

Project Title

National Drug Formulary (NDF) - Evaluating the Usability of The National Drug Reference Base

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Organisation(s) Involved

Ministry of Health, Singapore

Healthcare Family Group(s) Involved in this Project

Nursing, Pharmacist, Healthcare Administrators

Applicable Specialty or Discipline

Pharmacy

Aim(s)

- Evaluate user experience of the website
- Identify areas for improvement to enhance overall website satisfaction

Background

See poster appended/ below

Methods

See poster appended/ below

Results

See poster appended/ below

Conclusion

See poster appended/ below

Project Category

Applied/ Translational Research

Quantitative Research

Keywords

User Experience, National Drug Formulary (NDF) Website, National Drug Reference
Base

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ABSTRACT

National Drug Formulary (NDF) - Evaluating The Usability of The National Drug Reference Base

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INTRODUCTION

NDF is a Singapore-specific, authoritative and national reference base targeting local Healthcare Professionals to guide evidence-based best practices for medication prescribing, dispensing, administration and monitoring. The NDF website was launched in April 2022 and has seen more than 100,000 total site visits to date.

This study was done to:

- evaluate user experience of the website
- identify areas for improvement to enhance overall website satisfaction



A National Pharmacy Strategy Initiative
go.gov.sg/nps



www.ndf.gov.sg

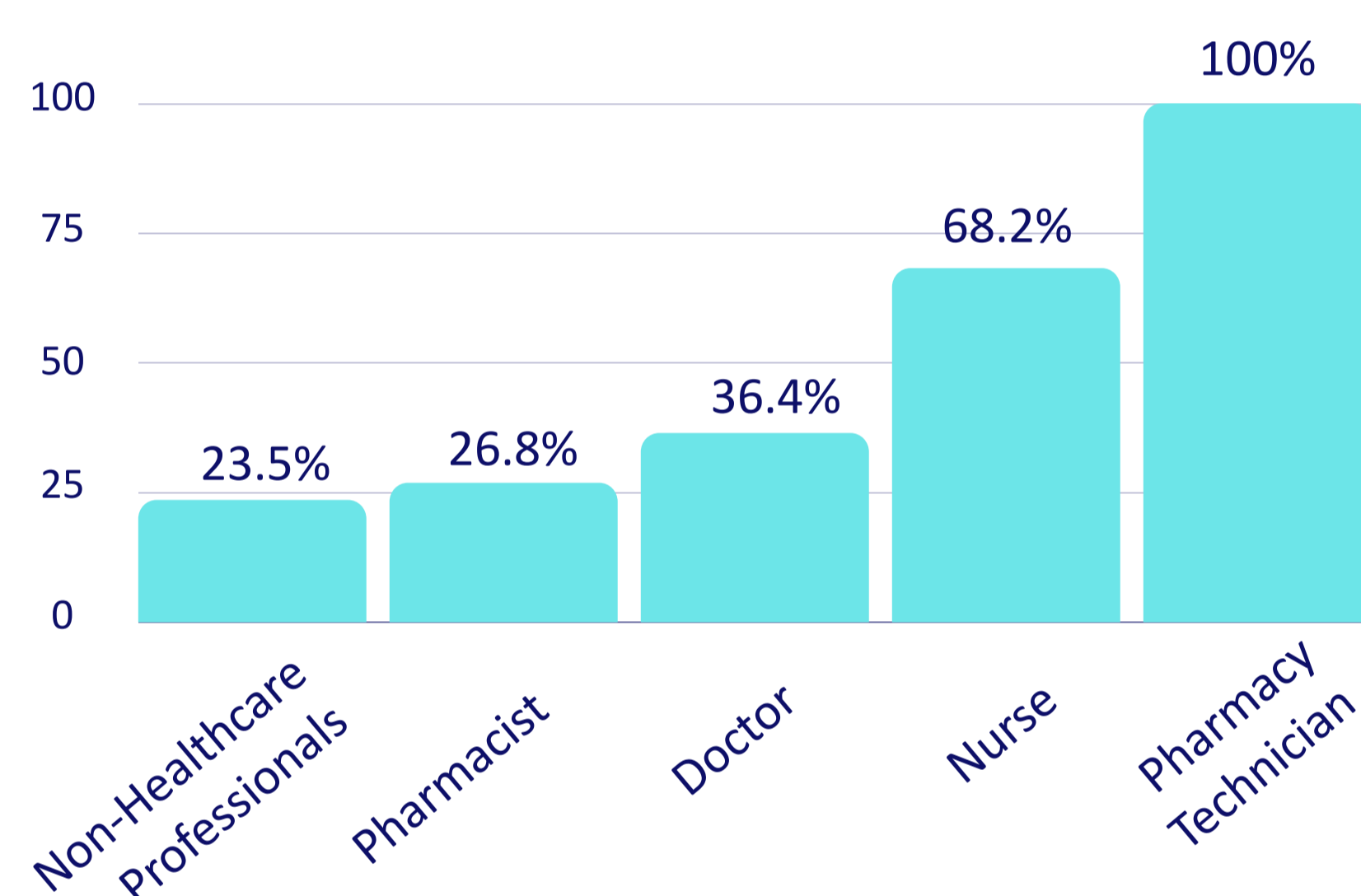
METHODOLOGIES

A feedback survey hosted on FormSG was disseminated via email to local healthcare professionals and publication on the NDF website for 2 weeks in June 2023. The survey garnered a total of 213 responses.



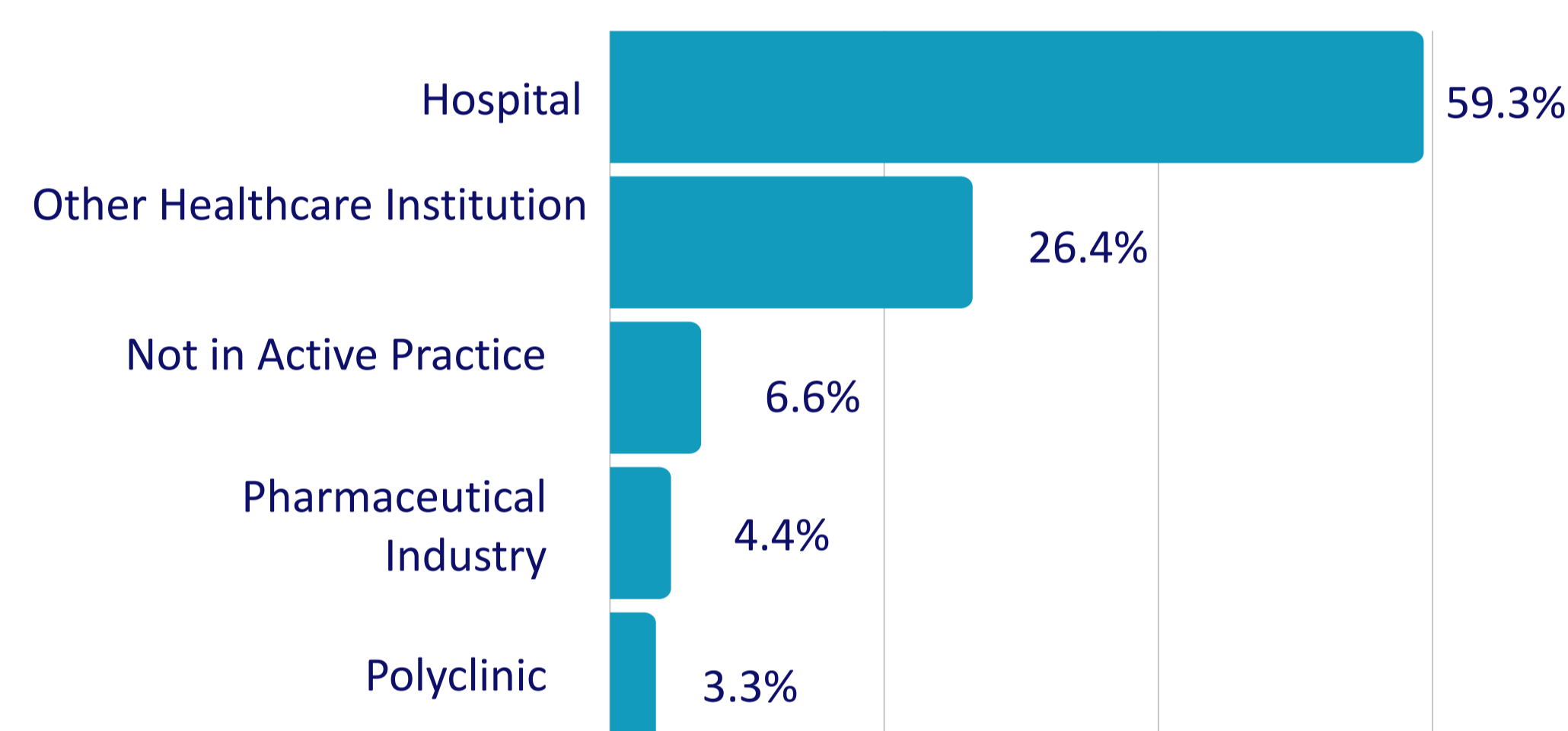
RESULTS

Proportion of respondents who had accessed NDF before, by profession. (n=104 out of 213)



