

UNIVERSITI TEKNOLOGI MARA

**PATIENT SATISFACTION AND
MEDICATION ADHERENCE
ASSESSMENT IN DIABETES
MEDICATION THERAPY
ADHERENCE CLINIC (MTAC)**

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Dissertation submitted in partial fulfilment
of the requirements for the degree of
Master in Pharmacy Practice

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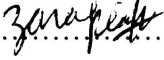
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AUTHOR'S DECLARATION

I declare that the work in this dissertation was carried out in accordance with the regulations of Universiti Teknologi MARA. It is original and is the results of my own work, unless otherwise indicated or acknowledged as referenced work. This dissertation has not been submitted to any other academic institution or non-academic institution for any degree or qualification.

I, hereby, acknowledge that I have been supplied with the Academic Rules and Regulations for Post Graduate, Universiti Teknologi MARA, regulating the conduct of my study and research.

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ABSTRACT

The measurement of patient satisfaction and adherence are indeed important in disease management services especially in chronic disease as a mean of service benefit and quality assurance. This study aims to determine the satisfaction and adherence of diabetes mellitus patients at the DMTAC and to determine the relationship between patient satisfaction and adherence. The questionnaires were guided administered by the researcher and consists of three sections. 1) Socio-demographic, medical and medication history and clinical parameters, 2) Patient Satisfaction with Pharmaceutical Care Questionnaire (PSPCQ) and 3) The eight-item Morisky Medication Adherence Scale (MMAS). 165 patients from Hospital Sultanah Aminah, Hospital Sultanah Nora Ismail and Hospital Pakar Sultanah Fatimah who had received counselling at DMTAC were recruited. Data were analysed with SPSS 18.0, using the descriptive statistics and non-parametric tests. The majority were female (50.9%), aged ≥ 60 years (40.0%), Malay (72.7%), had secondary education level (55.2%) and were unemployed (56.4%). Most of the patients had at least 4 visits (60.6%), had diabetes for more than 5 years (80.0%), on both oral and insulin (55.2%) and had 2 comorbidities (43.0%). 87% of patients were satisfied with DMTAC service (score 60-100) with mean scores of 76.8 and 26.1% had high adherence (score=8). There was a significant ($p<0.01$), positive fair correlation ($r_s=0.377$) between satisfaction and adherence. This study leads to better understanding on which area of satisfaction and adherence needs to be emphasized on patients at DMTAC. Such information was important in designing interventions to enhance patient satisfaction and adherence.

Keywords: patient satisfaction, adherence, DMTAC, pharmaceutical care

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