

# Patient satisfaction and experience with oral anticancer medication pharmacy services at the Sunnybrook Odette Cancer Centre: A cross-sectional survey study



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## BACKGROUND

In 2015, the Sunnybrook Odette Cancer Centre introduced clinical pharmacy services to optimize the care of patients prescribed oral anticancer medications (OAMs).

As part of this program, pharmacists employ information and communication technology to provide OAM education and remote toxicity management support.

Pilot study found high rates of medication adherence, low rates of severe drug toxicity, and zero cases of disease flare

Accreditation Canada identified the Odette OAM Program as a 2017 *Leading Practice in Cancer Care*; an understanding patient perceptions of the OAM Program would compliment existing clinical data and validate process metrics

## OBJECTIVE

To validate existing clinical and technical data and measure patient satisfaction and experience with the OAM clinical pharmacy services at the Sunnybrook Odette Cancer Centre



## METHODS

### Inclusion criteria

Patients who received OAM Clinical Pharmacy Services (CPS) and completed 1-3 months of ibrutinib, afatinib, erlotinib, gefitinib, osimertinib, or palbociclib between Jan-Mar 2020

### Measures

Modified Satisfaction with Medication Information Scale (mSIMS, 22-items), Satisfaction with Cancer Information Profile (SCIP-B, 6-items) & Health Literacy Screener (3-items)

Investigator-developed questionnaire on care experiences & ability to self-manage OAM toxicity

### Analysis

Descriptive statistics;  $\chi^2$  tests for associations between health literacy, patient satisfaction, and ability to self-manage OAM toxicities

## RESULTS

**Table 1.** Participant characteristics and questionnaire findings summary

	n	(%)
Female	29/34	(85%)
Median age (range)	68	(51-92)
Diagnosis - Advanced NSCLC	24/34	(71%)
English First language	16/34	(47%)
Employment Status - Retired	23/34	(68%)
Present/Past Field of Work – Business	11/34	(32%)
Experienced OACM toxicity	24/34	(71%)
Patient recognized side effect	19/24	(79%)
Patient self-managed side effect	11/24	(46%)
Median mSIMS (IQR)	19/22	(14-21)
Median SCIP B (IQR)	24/30	(15-30)
Inadequate health literacy, screener score $\geq 10/12$	1/34	(3%)

**Table 2.** Exploratory relationship between health literacy, patient satisfaction, and ability to self-manage OAM toxicity

	RR	(95% CI)	P
High satisfaction, mSIMS $>19/22$	0.54	(0.09 - 1.58)	0.31
High satisfaction, SCIP-B $>24/30$	0.68	(0.19 - 1.70)	0.52
Inadequate health literacy, screener score $\geq 10/12$	0.00	(0.00 - 2.75)	0.66

**Table 3.** Responses and endorsement rates for modified Satisfaction with Information Medication Scale (mSIMS) item

	Total Satisfied		Total Dissatisfied		High value item	
	n	%	n	%	n	%
1 What your medicine is called	32	94%	2	6%	10	30%
2 What your medicine is for	33	97%	1	3%	18	55%
3 What your medicine does	30	88%	4	12%	10	30%
4 How your medicine works	27	79%	7	21%	10	30%
5 How long your medicine will take to act	20	59%	14	41%	13	39%
6 How you can tell if your medicine is working	17	50%	17	50%	8	24%
7 How long you will need to be on your medicine	24	71%	9	26%	6	18%
8 When to take your medicine	32	94%	2	6%	5	15%
9 What to do if you forget to take a dose	28	82%	6	18%	7	21%
10 If you need to space your medication from meals	30	88%	4	12%	3	9%
11 If you need to avoid certain foods while taking this medication	26	76%	8	24%	8	24%
12 If you can drink alcohol whilst taking this medicine	29	85%	5	15%	1	3%
13 If this medicine interferes with other medication(s) you take regularly	27	79%	7	21%	19	58%
14 If you will need to stop/change other medication(s) you take regularly	29	85%	5	15%	8	24%
15 Whether the medicine has any unwanted effects (side effects)	30	88%	4	12%	19	58%
16 What the risks of your experiencing side effects are	28	82%	6	18%	7	21%
17 What you should do if you experience unwanted side effects	31	91%	3	9%	8	24%
18 Whether the medication will make you feel drowsy	21	62%	13	38%	3	9%
19 Whether the medication will affect your sex life	21	62%	13	38%	0	0%
20 How to store this medication	31	91%	3	9%	1	3%
21 How to get a further supply of this medication	34	100%	0	0%	1	3%
22 How to dispose of any remaining medication	23	68%	11	32%	0	0%

## DISCUSSION

Table 1 summarizes patient characteristics and questionnaire total scores. Table 2 describes the association between adequate health literacy and ability to self manage OAM toxicity, and high patient satisfaction (mSIMS, SCIP-B) and ability to self-manage OAM toxicity. Table summarizes endorsement rates for each mSIMS item (satisfied vs. unsatisfied with information received) and endorsement rates for “top 4 most important things to know about OAMs”

High rates of satisfaction with the OAM CPS and OAM information received; superior mSIMS ratings compared to other studies in oncology patients

Compliments pilot project data which demonstrated high rates of OAM adherence and low/no severe OAM toxicities

### Strengths

- Research on OAM education, monitoring, and support is lacking; findings help build the body of research demonstrating value of OAM clinical pharmacy services; top four things to know about OAMs include drug interactions, drug toxicity, indication, and onset time
- Promotes Odette program structure and management algorithms as a candidate for “best-practice” delivery model

### Limitations

- Validity and generalizability limited by sample size, sampling bias, instrument bias/validity
- Notable limitations with available validated scales in this field; no validated scales to measure ideal constructs

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### DISCLOSURES

Authors have the following to disclose concerning possible personal or financial relationships with commercial entities that may have a direct or indirect interest in the subject matter of this presentation:

Thawer A – Research grant, Boehringer Ingelheim  
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