

# Preferences for pharmacist services to enhance medication management among people with diabetes in Indonesia: A discrete choice experiment

Bobby Presley<sup>a,b,\*</sup>, Wim Groot<sup>a</sup>, Doddy Widjanarko<sup>c,d</sup>, Milena Pavlova<sup>a</sup>

<sup>a</sup> Department of Health Services Research (HSR), Care and Public Health Research Institute (CAPHRI), Maastricht University Medical Center (MUMC+), Faculty of Health, Medicine and Life Sciences (FHML), Maastricht University, PO Box 616, 6200 MD, Maastricht, The Netherlands

<sup>b</sup> Department of Clinical and Community Pharmacy, Center for Medicines Information and Pharmaceutical Care (CMIPC), Faculty of Pharmacy, University of Surabaya, 60293, Surabaya, East Java, Indonesia

<sup>c</sup> Dr. Mohammad Soewandhie Public Hospital, Tambak Rejo 45-47, 60142, Surabaya, East Java, Indonesia.

<sup>d</sup> Faculty of Medicine, Hang Tuah University, Gadung No. 1, Jagir, 60111, Surabaya, East Java, Indonesia

## ARTICLE INFO

### Article history:

Received 30 September 2020

Received in revised form 10 December 2020

Accepted 13 December 2020

### Keywords:

Patient  
Preferences  
Diabetes  
Discrete choice experiment  
Pharmacist services  
Medication management

## ABSTRACT

**Objectives:** To elicit patients' preferences for pharmacist services that can enhance medication management among people with diabetes in Indonesia.

**Methods:** A discrete choice experiment (DCE) among 833 respondents with diabetes in 57 community health centers (CHCs) and three hospitals in Surabaya, Indonesia. Consultation was the baseline service. Four attributes of consultation and two attributes of additional services were used in the DCE profiles based on literature and expert opinion. The DCE choice sets generated were partially balanced and partially without overlap. Random effect logistic regression was used in the analysis.

**Results:** Respondents preferred a shorter duration of consultation and flexible access to the pharmacist offering the consultation. A private consultation room and lower copayment (fee) for services were also preferred. Respondents with experience in getting medication information from pharmacists, preferred to make an appointment for the consultation. Total monthly income and experience with pharmacist services influenced preferences for copayments.

**Conclusion:** Differences in patients' preferences identified in the study provide information on pharmacist services that meet patients' expectations and contribute to improve medication management among people with diabetes.

**Practice implication:** This study provides insight into evaluating and designing pharmacist services in accordance with the preferences of people with diabetes in Indonesia.

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## 1. Introduction

Medication management is essential for the optimal treatment of diabetes. Poor medication management increases the risk of complications and results in higher medical costs. The prevalence of poor medication management among people with diabetes is high and varies between 36–93 % worldwide, as reported by two systematic reviews [1,2].

Pharmacists, as part of a diabetes care team, can contribute to increased medication management by collaborating with the physician. The transition from product-oriented retail to patient-oriented service provider enables pharmacists to integrate their position in the diabetes care team to provide a holistic approach to diabetes care [3]. A recent systematic review shows that many pharmacist services have been developed to improve medication management among people with diabetes, such as consultation, brochures/leaflets, medication review, patient group discussions, and telephone calls. These various services are shown to have a significant impact on improving glycemic goal and medication taking [4].

The variety of pharmacist services in the literature raises the question of which one is the most suitable to apply. Many factors influence the effectiveness of services, and these factors might differ between countries and regions. In particular, patient

\* Corresponding author. Present address: Department of Health Services Research (HSR), Faculty of Health, Medicine and Life Sciences (FHML), Maastricht University, PO Box 616, 6200 MD, Maastricht, The Netherlands.

E-mail addresses: [bobbypresley@gmail.com](mailto:bobbypresley@gmail.com), [b.presley@maastrichtuniversity.nl](mailto:b.presley@maastrichtuniversity.nl) (B. Presley).

preferences need to be considered and explored before implementing such services because these preferences, to a great extent, determine the service outcomes. The pharmacists' role in patient care needs to be tailored to the patients' needs and expectations. Deciding on suitable services is a challenge, and for that reason, insight into patient preferences is essential. A discrete choice experiment (DCE) is one of the methods to elicit preferences [5,6]. Several studies have used DCE to obtain information on patient preferences for pharmacist services [7–14]. Still, only a few studies have explicitly focused on preferences for services that help to improve medication management among people with diabetes [10,14,15].

