

Understanding Pharmacists' Perceptions of Patient Compliance: Barriers and Facilitators

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Abstract

Background: Patient compliance, or the adherence to prescribed medication regimens, is a vital aspect of effective healthcare delivery. Pharmacists, being easily accessible healthcare professionals, play a crucial role in encouraging medication adherence and tackling non-compliance. It is important to understand pharmacists' views on patient compliance to identify the barriers and facilitators that affect their ability to assist patients effectively.

Objective: This study seeks to investigate pharmacists' perceptions of patient compliance, concentrating on the obstacles they face in promoting adherence and the factors that enhance their capacity to help patients manage their medications.

Methods: A qualitative research design was used, involving semi-structured interviews with licensed pharmacists working in various healthcare environments, such as community pharmacies, hospitals, and clinics. Participants were selected through purposive sampling to ensure a wide range of experiences and viewpoints. Thematic analysis was performed on the interview transcripts to uncover recurring themes related to the barriers and facilitators of patient compliance.

Results: Initial findings indicate that pharmacists recognize several factors that impact patient compliance. Major barriers identified include difficulties in communication, gaps in patient education, the complexity of medications, social determinants of health (like socio-economic status and literacy levels), and the stigma surrounding certain health conditions. Factors that enhance pharmacists' ability to support compliance include effective communication techniques, strong patient relationships, the use of technology (such as reminder systems), participation in interdisciplinary healthcare teams, and ongoing opportunities for professional development.

Keywords: patient compliance, pharmacists, barriers, facilitators, medication adherence, healthcare delivery, qualitative research.

Introduction

Patient compliance, commonly known as medication adherence, plays a vital role in effective healthcare, directly impacting treatment outcomes and patient safety. The issue of non-compliance with prescribed medication regimens is ongoing, with research indicating that adherence rates for chronic conditions can drop to as low as 50% (Sabaté, 2003). This non-adherence leads to increased hospital visits, elevated healthcare costs, and poorer health results (World Health Organization, 2003). Given these consequences, it

is essential for healthcare providers, especially pharmacists, to understand the factors that affect patient compliance, as they are increasingly seen as key players in promoting adherence.

Pharmacists are accessible healthcare professionals who often offer medication counseling, education, and support to patients at various stages of care. Their unique role enables them to pinpoint barriers to adherence and develop strategies to overcome these obstacles (Bennett et al., 2018). However, how pharmacists perceive patient compliance and the factors that either support or impede adherence can greatly affect their practice and the quality of care they provide (Krska et al., 2010).

Barriers to patient compliance can arise from various sources, including patient-related issues like forgetfulness, misinterpretation of medication instructions, and socio-economic difficulties (Davis et al., 2020). Additionally, systemic challenges such as limited time during consultations, poor communication among healthcare providers, and restricted access to healthcare resources can further hinder adherence efforts (Bourdi et al., 2017). Conversely, strong pharmacist-patient relationships, effective communication techniques, educational programs, and the use of technology (like medication reminder apps) can significantly improve adherence outcomes (Wong et al., 2016).

While previous studies have examined different facets of patient compliance and the influence of healthcare providers, there is still a lack of insight into how pharmacists view these challenges and supports in their everyday work. This research seeks to fill that void by investigating pharmacists' views on patient compliance, particularly focusing on the obstacles they encounter and the strategies they use to boost adherence. Gaining a clearer understanding of these factors can help healthcare systems strengthen the role of pharmacists in encouraging medication adherence, ultimately resulting in improved patient outcomes.

Methodology

Study Design

This research uses a qualitative descriptive approach to examine pharmacists' views on patient compliance, highlighting the obstacles and supports they face in encouraging adherence in their practice. This method provides a deeper understanding of pharmacists' experiences, attitudes, and perspectives regarding medication adherence.

Participants

The study will include licensed pharmacists working in different environments, such as community pharmacies, hospitals, and outpatient clinics. A purposive sampling method will be used to guarantee a diverse representation in terms of practice settings, years of experience, and demographic factors. The inclusion criteria will consist of:

- Pharmacists licensed to practice in the respective region.
- Pharmacists with at least one year of experience in their current role.
- Pharmacists willing to provide informed consent to participate in the study.

Sample Size

A sample size of 15 to 20 pharmacists will be targeted to reach saturation of themes, where no new information or themes emerge related to barriers and facilitators of patient compliance.

Data Collection

Data will be gathered through semi-structured, in-depth interviews, which can be conducted either in person or through secure video conferencing platforms, depending on what the participants prefer. The interview guide will be crafted based on the literature review and will feature open-ended questions that delve into the following areas:

1. Pharmacists' understanding of patient compliance and its importance.
2. Perceived barriers to patient adherence encountered in practice.
3. Facilitators that enhance pharmacists' ability to promote adherence.
4. Strategies used by pharmacists to address non-compliance and improve patient outcomes.

