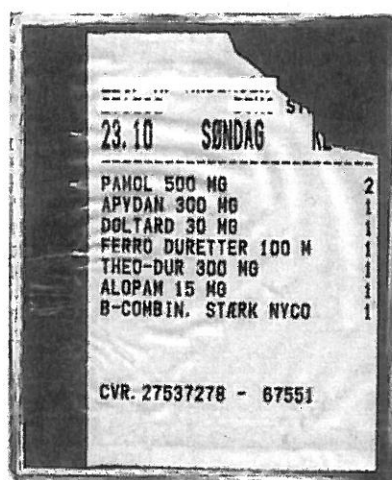


# Et kvalitativt studie af danske brugeres sociale konstruktion af maskinel dosisdispensering i primærsektoren i Danmark



Specialerapport udarbejdet af  
**Anna A. Bira Larsen (00023)**

Under vejledning af  
**Lektor ph.d. (pharm.) Lotte Stig Haugbølle**

Afdeling for Samfundsfarmaci  
Institut for Farmakologi og Farmakoterapi  
Danmarks Farmaceutiske Universitet  
Februar 2006

## ABSTRACT

**Title:** A qualitative study of the Danish users' social construction of automated dose dispensing in the primary health care sector in Denmark.

**Background and literature review:** Automated dose dispensing (AD) is a new health technology that was implemented in the Danish health care system October 2001. The implementation of AD resulted in an extensive interdisciplinary health technology assessment (HTA) of AD in the Danish primary health care sector which was completed May 2005. However, the inclusion of the users' view on the new technology in this HTA was fairly low. A literature search that was carried out in the beginning of this study showed that the issue of user perspective on AD was not dealt with in neither Danish or international studies besides the modest involvement of three AD users in the above mentioned HTA.

**Objective:** The objective of the present study was to elucidate the relation between the Danish AD users and the AD technology in the primary health care sector. I intend to use the results of this study for making a positive contribution to improve the quality of AD for the present and potential users of AD.

**The main research question:** How can the Danish users' experiences with AD, their attitudes towards AD and ideas for future development of AD be described from selected SCOT-theory elements and to which extend do the AD users reappear in the three earlier described discourse types: the optimists, pragmatics, and skeptics or any other discourses?

**Theory:** As the main theoretical basis for framing the differences and similarities between users' experiences with AD, their attitudes towards AD and ideas for future development of AD, a specific social constructivist theory, Social Construction of Technology (SCOT), and a concept of discourse analysis were used. In addition, selected aspects from theories of technology, user perspective and compliance were applicable in the theoretical work.

**Method:** The study was performed within the 'understanding' research type and designed as a case study. Qualitative research interviews served as the method for data collection. The interviewees were chosen in order to establish a representative sample population of the Danish AD users. Accordingly a minor part of the chosen population of 10 interviewees represented the 'atypical AD users', while the 'the typical AD users' comprised the largest part.

**Results:** The results of the study show that the relation between AD users and AD technology is characterized by a variety of opinions. Five relevant social groups (RSG) were identified: The 'drug safety' group, the 'independence' group, the 'easing workload' group, the 'enforced' group and the 'neglect' group. All five RSG's were included in one technological frame – The User Frame. The users' goals by entering and remaining in AD were concerned with drug safety, greater freedom, easing the renewal and the pick-up of prescription medicine, easing the workload on caregivers and a feeling of security and normality. In order to outline the users' view on AD, the other SCOT-theory elements encompassing *problems*, *requirements to be met by problem solution*, *expectations* among the AD users and *the exemplary technology* were structured on basis of the traditional HTA classification comprising an organization, technology and economy element. The main statements made by the health care professionals as being advantageous for the AD users, encompassing enhanced overview of medication, enhanced compliance and the removal of medicine storages at home, defined the issues embraced under *users' practice*. AD users reappeared in all three discourses the optimistic, skeptic and pragmatic discourse and a fourth discourse, the negligible discourse, was also identified among the users.

**Discussion and conclusion:** The Danish users' experiences with AD, their attitudes towards AD and ideas for future development of technology can be described with a high level of diversity. The SCOT-theory and a concept of discourse analysis were useful for framing the relation between the Danish AD users and the AD technology in the primary health care sector. The quality criteria *trustworthiness* and *authenticity*, developed to judge the quality of studies within the field of social constructivism, were used for evaluation of the research process and outcome of the present study. The present study is assumed to live up to both criteria, thus indicating a valid study.