Out of the 51.1% of respondents who did not access NDF before, 89.5% were unaware of the website.

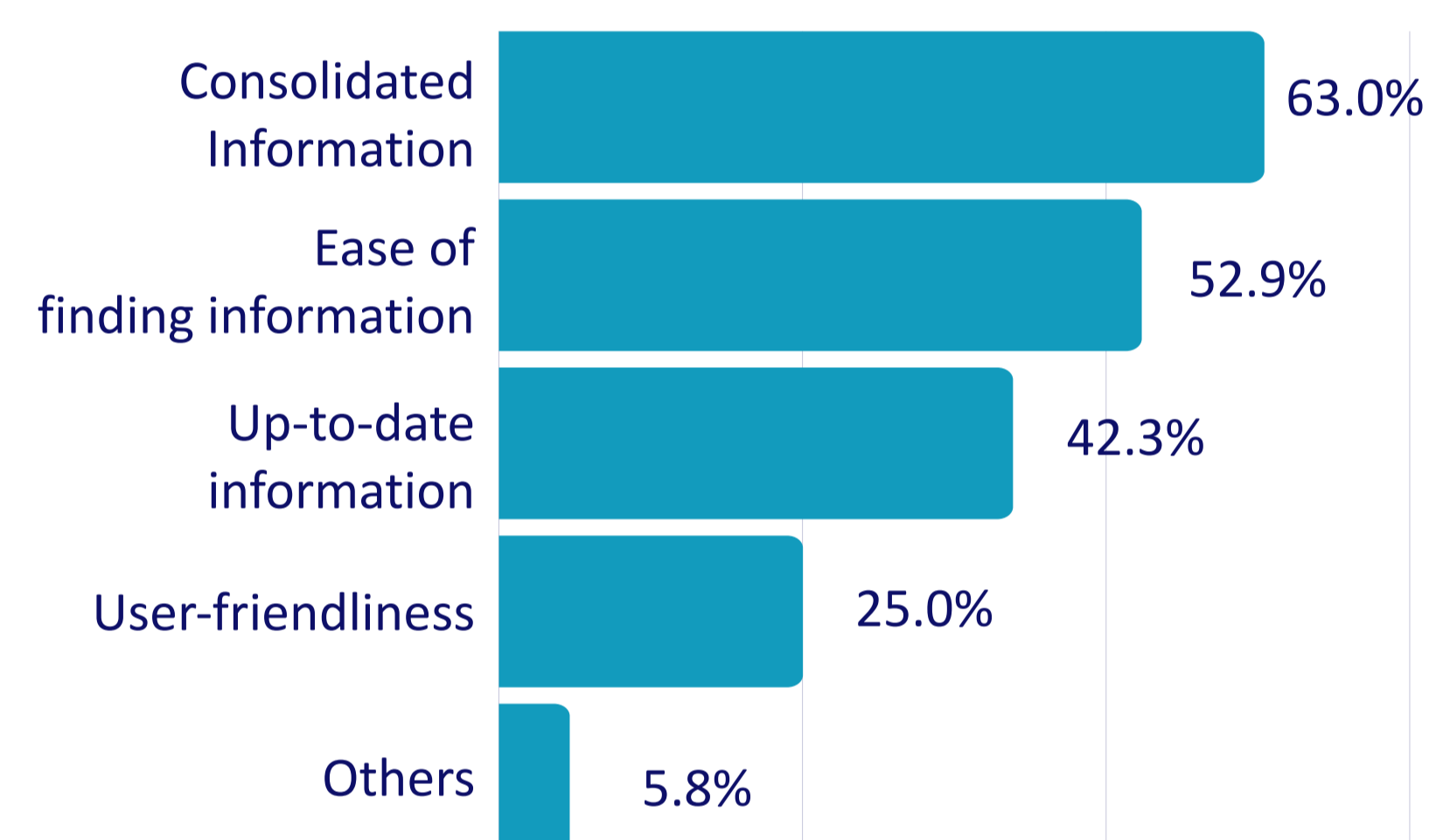
Place of practice among the respondents who had accessed NDF before (n=104)



Majority of the respondents were from hospitals. Other healthcare institutions included dialysis centres, ILTC and nursing homes.