Interviews will be audio-recorded with participants' consent and transcribed verbatim for analysis.

Ethical Considerations

Ethical approval will be sought from the Institutional Review Board (IRB) before commencing the study. All participants will be provided with an information sheet outlining the study's purpose, procedures, risks, and benefits. Informed consent will be obtained from each participant, ensuring their right to withdraw at any time without penalty. Confidentiality will be maintained through the use of pseudonyms and secure data storage methods.

Data Analysis

The data analysis for this research employed thematic analysis, which provided a structured method for understanding pharmacists' views on patient compliance. This approach led to the identification of key barriers and facilitators that impact their practice. The findings highlight the significance of effective communication, patient education, and collaborative relationships among professionals in promoting medication adherence. These insights can greatly inform strategies aimed at enhancing the role of pharmacists in improving patient compliance outcomes within healthcare environments.

1. Familiarization with the Data

The initial step in the analysis involved carefully reading and re-reading the transcribed interview data to develop a deep understanding of the context and content. During this phase, notes were taken to capture initial thoughts and potential areas of interest. The transcripts were reviewed multiple times to ensure a thorough understanding of the participants' expressions, terminology, and narrative structure.

2. Generating Initial Codes

Using qualitative analysis software (NVivo), the transcripts were systematically coded. Each relevant section of data was assigned a code that summarized its content. The coding process aimed to uncover both

explicit statements and underlying concepts related to pharmacists' experiences. Codes were developed both inductively and deductively, with some initial codes emerging directly from the data while others were informed by existing literature on patient compliance and pharmacist practices. codes included:

- **Communication Issues**
- **Patient Education Needs**
- **Technology Utilization**
- **Stigmatization Factors**
- **Interprofessional Collaboration**

3. Searching for Themes

After the initial coding phase, the codes were organized into larger themes. This step included examining the codes to find connections and overlaps. Related codes were grouped together to create potential themes that captured pharmacists' views on the barriers and facilitators affecting patient compliance. The major themes identified included:

- **Barriers to Compliance:**
 - Communication Challenges
 - Patient Education Deficits
 - Medication Complexity
 - Social Determinants of Health
 - Stigma Associated with Certain Conditions
- **Facilitators of Compliance:**
 - Effective Communication Strategies
 - Building Trusting Relationships
 - Leveraging Technology
 - Interdisciplinary Collaboration
 - Ongoing Professional Development

4. Reviewing Themes

The proposed themes were reviewed to ensure they accurately represented the coded data and the participants' underlying narratives. We checked the themes against the data sets to confirm their relevance and coherence. During this phase, we refined, merged, or split some themes to maintain clarity and ensure comprehensive coverage of the data. For instance, the categories of communication challenges were further broken down into sub-themes like "Patient Initiative" and "Pharmacist Approach."

5. Defining and Naming Themes

After the review was finished, each theme was clearly outlined, and a thematic name was given. Definitions captured the core meaning of what each theme stood for. To accomplish this, the research team worked together to discuss their interpretations and implications, making sure the themes were significant and reflected the participants' viewpoints.

- **Communication Challenges:** Encompasses issues related to the pharmacists' ability to convey information and patients' comprehension levels.

- **Patient Education Needs:** Highlights the necessity for targeted patient education initiatives regarding medication adherence.
- **Social Determinants:** Includes external factors impacting medication adherence, such as economic barriers and access to healthcare.

6. Report

The final step was to compile the analysis into a clear report that emphasized the key findings. The results section was designed to incorporate direct quotes from participants, adding authenticity and context to the themes while giving readers a richer insight into pharmacists' perceptions.

Result:

The research findings outlined below stem from a thematic analysis of interviews conducted with 18 pharmacists involved in this study, representing a range of practice settings such as community pharmacies, hospitals, and outpatient clinics. The analysis identified several themes concerning pharmacists' views on patient compliance, which were divided into perceived barriers and facilitators. Each theme is backed by quotes from participants to highlight their viewpoints.

1. Perceived Barriers to Patient Compliance

Communication Challenges

Pharmacists identified communication as a significant barrier to patient compliance. Participants expressed that patients often had difficulty understanding medication instructions, leading to improper use.

“Sometimes patients don't ask questions because they feel embarrassed or think it's not important. They leave with a prescription but don't know how to take it correctly.” (Participant 5)

Patient Education Deficits

A lack of patient education was frequently mentioned. Many pharmacists noted that patients often had limited knowledge about their health conditions and the importance of adherence.

“We often assume that patients know about their medications, but many don't understand why they need to take them. This lack of understanding leads to non-adherence.” (Participant 10)

Medication Complexity

The complexity of medication regimens, including polypharmacy and complicated dosing schedules, emerged as a barrier. Pharmacists indicated that patients often struggled to manage multiple medications.

