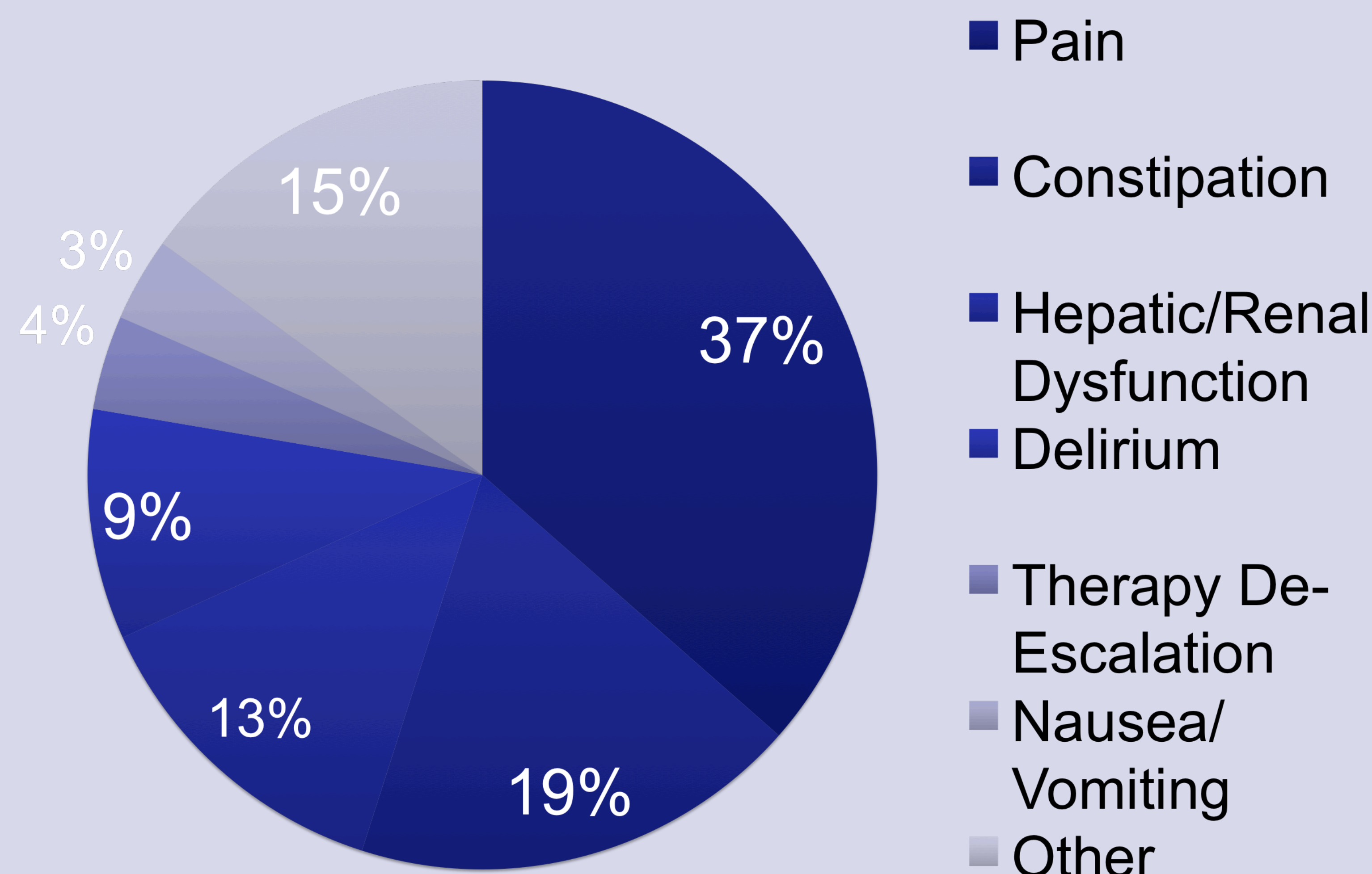
- PC staff consulted the team's pharmacist to provide assistance caring for specific patients via telephone, email, or in person
- The PC pharmacist recorded any interventions made. These records were analyzed every 6 weeks to detect ongoing changes related to pharmacist involvement on the team
- PC staff completed satisfaction surveys every 3 months to assess satisfaction with pharmacy services
- This project was designated as a quality improvement project by the Institutional Review Board

## Results

### Type of Consults Requested

Consult Type	Number
Optimizing Care	198
Medication Review	43
Drug Information	30
Care Coordination	10
Patient Communication	3

### Optimizing Care Breakdown



### Palliative Care Satisfaction Surveys n = 29

- I regularly requested pharmacy services for patient-related questions **4.11/5**
- I can depend on pharmacy to answer my questions in a timely manner **4.96/5**
- Patient-related question responses were communicated well **4.85/5**
- Pharmacy services provided questions, ideas, or solutions that I would not have come to myself **4.63/5**
- Pharmacy services was a positive part of patient care **4.77/5**
- Medication management improved with the assistance of pharmacy services **4.74/5**
- Patient care improved with the assistance of pharmacy services **4.74/5**
- Pharmacy services should be a regular part of PC **4.89/5**

## Discussion

- Pharmacists were predominantly involved in optimizing care of PC patients
- The most common symptoms addressed within optimizing care consults were pain and constipation
- Overwhelmingly positive staff satisfaction surveys
- Continued service line growth and sustainability are actively being pursued

## Acknowledgements

Thank you to the inpatient PC staff for welcoming us onto your team!

### Disclosure

The authors of this presentation have nothing to disclose concerning possible financial or personal relationships with commercial entities that may have a direct or indirect interest in the subject matter of this presentation.

### References

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