In Indonesia, pharmacists in medical facilities are expected to provide services based on pharmaceutical care standards, including dispensing medication as well as consultation, medication review, telephone calls, and other services mentioned above [16,17]. In practice, however, many pharmacists cannot offer all types of services because of time and resource limitations [18]. Thus, pharmacist care provision differs depending on the medical facility. Moreover, there are public and private medical facilities in the Indonesian health system with different service policies.

This study elicits preferences for pharmacist services that can improve medication management among people with diabetes in Surabaya, Indonesia. No published studies on patient preferences in Indonesia are currently available. The prevalence of poor medication management is high in Indonesia (more than 40 % of patients do not adhere to recommended treatment) [19–21], as was also shown in a study in three districts in Surabaya, Indonesia, among older people with diabetes (81.03 % non-adherence) [22]. Limited resources and a high number of patients in the community health centers (CHCs) in Indonesia encourage pharmacists to contribute by giving optimal services to the patient without interfering with the physician's role. There is limited information on the specific types of pharmacist services that meet patients' needs in Indonesia. This study provides insight into which pharmacist services are preferred by people with diabetes in CHCs and hospitals in Indonesia.

## 2. Methods

### 2.1. Study design

The DCE method was used to elicit preferences for pharmacist services among people with diabetes. The DCE consisted of several choice sets and each set contained two profiles of pharmacist services that can improve medication management [6]. The profiles were described through attributes with varying attribute levels. The selection of attributes and attribute levels are subsequently explained. First, consultation was used as the baseline service because it is one of the most common pharmacist services used to improve medication management [4]. Consultation was defined as an interaction between pharmacists and patients regarding medication use and problems. Second, educational based services (brochure or patient group discussion) and behavioral-based services (medication review or telephone call refill reminder) were included as additional services to this baseline consultation service. These services were presented in the DCE in the form of two attributes (educational-based services and behavioral-based services) with three levels. Third, in addition to these service attributes, there were four additional attributes related to the consultation itself (duration of consultation, place for consultation, access to pharmacist, and patient copayment) with two levels. The attributes were identified based on the literature [9,12], and discussion with pharmacists with experience in healthcare services research in Indonesia [23]. This process

allowed us to identify the appropriate attributes related to pharmacist care services in the Indonesian context. For example, access to pharmacists was included because, in Indonesia, not all pharmacists provide consultation immediately when the patient arrives at the pharmacy.

In total, 64 profiles were generated from the combination of all attributes and attribute levels. A subset of 16 profiles was chosen using the orthogonal main effect fractional factorial design method (software SPSS). This method was selected because it produces a subset with a minimum number of profiles compared to other designs, and thus it offers relative efficiency [24]. To apply this method, we made sure that there is no dependency between the levels of the different attributes, i.e., each combination of attribute levels was possible in practice [6]. The profiles in the selected subset showed to be partly balanced and partly overlapped. One profile out of 16 profiles was chosen as the baseline profile, and the others were used as the alternatives. This baseline profile was determined based on the average behavior of patients in Indonesia. It was neither the best nor the worst profile to minimize bias. This kind of study was the first one conducted in Indonesia and we were not sure about the response rate. Therefore, we did not test the other baseline profiles using a block design, for example. A total of 16 choice sets were generated. Each choice set contained the baseline and one of the alternative profiles. The first-choice set was repeated to be able to investigate the consistency of the responses. The place of the baseline profile varied across the DCE choice sets to reduce potential response bias. No opt-out option was provided in the DCE, assuming that pharmacists should generally offer at least some services to the patients to help improve medication management.

### 2.2. Questionnaire and pre-test

The questionnaire first included questions regarding preferences for the attribute of pharmacist services. This was followed by the DCE questions. Appendix A presents the English wording of the DCE questions and preference questions. The face validity of the questionnaire was checked with the help of ten potential respondents. These potential respondents were asked to fill in the questionnaire and explain their understanding of the questions, which provided input on improving the questionnaire before the data collection process. The principal researcher recruited and gave a briefing to four research assistants on how to conduct interviews using the questionnaire and how to ask the questions for the DCE.