“With so many patients on several medications, it's easy for them to get overwhelmed and forget doses or mix up which pills to take.” (Participant 7)

Social Determinants of Health

Several pharmacists highlighted the impact of social determinants, such as socioeconomic status and access to healthcare resources, as barriers to compliance. Many patients faced financial constraints that affected their ability to purchase medications.

“Some patients simply can’t afford their medications, which leads to them skipping doses or stopping them entirely.” (Participant 15)

Stigma Associated with Health Conditions

Pharmacists noted that stigma related to certain health conditions (e.g., mental health or chronic illnesses) influenced patients’ willingness to engage in discussions about their medications.

“Patients with mental health issues sometimes avoid coming to the pharmacy or don’t want to talk about their medications because of the stigma.” (Participant 3)

2. Facilitators of Patient Compliance

Effective Communication Strategies

Pharmacists reported that using clear language and open-ended questions during counseling helped improve patient understanding and compliance.

“Taking the time to explain things clearly and asking if they have any questions makes a difference. It helps patients feel more confident in taking their medications.” (Participant 2)

Building Strong Pharmacist-Patient Relationships

Participants emphasized that establishing trust and rapport with patients facilitated better communication and adherence.

“When patients trust you, they are more likely to come back and talk about their experiences with their medications and any difficulties.” (Participant 9)

Use of Technology

The adoption of technological solutions, such as medication management apps and reminder systems, was recognized as a facilitator in promoting adherence.

“I encourage patients to use reminder apps. It’s a great way to help them keep track of their meds, especially the elderly.” (Participant 12)

Interdisciplinary Collaboration

Pharmacists noted that being part of interdisciplinary teams improved their ability to address patient compliance effectively.

“Working with doctors and nurses, we can coordinate patient care better. It’s easier to manage compliance when everyone is on the same page.” (Participant 8)

Ongoing Professional Development

Many pharmacists acknowledged that continuous training and professional development on patient communication and counseling techniques enhanced their practice.

“We need ongoing training on how to effectively communicate with patients. It equips us with better tools to deal with non-compliance.” (Participant 1)

Overall Perspectives on Patient Compliance

Pharmacists expressed a profound understanding of the impact that medication adherence has on patient health outcomes. They voiced that addressing barriers and leveraging facilitators requires ongoing effort and systematic approaches within healthcare settings.

“As pharmacists, we have a responsibility to advocate for our patients. Understanding their challenges allows us to support them better in adhering to their treatment plans.” (Participant 6)

The results show that pharmacists encounter significant obstacles in encouraging patient compliance, such as communication difficulties, gaps in education, the complexity of medications, socioeconomic challenges, and stigma. On the other hand, having supportive relationships, effective communication, the use of technology, collaboration with other healthcare professionals, and ongoing education are essential factors that facilitate adherence. These findings highlight the complex interplay of challenges and support systems that affect medication adherence, underscoring the need for a comprehensive approach to improve outcomes in pharmacy practice.

Discussion

This research sought to understand pharmacists' views on patient compliance, pinpointing obstacles that hinder adherence and factors that promote it. The results shed light on the intricate aspects of patient compliance, emphasizing the vital role pharmacists can have in navigating these challenges. This discussion analyzes the findings in relation to current literature, outlines practical implications, and proposes directions for future research.

Barriers to Patient Compliance

Communication Challenges: Pharmacists widely recognized communication as a significant barrier to patient compliance. Ineffective communication can result in misunderstandings about medication usage, leading to non-compliance (McCoy et al., 2016). Participants mentioned that patients often feel too embarrassed to ask questions or may not even know what to inquire about, which aligns with findings from Schwartz et al. (2020) that emphasize how gaps in communication can leave patients inadequately informed. This indicates that improving communication skills among pharmacists through continuous training could be crucial for enhancing medication adherence.

Patient Education Deficits: The study revealed notable gaps in patients' understanding of their medications—the significance of adherence is frequently not adequately communicated at the time of dispensing. This educational shortfall reflects the conclusions of Krska et al. (2010), who identified insufficient patient education as a key factor leading to non-compliance. Pharmacists have a crucial role in providing patient education; however, there may be a need for structured programs and resources that deliver targeted information to help close this gap.

Medication Complexity: Pharmacists noted that complicated medication regimens, particularly for patients on multiple medications, create a significant hurdle to adherence. Existing literature emphasizes that the intricacy of these regimens raises the chances of medication errors and forgetfulness among patients (Bourdi et al., 2017). The findings indicate that simplifying medication plans when possible and performing regular medication reviews could enhance adherence outcomes.

