

# Information provided to inpatients on their infection and antimicrobial therapy: staff perspective

Part 2

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## Background

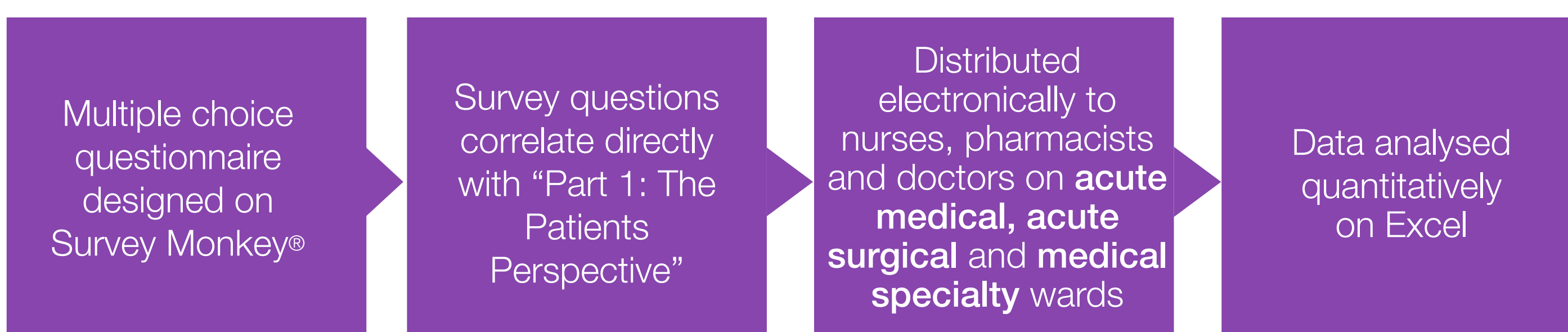
The Antimicrobial Stewardship (AMS) Clinical Care Standard (CCS) states that patients with an infection should receive information on their condition and treatment. Provision of this information must be documented in medical records (Quality statement 5)<sup>1</sup>.

## Aim/Objective

To investigate awareness, *perceptions* and reported *barriers* of *staff* regarding provision of information to inpatients on *infection* and *antimicrobial therapy*.

## Methods

Part 1: Patient Survey → Part 2: Staff Survey



## Results

43 full or partial responses received (58% nurses, 28% doctors, 14% pharmacists)