Ethical approval was obtained from the Institutional Ethical Committee University of Surabaya (067/KE/II/2019); letter of data collection approval in CHCs was obtained from the Surabaya City Health Office (072/9061/436.7.2/2019); letter of data collection approval in one public hospital (070/6236/43,686/2019), two private hospitals (Kp.2.07/2/18/PT.PHC-2019 and 934/RSHU/Dir./V/2019) in Surabaya, Indonesia.

### 2.3. Respondents and data collection

The data collection was carried out in Surabaya, Indonesia, in February–November 2019 by the four research assistants. Two groups of respondents were sampled from 57 CHCs and three hospitals. The minimal sample needed in the study was 391 for CHCs and 381 for hospitals. Details on the calculation of the sample size can be found in Appendix B. The respondents in each sample were selected by the research assistants with the help of pharmacists and nurses in each medical facility as follows: each outpatient who visited the CHC or hospital, and met the inclusion criteria, received an explanation about the study and was asked to participate. The study only included adult people (>18 years old)

with diabetes who were taking diabetes medication and visited CHCs or hospitals included in the study. Respondents who had difficulties communicating with others and all inpatients with diabetes were excluded from this study.

Respondents who were willing to participate were asked to sign a letter of informed consent. Each respondent then answered the questions included in the questionnaire while waiting for their medication in the presence of a research assistant who registered the answers. Respondents did not participate in any real intervention and were only asked to respond to the questions. Keycards were used to visualize the possible answers for the respondents. This method helped the respondents to remain focused, especially in answering the DCE questions.

2.4. Data analysis

Data on the respondents' socio-demographic characteristics and preferences for attribute levels were analyzed using descriptive statistics. The analysis of the DCE data was based on random utility theory (RUT) [25,26]. Since the same baseline profile was included in all DCE questions, the responses to these questions (the dependent variable) were treated as binary (0 = choose the baseline profile 1 = choose the alternative profile). Thus, a random effect logistic regression was used to analyze the DCE data (software package STATA 15 SE version). The independent variables included in this study were variables that show the differences in attribute levels in each choice set, as well as interactions between the differences in the levels of the attributes and patient socio-demographic characteristics.

First, the main effect models were estimated, i.e., using only the attribute differences as independent variables. Then, full models were estimated by including the attribute differences and interactions between attribute differences and socio-demographic profiles. The odds ratios (ORs) were also estimated. The marginal rate of substitution (MRS) was calculated for each non-price

(copayment) attribute as the ratio between the coefficient of that price attribute and the coefficient of the non-price attribute:

$$MRS = -\frac{\alpha_n}{\alpha_{price}}$$

Where  $\alpha_n$  is the coefficient related to the difference in a given non-price attribute, and  $\alpha_{price}$  is the coefficient related to the difference in the price attribute. The MRS can be interpreted as the willingness to trade off higher price for a change in a given attribute; in this case, respondents' willingness to trade off higher copayment for a change in the attribute level of pharmacist services.

3. Results

The response rate for the CHCs and hospitals was 91.95 % and 95.07 %, with a total of 457 and 579 completed questionnaires, respectively. The inconsistency indicator detected 83 and 120 respondents in the CHCs and hospitals with inconsistent answers, respectively. The DCE analysis was only performed for the respondents with consistent answers. Binary regression analysis on the inconsistency indicator showed that only respondents in CHCs who sometimes missed to take their medication more often gave inconsistent answers (Appendix C).

The socio-demographics of the respondents can be found in Table 1. Respondents from hospitals tended to have a longer duration of diabetes, comorbidities, and higher educational background compared to the CHCs. Respondents in CHCs had lower total monthly income profiles compared to hospitals. There was no association between the total monthly income, educational background, and comorbidities based on the correlation test for respondents in hospitals.

3.1. Preferences for attribute levels

Details on the preferences for attribute levels stated by the respondents prior to the DCE can be found in Table 2. Most

Table 1 Socio-demographics and characteristics of the respondents.