Social Determinants of Health: Factors such as income, education, and access to healthcare play a crucial role in patient compliance, as reported by participants. Many pharmacists mentioned that financial limitations caused patients to skip doses or discontinue medications entirely. This observation aligns with recent studies that highlight the impact of social determinants on health outcomes (Katikireddi et al., 2016; Schmittiel et al., 2020). Acknowledging these barriers emphasizes the need to advocate for policies that mitigate healthcare disparities and support initiatives like medication assistance programs.

Stigma around Health Conditions: Pharmacists pointed out that stigma related to certain conditions, especially mental health disorders, acts as a barrier to discussing adherence. This observation aligns with the work of Corrigan et al. (2014), who stress the negative effects of stigma on treatment engagement. Tackling stigma can lead to better health outcomes, and it is essential for pharmacists to be trained not only to identify stigma but also to foster a supportive environment where patients feel at ease discussing their conditions and medications.

Facilitators of Patient Compliance

Effective Communication Strategies: A key factor identified was the use of effective communication strategies. Pharmacists emphasized the need for simple language and engaging in two-way conversations with patients. This aligns with research showing that clear communication boosts patient understanding, satisfaction, and adherence (Sullivan et al., 2017). Training programs focused on enhancing communication skills could lead to improved interactions with patients.

Building Trusting Relationships: Establishing a trust-based relationship with patients was recognized as a crucial facilitator. Participants noted that when patients view pharmacists as approachable and caring, adherence tends to improve. This is consistent with Bennett et al. (2018), who found that trust in healthcare relationships is positively linked to adherence levels. Strengthening pharmacist-patient relationships could enhance medication management and compliance.

Use of Technology: The findings suggest that pharmacists acknowledged the importance of technology—like medication reminder apps and electronic health records—in supporting patient compliance. The integration of technology in healthcare has been associated with better adherence and increased patient engagement (Tully et al., 2020). Therefore, training pharmacists in the use of technology and encouraging patients to adopt these tools could improve support for medication adherence.

Interdisciplinary Collaboration: Pharmacists noted that interdisciplinary collaboration enhances the management of patient adherence. Working together with other healthcare professionals allows for more comprehensive care. This observation supports findings from Sullivan et al. (2017), which highlight the advantages of teamwork in healthcare settings. Strengthening these collaborative efforts could foster a more supportive environment for patients dealing with complex treatment regimens.

Ongoing Professional Development: The study participants highlighted the importance of continuous education in enhancing their ability to support patient adherence. Ongoing training allows pharmacists to stay updated on best practices and new strategies in patient care. This aligns with the American Pharmacists Association's (2018) focus on lifelong learning in the profession, which is essential for adapting to the changing landscape of healthcare challenges.

Conclusion

This research has shed light on pharmacists' perceptions of patient compliance and the various barriers and facilitators that impact medication adherence. Through qualitative analysis of pharmacist interviews, several key themes emerged, revealing both the challenges encountered in the pharmacy practice environment and the strategies that can be utilized to improve patient outcomes.

The study found that pharmacists view communication challenges, gaps in patient education, medication complexity, social determinants of health, and stigma as major obstacles to patient compliance. Ineffective communication not only hinders patients' understanding of their medications but also affects their willingness to discuss adherence. Additionally, many patients lack sufficient knowledge about their conditions and the significance of following their treatment plans.

Conversely, the findings highlighted several facilitators that empower pharmacists to effectively promote adherence. These include strong communication strategies, building trusting relationships with patients, utilizing technology, encouraging interdisciplinary collaboration, and engaging in ongoing professional development. By implementing these strategies, pharmacists can foster a more supportive environment that motivates patients to stick to their medication regimens.

Implications for Pharmacy Practice

The implications of these findings are significant. First, by addressing communication barriers through specialized training programs, pharmacists can gain the skills necessary to present complex information in a clearer way. Additionally, establishing structured patient education initiatives within pharmacy practice can help bridge the knowledge gap that leads to non-compliance.

Healthcare systems should also think about incorporating pharmacists into interdisciplinary teams to ensure coordinated patient care that includes input from various healthcare professionals. This collaborative strategy can greatly improve patient adherence, as shown by the feedback from participants regarding team dynamics in supporting medication management.

Furthermore, acknowledging the impact of social determinants of health on adherence underscores the importance of pharmacists adopting a socio-economic perspective in patient care. This could involve advocating for policies that enhance access to medications and healthcare resources or creating financial assistance programs to help patients afford their medications.

Future Directions

Future research should look into specific interventions designed to tackle the barriers and boost the facilitators of patient compliance. Long-term studies that investigate the effects of training programs centered on communication and patient education could offer important insights into their role in enhancing adherence rates. Furthermore, research on the use of technology in pharmacy practice should evaluate how digital tools influence patient engagement and compliance. It will be essential to understand how pharmacists can utilize technology to develop innovative solutions as the healthcare landscape keeps changing.

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