**32%** of staff *always* provide information about antimicrobials

**9.4%** of staff *never* provide information about antimicrobials

**82%** of staff who provide information *do not document this anywhere*

81.2% would like *written information* regarding infections

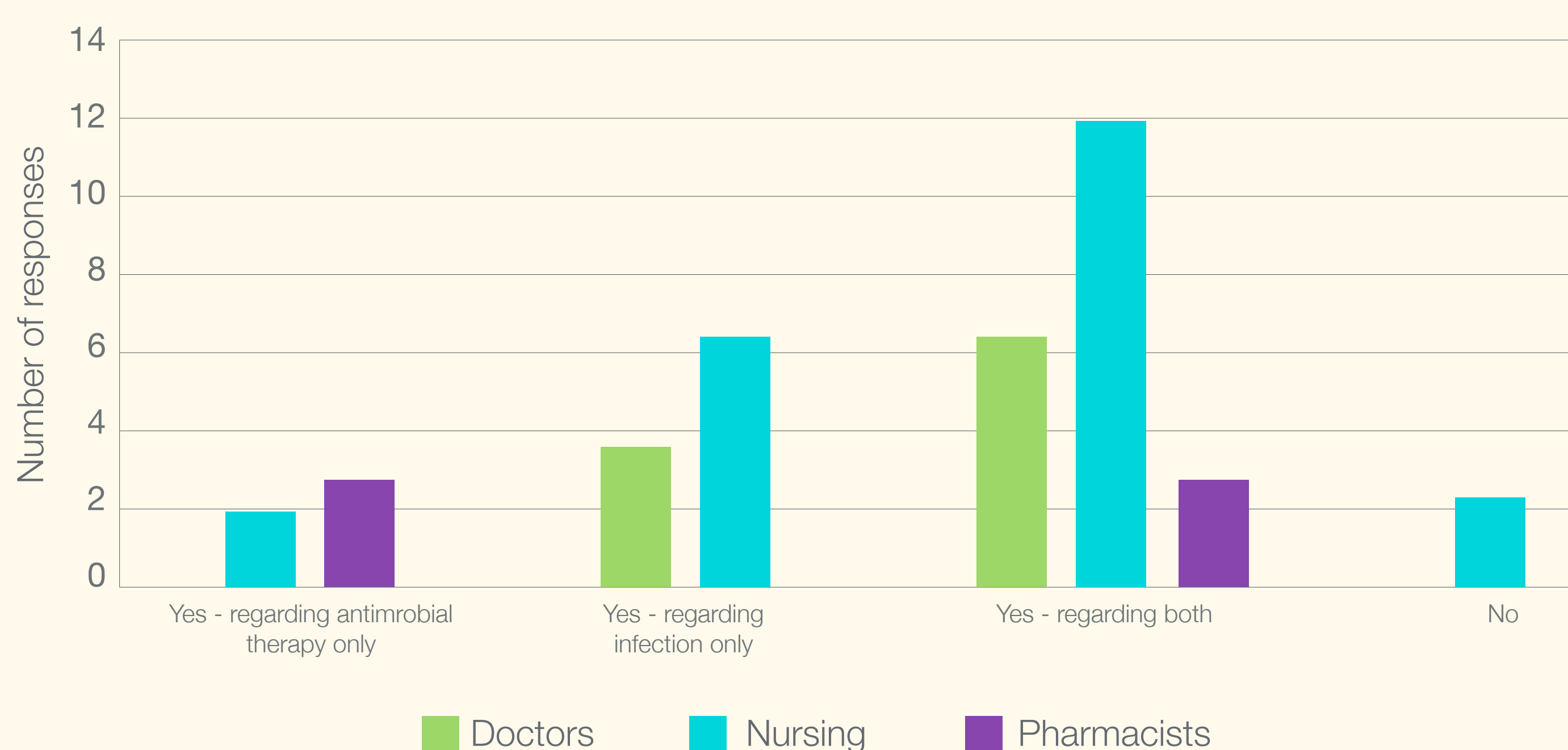
87.5% would like *written information* regarding antimicrobials



Access to simplified antibiotic information leaflets will help facilitate provision of information

80% of respondents believed they had *sufficient knowledge* to provide patient education on infection and antimicrobials

In your daily practice, do you routinely provide information to patients (and/or their carer) regarding their infection and antimicrobial therapy during their admission?



## References:

[1] ACSQHC. (2023). Antimicrobial Stewardship Clinical Care Standard. Antimicrobial Stewardship Clinical Care Standard | Australian Commission on Safety and Quality in Health Care. <https://www.safetyandquality.gov.au/our-work/clinical-care-standards/antimicrobial-stewardship-clinical-care-standard>