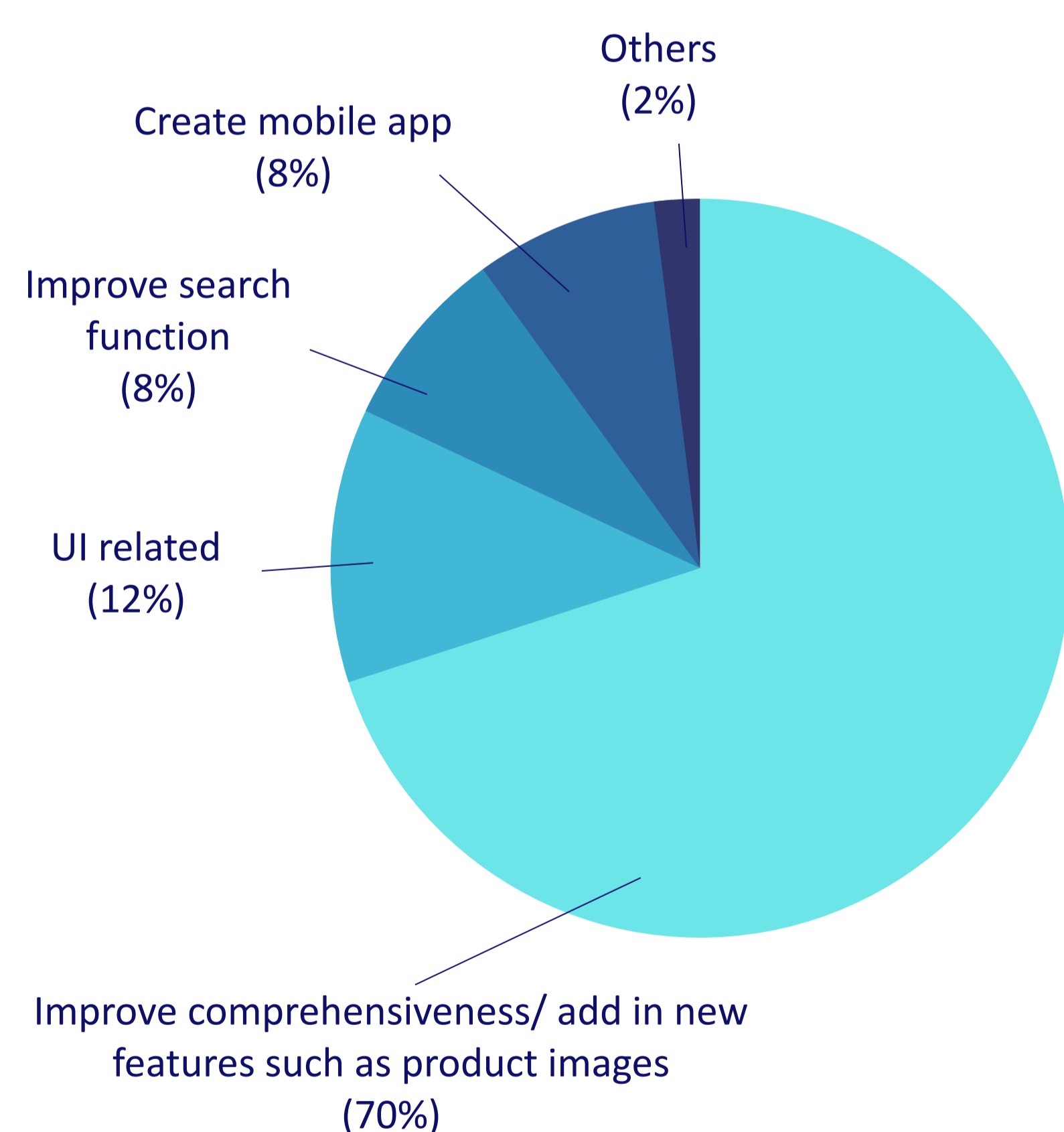
Appealing Aspects of NDF Website (n=101*)

*3 invalid data points were removed.