Characteristics variables	Value range	Community health centers		Hospitals	
		Frequency	Mean ± St.Dev.	Frequency	Mean ± St.Dev.
Age	≤ 60 years old	213 (56.95 %)	58.77 ± 9.525	220 (47.93 %)	60.93 ± 8.981
	> 60 years old	161 (43.05 %)		239 (52.07 %)	
Duration of diabetes	≤ 60 months/5 years	245 (65.51 %)	69.43 ± 73.012	174 (37.91 %)	100.24 ± 91.14
	> 60 months/5 years	129 (34.49 %)		285 (62.09 %)	
Gender	Male	94 (25.13 %)	0.75 ± 0.434	123 (26.80 %)	0.73 ± 0.443
	Female	280 (74.87 %)		336 (73.40 %)	
Comorbidity	No comorbidity	132 (35.29 %)	0.65 ± 0.479	79 (17.21 %)	0.83 ± 0.378
	With comorbidity	242 (64.71 %)		380 (82.79 %)	
Marital status	Single/widowed/divorce	109 (29.14 %)	0.71 ± 0.455	136 (29.63 %)	0.70 ± 0.457
	Married/living together	265 (70.86 %)		323 (70.37 %)	
Educational background	Other educational background	343 (91.71 %)	0.08 ± 0.2	394 (85.84 %)	0.14 ± 0.349
	Higher educational background	31 (8.29 %)		65 (14.16 %)	
Work status	Do not work/retired	262 (70.05 %)	0.30 ± 0.459	371 (80.83 %)	0.19 ± 0.394
	Work	112 (29.95 %)		88 (19.17 %)	
Total monthly income <sup>a</sup>	< 1.400.000 IDR	181 (48.40 %)	0.52 ± 0.500	160 (35.01 %)	0.65 ± 0.478
	≥ 1.400.000 IDR	193 (51.60 %)		297 (64.99 %)	
Ability to cover for the household expenses	Yes	313 (83.69 %)	1.16 ± 0.370	393 (85.62 %)	1.14 ± 0.351
	No	61 (16.31 %)		66 (14.38 %)	
The needs of help to take medication from others	No	349 (93.32 %)	0.07 ± 0.250	380 (82.79 %)	0.17 ± 0.378
	Yes	25 (6.68 %)		79 (17.21 %)	
Missed to take medication in the past two months	No	231 (61.76 %)	0.38 ± 0.487	325 (70.81 %)	0.29 ± 0.455
	Yes	143 (38.24 %)		134 (29.19 %)	
Source of medication information	Non-pharmacist	106 (28.34 %)	0.72 ± 0.451	232 (50.54 %)	0.49 ± 0.501
	Pharmacist	268 (71.66 %)		227 (49.46 %)	

<sup>a</sup> 10.000 Indonesian Rupiah (IDR) ≈ 0.74 USD.

**Table 2**  
Preferences for attribute levels of pharmacist services.

Attributes	Level	Community health centers		Hospitals	
		Frequency	Mean ± St.Dev.	Frequency	Mean ± St.Dev.
Duration of the service	20 min	346 (92.51 %)	0.07 ± 0.263	384 (83.66 %)	0.16 ± 0.370
	40 min	28 (7.49 %)		75 (16.34 %)	
Place for consultation	Private room	149 (39.84 %)	0.60 ± 0.490	227 (49.46 %)	0.51 ± 0.501
	Common area	225 (60.16 %)		232 (50.54 %)	
Access to pharmacist	Walk at any day	329 (87.97 %)	0.12 ± 0.326	365 (79.52 %)	0.20 ± 0.404
	Appointment	45 (12.03 %)		94 (20.48 %)	
Patient copayment	Free of charge	361 (96.52 %)	0.03 ± 0.183	443 (96.51 %)	0.03 ± 0.184
	10,000 IDR*	15 (3.48 %)		16 (3.49 %)	
Brochure/leaflet	No	243 (64.97 %)	0.35 ± 0.478	241 (52.51 %)	0.47 ± 0.500
	Yes	131 (35.03 %)		218 (47.49 %)	
Patient group discussion	No	159 (42.51 %)	0.58 ± 0.495	271 (59.04 %)	0.41 ± 0.492
	Yes	215 (57.49 %)		188 (40.96 %)	
Medication review	No	261 (69.79 %)	0.30 ± 0.460	213 (46.41 %)	0.54 ± 0.499
	Yes	113 (30.21 %)		246 (53.59 %)	
Phone call refill reminder	No	315 (84.22 %)	0.16 ± 0.365	250 (54.47 %)	0.46 ± 0.499
	Yes	59 (15.78 %)		209 (45.53 %)	

