



Kerman University of Medical Sciences
School of Medical management and information

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Title:

Determining the satisfaction of receiving medication information of inpatients and
its challenges in teaching hospitals in Shiraz and providing solution

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Abstract

Introduction: Medication prescription is a common practice for treating or preventing diseases. Appropriate medication use plays a key role in the treatment of most chronic diseases. Medications are among the most common healthcare interventions, playing a significant role in managing patient health and requiring effective patient information for various reasons. Assessing patient satisfaction with the provided medication information is a prerequisite for engagement in medication use. Furthermore, identifying factors influencing dissatisfaction with medication usage provides a target for interventions designed to deliver information tailored to individual needs. Information transmission offers an opportunity to counsel patients on the optimal use of medication and to improve their knowledge about drugs. Regarding pharmacological treatment, patients who receive clear and rational therapy are more likely to adhere to treatment recommendations. This study aimed to determine and identify the information needs of inpatients in hospitals affiliated with Shiraz University of Medical Sciences regarding their prescribed medications.

Methods: The present study was conducted using a concurrent mixed-methods approach. The study population consisted of inpatients in the internal medicine wards of two teaching hospitals, Faghihi and Nemazee, affiliated with Shiraz University of Medical Sciences. A sample of 190 individuals was investigated. The data collection tool in the quantitative part was the standard questionnaire for assessing inpatients' satisfaction with information about prescribed drugs. In the qualitative part, interviews were conducted with 12 physicians, 14 nurses, and 12 pharmacists to identify existing challenges and potential solutions. In the quantitative part, descriptive statistics such as frequency, mean, and standard deviation were calculated. Due to the non-normal distribution of the data, a Generalized Linear Model (GLM) was used to examine the relationship between satisfaction with medication information and demographic and clinical variables. All analyses were performed with a significance level of 0.05 using STATA software version 17. The qualitative data obtained from the interviews were transcribed and analyzed using conventional content analysis based on the approach by Lundman and Graneheim in MAXQDA software.

Findings: The quantitative findings indicated a very low level of patient satisfaction with medication information. The mean satisfaction score was only 3.03 out of 17, and less than 5% of patients scored above 12. The majority of patients considered the information received regarding 'drug function,' 'instructions for higher doses,' and 'side effect management' to be very inadequate. Furthermore, satisfaction was influenced by factors such as age, gender (men were more satisfied), education level, and type of disease. The results of the qualitative part revealed that, from the nurses'

perspective, the existing challenges were categorized into four main themes: patient-related factors, human resources factors, structural and environmental management factors, and interpersonal communication factors. From the physicians' perspective, these challenges were categorized into five main themes: patient-related factors, healthcare staff factors, structural and environmental factors, content and educational tools, and contextual challenges. From the pharmacists' perspective, the challenges were also categorized into four main themes: patient-related factors, service provider factors, structural and environmental factors, and challenges related to the educational process and methods.

Conclusion: Given the patients' dissatisfaction with the level of provided medication information, from the perspectives of nurses, physicians, and pharmacists, the main challenges were identified in four domains: patient-related factors (such as low health literacy and anxiety), human resource limitations (including staff shortages and high workload), structural and environmental barriers (such as ward overcrowding and lack of educational space), as well as weaknesses in interpersonal communication. They proposed key solutions to address these challenges, including optimizing the distribution of human resources, improving the physical environment, employing diverse and combined educational methods, strengthening collaboration and effective communication within the treatment team, and implementing patient-centered educational programs and cultural changes within the health system.

Keywords: Satisfaction with Receiving Medication Information, Inpatients, Mixed-Methods Study, Teaching Hospitals