

The Development of Patients' Perceptions of Pharmacy Service Quality of Highly-Active Antiretroviral Therapy Program (PSQ-HAART) Questionnaire in Chiang Rai Community Hospitals, Thailand

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ABSTRACT

The purpose of this study was to: 1) develop a self-administered written survey for assessing PSQ-HAART in Chiang Rai community hospitals 2) identify distinct constructs of the evaluation items and 3) examine the instruments' psychometric properties. Three-hundred-and-fifty-four service quality items include 22 from the original 22-item SERVQUAL, added to 319 items from patients' expectations taken from in-depth interviews and 13 items on the pharmacists' role in HIV/AIDS care from literature reviews. These 354 items were first reduced to a 49-item scale, and then two psychometric tests were performed. Psychometric test I was conducted among 320 patients from antiretroviral (ARV) clinics in four Chiang Rai community hospitals. The first 49-item scale identified underlying dimensions and purified items. Results produced a six-dimensional 36-item scale (tangibles-reliability, assurance-empathy, empathy, responsiveness I, responsiveness-assurance and responsiveness II) instead of the five dimensions of SERVQUAL (tangibles, reliability, responsiveness, assurance and empathy). Factor loadings ranged from 0.38 to 0.73. The 36-item scale was split into two sections: desired service level and perception of actual service level. This instrument was for Psychometric test II which was conducted a month later among 216 patients from ARV clinics in the other four community hospitals. Final results produced a 33-item scale in six dimensions and exhibited high internal consistency (0.94) of both expectation and perception items. The findings identified several aspects of pharmacy service quality in Thai community hospitals needing improvement. The questionnaire needs to be adapted for use in PSQ-HAART programs in community hospitals throughout the country.

Key words: Pharmacy service, Pharmacy service quality, Highly-active antiretroviral therapy, PS-HAART, PSQ-HAART, Construct validity, SERVQUAL, Chiang Rai community hospitals