\* 10,000 Indonesian Rupiah (IDR) ≈ 0.74 USD.

**Table 3**  
Result of the DCE - main effect model for respondents in the community health center and hospital.

	Dependent variable (0=if respondents choose baseline profile; 1=if respondents choose alternative profile)					
	Community health center			Hospital		
	Regression coefficient (standard error)	Odds ratio (standard error)	MRS (IDR) <sup>‡</sup>	Regression coefficient (standard error)	Odds ratio (standard error)	MRS (IDR) <sup>‡</sup>
Independent variables						
Δ Duration of consultations <sup>†</sup>	-0.01510*	0.98502*	1887.50	-0.00638*	0.99364*	671.58
One-minute extra	(0.00338)	(0.00333)	(willing to substitute for 20 min less waiting)	(0.00298)	(0.00297)	(willing to substitute for 20 min less waiting)
Δ Place for consultation <sup>†</sup>	0.34668*	1.41437*	2166.75	0.40382*	1.49753*	2125.37
Private room instead of common area	(0.07046)	(0.09965)	(willing to substitute for private room)	(0.06310)	(0.09449)	(willing to substitute for private room)
Δ Access to the pharmacist <sup>†</sup>	1.25754*	3.51676*	7859.63	0.83969*	2.31565*	4419.42
Walk on any day instead of appointment	(0.07212)	(0.25363)	(willing to substitute for walk-in any day)	(0.06353)	(0.14711)	(willing to substitute for walk-in any day)
Δ Brochure/leaflet <sup>†</sup>	0.05244	1.05383	327.75	-0.05805	0.94360	305.53
Brochure instead added	(0.07583)	(0.07992)	(willing to substitute if brochure added)	(0.06651)	(0.06276)	(willing to substitute if brochure added)
Δ Medication review <sup>†</sup>	0.16559*	1.18009*	1034.94	0.30686*	1.35916*	1615.05
Medication review added	(0.08132)	(0.09597)	(willing to substitute if medication review added)	(0.07207)	(0.09796)	(willing to substitute if medication review added)
Δ Phone call refill reminder <sup>†</sup>	0.15460	1.16720	966.25	0.21963*	1.24562*	1155.95
Phone call refill reminder added	(0.08053)	(0.09399)	(willing to substitute if phone call refill reminder added)	(0.07148)	(0.08904)	(willing to substitute if phone call refill reminder added)
Δ Patient group discussion <sup>†</sup>	0.26436*	1.30260*	1652.25	0.41449*	1.51361*	2181.53
Patient group discussion added	(0.09926)	(0.12929)	(willing to substitute if patient group discussion added)	(0.09024)	(0.13659)	(willing to substitute if patient group discussion added)
Δ Patient copayment for consultation <sup>†</sup>	-0.00016*	0.99984*		-0.00019*	0.99981*	
1 IDR extra	(7.03e-06)	(7.03e-06)		(6.24e-06)	(6.24e-06)	
Constant	0.35040*			0.11862		
(standard error)	(0.11522)			(0.09516)		
ρ (correlation between the observations)	0.26402			0.14939		
(standard error)	(0.02194)			(0.01552)		
Observations (respondents)	374			459		
Log-likelihood function	-3066.654			-3794.6308		
Wald χ <sup>2</sup>	788.00*			1048.71*		

MRS, marginal rate of substitution; \*P < 0.05; ‡ 10,000 Indonesian Rupiah (IDR) ≈ 0.74 USD; † Δ Duration of service (no changes = 0; 20 min less waiting), Δ Place for consultation (no changes = 0; changes from private to common area = -1), Δ Access to pharmacist (no changes = 0; changes from walk in any day to appointment = -1), Δ Patient copayment (no changes = 0; less than 10,000 IDR = -10,000), Δ Brochure/leaflet (not added = 0; added = 1), Δ Patient group discussion (not added = 0; added = 1), Δ Phone call refill reminder (not added = 0; added = 1), Δ Medication review (not added = 0; added = 1).

