

Influenza Research and Emerging Infectious Diseases

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KEYNOTE FORUM | DAY 1

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Pharmacist-administered influenza vaccine in a community pharmacy: A patient experience survey

Overview: The administration of the influenza vaccination remains the most effective method to prevent the spread of influenza. It is known to be crucial in protecting the elderly and those considered at high risk; however, in healthy, working adults, flu vaccination has been shown to have significant health-related as well as economic benefits. The Canadian Immunization Guide encourages annual influenza vaccination for all adults, especially for adults older than 65 years, those who are at high risk and those in close contact with children younger than 5 years. As one of the most accessible health care providers, pharmacists are in an ideal position to provide the flu vaccination to the community.

Method: During the 2013-2014 influenza campaign, more than 600 flu vaccines were administered at a community

pharmacy in Hamilton, Ontario. A retrospective patient survey was conducted via telephone from April to July 2014.

Result: A total of 240 flu vaccine recipients participated and completed the survey. Response rate for the survey was 38.4%. Approximately one-fifth ($n = 43$, 18%) of the participants stated that they had not received the flu vaccine in the previous year. Of those participants who had received the vaccine in the previous year, 34% received the vaccine at a pharmacy, 43% at a medical office and 23% from other locations, such as flu clinics or in the workplace. A 5-point Likert scale was used to measure the patient's experience following the pharmacist-administered vaccine. Almost all participants ($n = 233$, 97%) found the overall experience of receiving the flu vaccination in a pharmacy to be "somewhat pleasant" or "very pleasant." The study participants agreed that the experience was convenient ($n = 238$, 99%) and that the pharmacist was skilled in administering the vaccine ($n = 234$, 98%). Most participants



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stated that they would receive their next flu vaccine at a pharmacy ($n = 220$, 92%). More than two-thirds of study participants would also like to see pharmacists administer other vaccines in the future ($n = 165$, 69%).

Conclusion: The overall positive response from the patient experience survey suggests that participants were very satisfied with the influenza vaccination service being provided by pharmacists. As pharmacists continue to expand their scope of practice, it is important that they contribute to the public's overall health by reducing the circulation of infectious diseases such as influenza. Administration

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of the influenza vaccine by pharmacists is a crucial way of increasing immunization rates in Ontario, and the public response encourages continuation of this service.

Biography

Sony Poullose is a community clinical pharmacist specializing in diabetes care

and immunization programs. Poullose obtained his Doctor Pharmacy from University of Florida. He is actively involved in community pharmacy research and published several papers in peer-reviewed journals. He is a pharmacist preceptor for advanced pharmacy practice experience program for Doctor of Pharmacy of University of Toronto. He is a recipient of Ontario Pharmacists Association's "Exceptional Achievement in Research and Academia" award in 2015.

He also received "Bowl of Hygeia" award from Ontario Pharmacists Association in 2014.

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