Majority of the respondents (63.0%) liked the consolidated information offered by NDF website, indicating its success as a one-stop source of information.

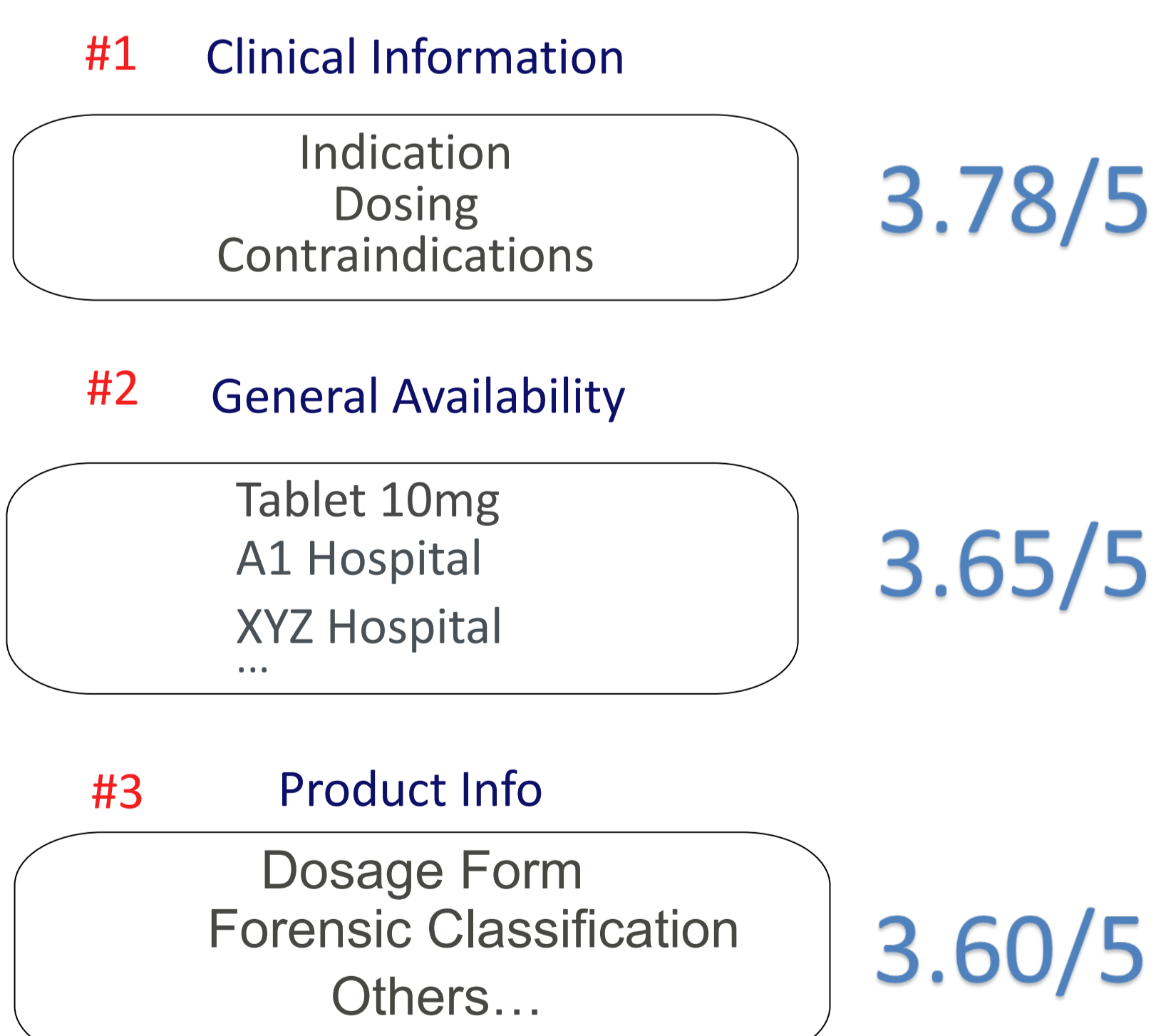
Improvements suggested (n=50)