**Table 4**  
Result of the discrete choice experiment –the full model for respondents in the community health center and hospital.

Choice of model	Choice of model			
	Dependent variable (0=if respondents choose baseline profile; 1=if respondents choose alternative profile)			
	Community health center		Hospital	
	Regression coefficient (standard error)	Odds ratio (standard error)	Regression coefficient (standard error)	Odds ratio (standard error)
<b>Independent variables</b>				
Δ Duration of consultation †	−0.04858*	0.95258*	−0.01753	0.98262
One-minute extra	(0.01432)	(0.01364)	(0.01295)	(0.01273)
Δ Place for consultation †	−0.01829	0.98187	0.31296	1.36747
Private room instead of common area	(0.29671)	(0.29134)	(0.27186)	(0.37176)
Δ Access to the pharmacist †	2.90019*	18.17761*	0.75739*	2.13270*
Walk on any day instead of appointment	(0.30352)	(5.51734)	(0.27178)	(0.57963)
Δ Patient copayment for consultation †	−0.00017*	0.99983*	−0.00015*	0.99985*
1 IDR extra	(0.00003)	(0.00003)	(0.00003)	(0.00003)
Δ Brochure/leaflet †	0.48416	1.62281	−0.25643	0.77381
Brochure instead added	(0.35007)	(0.56811)	(0.31930)	(0.24708)
Δ Medication review †	0.80161*	2.22914*	0.59334	1.81002
Medication review added	(0.36594)	(0.81572)	(0.33345)	(0.60355)
Δ Phone call refill reminder †	−0.42126	0.65622	−0.02202	0.97822
Phone call refill reminder added	(0.35017)	(0.22979)	(0.32702)	(0.31989)
Δ Patient group discussion †	0.39616	1.48611	0.19466	1.21490
Patient group discussion added	(0.46191)	(0.68645)	(0.43613)	(0.52985)
Δ Duration of consultation*age above 60 <sup>‡</sup>	−0.00287 (0.00700)	0.99713 (0.00698)	−0.00118 (0.00631)	0.99882 (0.00631)
Δ Duration of consultation*female <sup>‡</sup>	0.00703 (0.00802)	1.00705 (0.00808)	0.00398 (0.00666)	1.00399 (0.00669)
Δ Duration of consultation*married <sup>‡</sup>	0.01253 (0.00761)	1.01261 (0.00771)	0.00678 (0.00688)	1.00680 (0.00693)
Δ Duration of consultation*higher education <sup>‡</sup>	0.00212 (0.01163)	1.00212 (0.01165)	−0.00966 (0.00816)	0.99038 (0.00808)
Δ Duration of consultation*work <sup>‡</sup>	0.00139 (0.00757)	1.00139 (0.00758)	−0.01112 (0.00748)	0.98895 (0.00740)
Δ Duration of consultation*higher total monthly income <sup>‡</sup>	0.01462* (0.00688)	1.01473* (0.00698)	0.00358 (0.00645)	1.00358 (0.00647)
Δ Duration of consultation*unable to cover household expenses <sup>‡</sup>	−0.00495 (0.00881)	0.99507 (0.00877)	−0.01382 (0.00823)	0.98628 (0.00812)
Δ Duration of consultation*duration of diabetes above 5 years <sup>‡</sup>	0.01377* (0.00675)	1.01386* (0.00685)	0.00154 (0.00573)	1.00154 (0.00574)
Δ Duration of consultation*with comorbidities <sup>‡</sup>	−0.00825 (0.00666)	0.99178 (0.00661)	0.00658 (0.00713)	1.00660 (0.00718)
Δ Duration of consultation*needs help to take medication <sup>‡</sup>	−0.00160 (0.01307)	0.99840 (0.01305)	−0.00045 (0.00720)	0.99955 (0.00719)
Δ Duration of consultation*experience missing to take medication <sup>‡</sup>	0.00017 (0.00663)	1.00017 (0.00663)	−0.00293 (0.00599)	0.99707 (0.00597)
Δ Duration of consultation*pharmacist as source of medication information <sup>‡</sup>	0.01775* (0.00714)	1.01791* (0.00726)	0.00295 (0.00554)	1.00295 (0.00556)
Δ Place for consultation*age above 60 <sup>‡</sup>	0.07029 (0.14465)	1.07282 (0.15518)	−0.08110 (0.13289)	0.92210 (0.12254)
Δ Place for consultation*female <sup>‡</sup>	0.08261 (0.16447)	1.08612 (0.17864)	0.04277 (0.13974)	1.04370 (0.14584)
Δ Place for consultation*married <sup>‡</sup>	0.19748 (0.15804)	1.21833 (0.19254)	−0.22034 (0.14428)	0.80225 (0.11575)
Δ Place for consultation*higher education <sup>‡</sup>	−0.20850 (0.23698)	0.81180 (0.19238)	−0.07032 (0.16946)	0.93210 (0.15795)
Δ Place for consultation*work <sup>‡</sup>	0.09056 (0.15622)	1.09478 (0.17103)	0.05114 (0.15614)	1.05247 (0.16433)
Δ Place for consultation*higher total monthly income <sup>‡</sup>	0.41815* (0.14233)	1.51915* (0.21622)	0.21967 (0.13611)	1.24567 (0.16954)
Δ Place for consultation*unable to cover household expenses <sup>‡</sup>	−0.10916 (0.18006)	0.89659 (0.16144)	−0.48578* (0.17429)	0.61522* (0.10723)
Δ Place for consultation*duration of diabetes above 5 years <sup>‡</sup>	−0.03583 (0.13957)	0.96481 (0.13465)	0.15572 (0.12032)	1.16849 (0.14060)
Δ Place for consultation*with comorbidities <sup>‡</sup>	−0.12965 (0.13796)	0.87840 (0.12118)	0.02665 (0.14920)	1.02701 (0.15323)
Δ Place for consultation*needs help to take medication <sup>‡</sup>	0.24512 (0.26619)	1.27777 (0.34013)	−0.01821 (0.15010)	0.98195 (0.14739)
Δ Place for consultation*experience missing to take medication <sup>‡</sup>	0.00218 (0.13657)	1.00218 (0.13687)	−0.15068 (0.12593)	0.86012 (0.10832)
Δ Place for consultation*pharmacist as	−0.00864 (0.14792)	0.99140 (0.14665)	0.26697* (0.11646)	1.30600* (0.15210)



