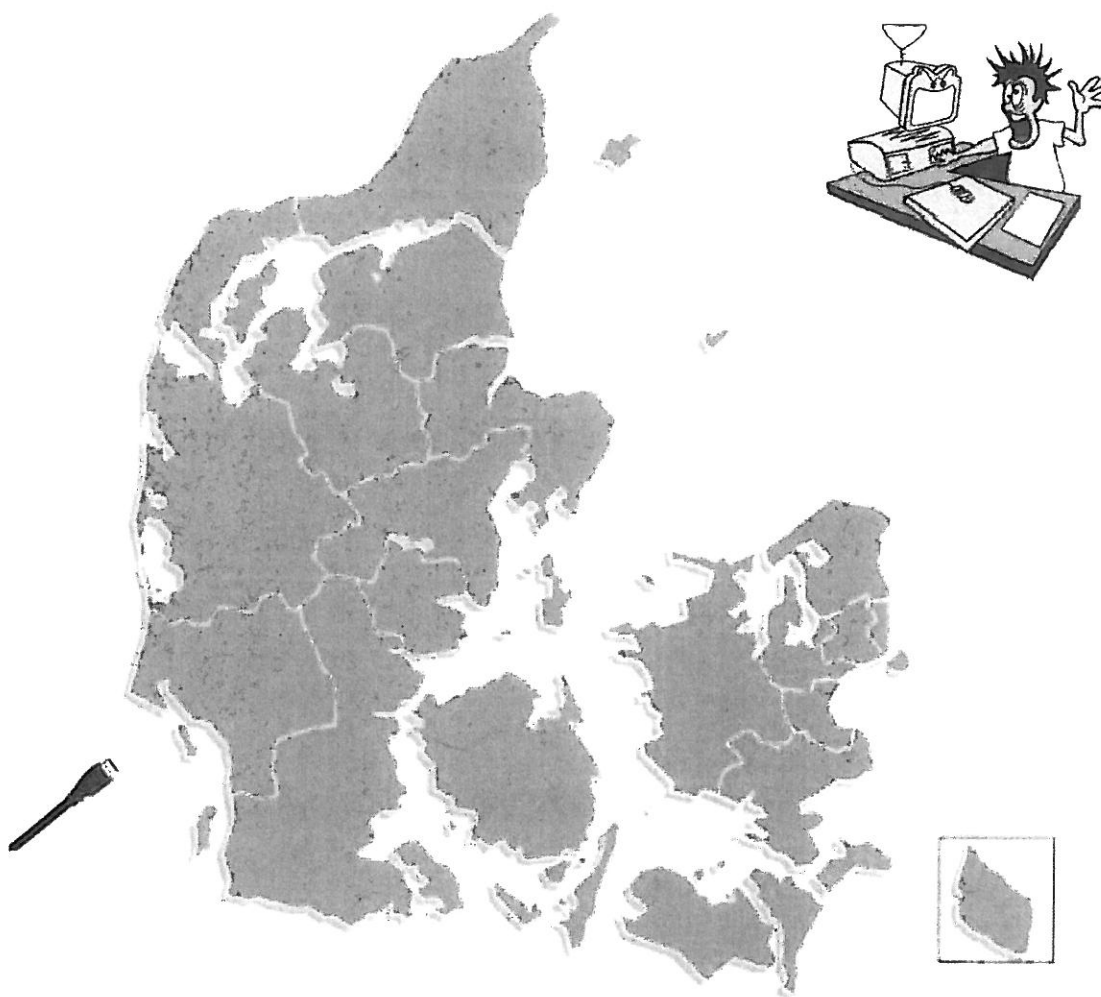


Er PEM nem ?

- En kvalitativ og kvantitativ undersøgelse af kvaliteten
af den Personlige Elektroniske Medicinprofil



Specialerapport udarbejdet af
Lena Skov Andersen (99116)

Under vejledning af
Sektionsleder for internationale aktiviteter på Pharmakon ph.d. (pharm.) Lotte Stig Haugbølle
Danmarks Farmaceutiske Bibliotek d.(pharm) Lene Sørensen



500023346

deling for Samfundsfarmaci
Farmakologi og Farmakoterapi
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Abstract.

Title: Is PEM easy? – A qualitative and quantitative study of the quality of the Personal Electronic Medication profile.

The personal electronic medication profile known as PEM, is a relatively new register which contain information about the individual Dane's purchase of prescription medicine. The purpose of the register is to improve the safety and the quality of the medical treatment of the patients. A literature search that was carried out in the beginning of this study showed no previous investigations describing the use or the quality of PEM in connection with the measurement of compliance for patients treated with medicine.

The objective of the present study was to provide information about the quality of PEM in general and the measurement of compliance by answering the following main research question:

How is the quality of PEM as a tool to measure compliance among patients in treatment with antihypertensive medicines and how can the quality be improved?

The study was performed by using triangulation which combine one quantitative and two qualitative methods. Quantitative data was collected by using PEM for 151 patients treated with antihypertensive medicine, and qualitative data by observation during the collection of PEM-data, as well as by qualitative research interviews with six health care professional users of PEM.

The results of this study showed that the health care professional users of PEM are pleased about the system, even though the system contains various errors and drawbacks. The findings were that 15 different types of information often were lacking or appeared incomplete. It is foreexample not possibly to calculate compliance and use the compliance graph from PEM for 128 (21 %) of the 615 used remedies. The lack of or incomplete information occurs primarily because the pharmacy reports are missing or incorrect.

The conclusion is that the quality of PEM isn't high enough for the system to be used as a tool for measurement of compliance in general, and specifically in connection with measurement of compliance for patients treated with antihypertensive medicines. The quality

could be improved if the relevant information become available and functioning within the system. This will require that the pharmacies provide complete and accurate information to the PEM system.

Key words: The Personal Electronic Medication profile, PEM, quality, measurment of compliance, treatment with antihypertensive medicines.