## Application to Pharmacy Practice

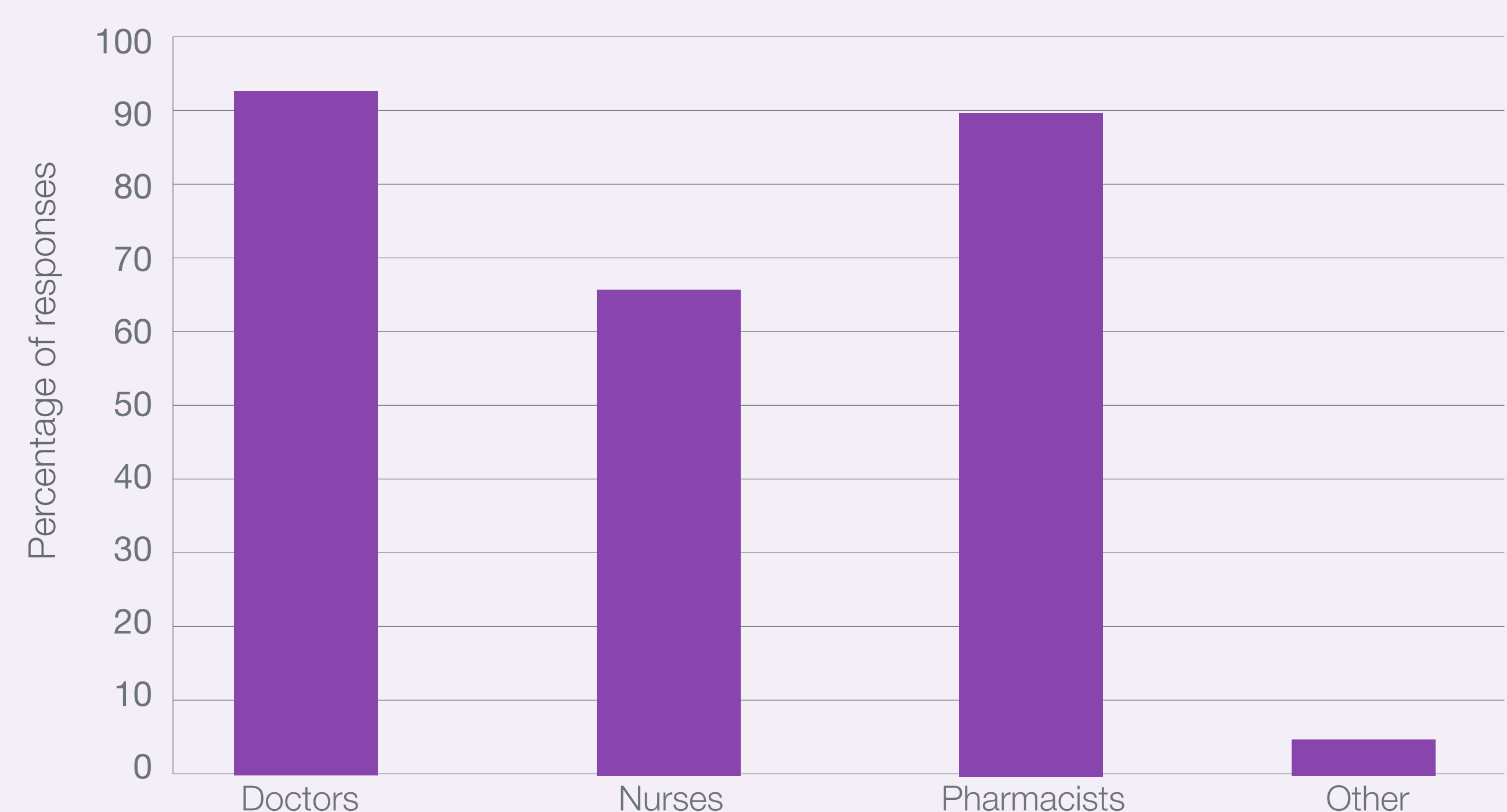
90% of respondents believed it should be the *responsibility of the pharmacist* to provide education to patients regarding their *antimicrobial therapy*, including all of the pharmacists who participated in the survey.

- Only 1 pharmacist reported providing this information at every encounter
- Most provide information on request and at discharge

This indicates an opportunity to expand the traditional role of ward pharmacists in the provision of inpatient care.