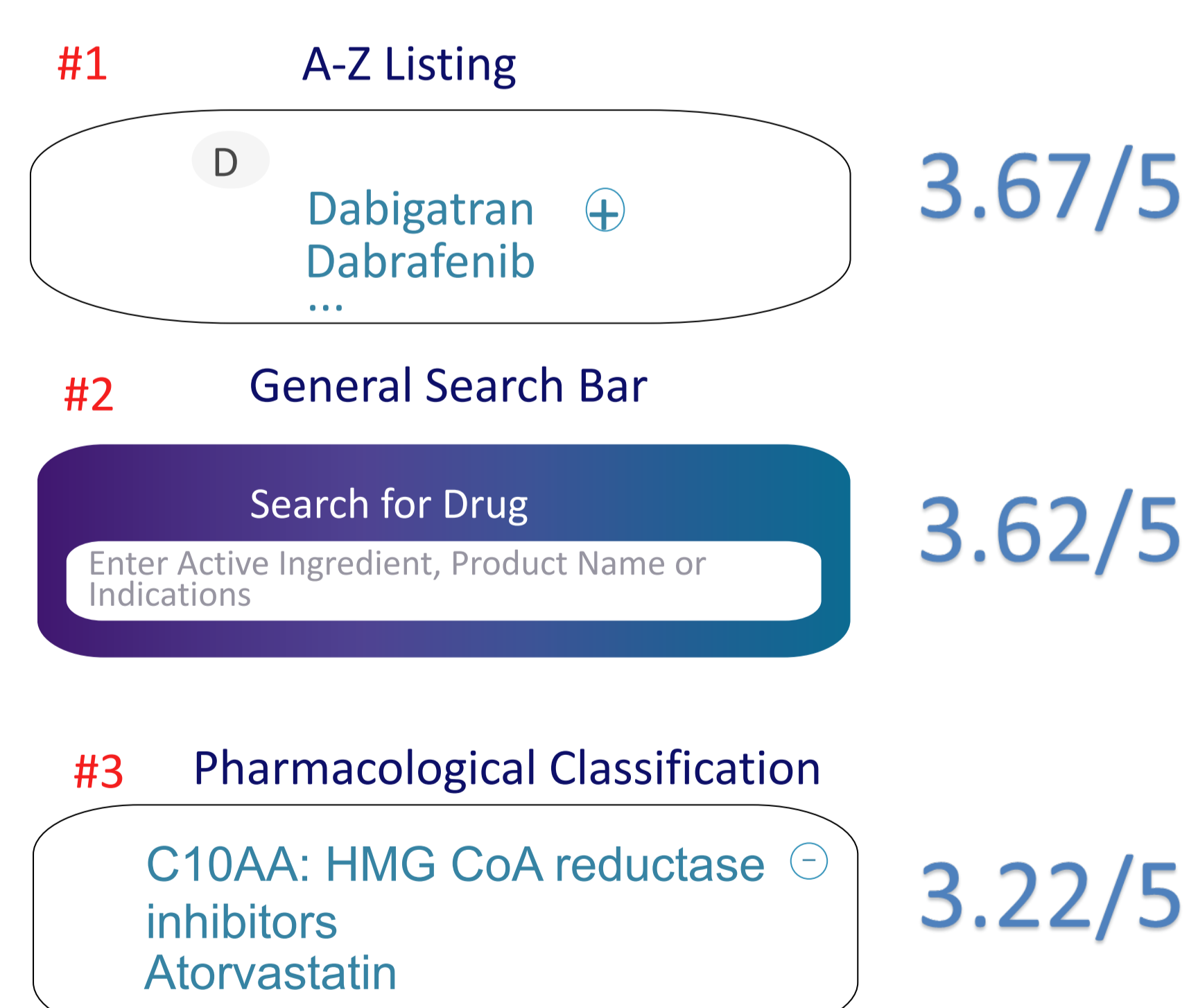
Overall Rating: 64.4% rated the website $\geq 4 / 5$

About 9 in 10 NDF users would recommend NDF website to others

Top 3 Sections (average rating)



Top 3 Features (average rating)



CONCLUSION

1) Meeting the objective of NDF

The NDF website met the objective to provide and consolidate localised drug-related information into a single source as 63.0% of the respondents liked the consolidated information.

2) Top 3 enhancements identified



We will work with the relevant stakeholders to explore the expansion of content scope in the future phase. In parallel, we will work with the website vendor to improve the search speed.

3) Gaps in awareness of NDF website

Despite outreach efforts, results showed that majority of the respondents who have never accessed NDF website before were unaware of the website. Thus, more emphasis will need to be placed on publicising NDF and clarifying its objective via communications and engagement sessions for the healthcare professionals.