



## Impact of Interventions on Services Provided by a University Hospital Pharmacy: Patient Satisfaction-Based Analysis

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**SUMMARY.** The present is an intervention study conducted over a one-year period. The effectiveness of the interventions was evaluated on the basis of patient satisfaction. Structured interviews were conducted at three different time points (TPs): TP1 (immediately preintervention, n = 81 users); TP2 (post-intervention month 6, n = 113 users); and TP3 (post-intervention month 12, n = 109 users). The interventions consisted of continuing education for the pharmacy staff and administrative changes to improve customer service. Respondents showed high levels of satisfaction with the physical space, services, access to information, and efficiency of the service. However, at TP1, the respondent ratings were low for wait time (30.9 %), the level of staffing (38.3 %), and the waiting area (56.8 %). At TP2 and TP3, respectively, ratings of “good” or “excellent” were given by 47.8 and 63.3 % for wait time; by 69.9 and 64.2 % for the level of staffing; and by 77.0 and 78.9 % for the waiting area, respectively.

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