Hospital pharmacists play an important role in improving patient outcomes and safety. Many hospitalized patients and their families are unaware of the presence and role of the pharmacist. Canadian Society of Hospital Pharmacists (CSHP) 2015 objective: “50% of recently hospitalized patients or their caregivers will recall speaking with a pharmacist while in the hospital.”

Objectives:
- Increase families’ awareness of the Neonatal Intensive Care Unit (NICU) pharmacist
- Describe topics families want to discuss with the NICU pharmacist

Primary Outcome:
The percentage of families who recall speaking with a NICU pharmacist prior to and during an intervention was similar.

Methods
Study Design: Prospective study, convenience sample
Surveys:
- Families surveyed at time of discharge: 4 weeks pre-intervention and 6 weeks during intervention
- Pharmacists surveyed: pre and post intervention period

Intervention: Pharmacist introduced self to families and provided verbal and written information (pamphlet)
- Role of the pharmacist
- Types of questions to ask the pharmacist

Inclusion Criteria:
- Parents and/or primary caregivers of babies in the NICU

Exclusion Criteria:
- Families unable to speak, read or write English
- Families of deceased patients

Statistical Analysis:
- Family data: Fisher’s Exact Test (2-sided)
- Pharmacist data: Descriptive Statistics

Results

Table 1. Pharmacist Recall of Introduction and Interaction with Families

<table>
<thead>
<tr>
<th></th>
<th>Pre-Intervention</th>
<th>Post-Intervention</th>
</tr>
</thead>
<tbody>
<tr>
<td>N</td>
<td>6</td>
<td>12</td>
</tr>
<tr>
<td>Median % Families (range)</td>
<td>4 (0-15)</td>
<td>4 (1-25)</td>
</tr>
<tr>
<td>Introduction</td>
<td>5 (0-20)</td>
<td>4 (0-40)</td>
</tr>
</tbody>
</table>

N = 19

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Figure 1. Family Recall of Pharmacist Introduction and Interaction

Figure 2. Topics Families Would Like to Discuss with a Pharmacist

Figure 3. Pharmacist Reported Barriers for Performing Intervention

Limitations
- Small sample size
- Short intervention period
- Participation in intervention not optimal: internal and external factors

Conclusions
- The percentage of families who recall speaking with a NICU pharmacist prior to and during the intervention was similar.
- 86% of surveyed families in the NICU indicated they would like to speak with a pharmacist.
- Families identified several medication related topics of interest.
- Future initiatives needed to assist pharmacists to achieve CSHP 2015 objective.