- Availability of resources should be considered

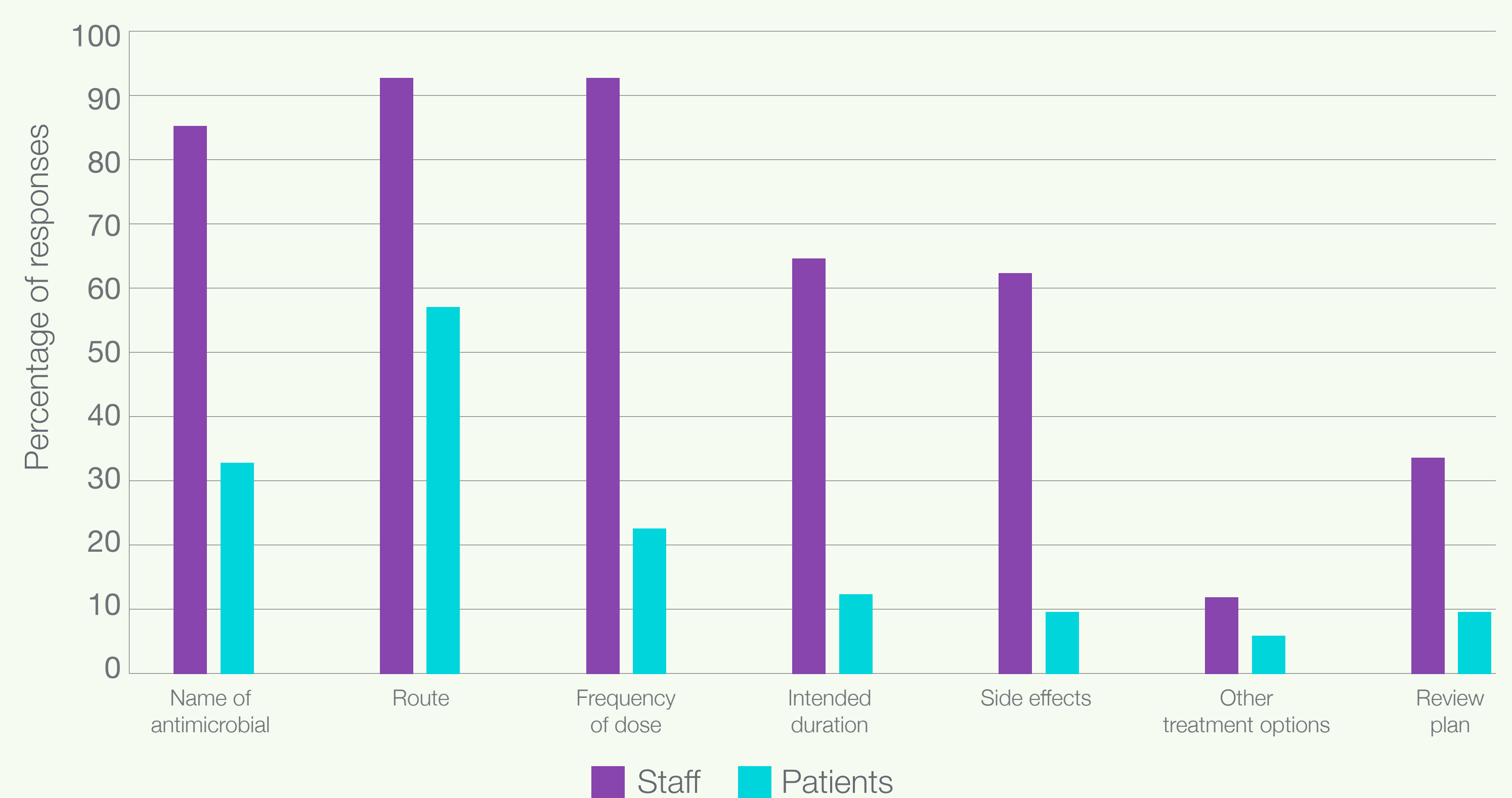
Who should be responsible for providing education to patients (and/or their carer) regarding their antimicrobial therapy during hospital admission?



## Discussion

Part 1 and Part 2 of this audit demonstrate a discordance between information routinely provided by staff and recalled by patients.

Information the STAFF report giving vs information PATIENTS report receiving



## Barriers to provision of information and documentation:

### Patient Factors:

- Physiological factors**
  - Delirium, pain or drowsiness (affects retention of information)
- Language barriers**
  - Poor English proficiency
  - Low health literacy



### Staff Factors:

- Lack of time**
  - Staffing shortages and high workload
- Lack of awareness**
  - Need for documentation (58% unaware of this requirement)

Most staff would like access to a *time efficient* and patient-friendly, *easy to understand* intervention to aid provision of information.

Overall, the high level of engagement from most key stakeholders demonstrates desire for a patient-centered approach in management of infections.

The findings of this audit should be considered by facilities wishing to optimise compliance with the AMS CCS.