Table 4 (Continued)

Choice of model	Choice of model			
	Dependent variable (0=if respondents choose baseline profile; 1=if respondents choose alternative profile)			
	Community health center		Hospital	
	Regression coefficient (standard error)	Odds ratio (standard error)	Regression coefficient (standard error)	Odds ratio (standard error)
source of medication information <sup>‡</sup>				
Δ Access to pharmacist*age above 60 <sup>‡</sup>	−0.44816* (0.14654)	0.63881* (0.09361)	−0.02741 (0.13270)	0.97296 (0.12911)
Δ Access to pharmacist*female <sup>‡</sup>	−0.06893 (0.16609)	0.93340 (0.15503)	0.05950 (0.13949)	1.06130 (0.14804)
Δ Access to pharmacist*married <sup>‡</sup>	−0.30980 (0.15999)	0.73359 (0.11737)	0.41843* (0.14426)	1.51957* (0.21921)
Δ Access to pharmacist*higher education <sup>‡</sup>	−0.14553 (0.23992)	0.86456 (0.20743)	−0.29848 (0.16958)	0.74194 (0.12582)
Δ Access to pharmacist*work <sup>‡</sup>	−0.45734* (0.15744)	0.63297* (0.09966)	−0.28218 (0.15611)	0.75414 (0.11773)
Δ Access to pharmacist*higher total monthly income <sup>‡</sup>	−0.54077* (0.14413)	0.58230* (0.08393)	−0.18357 (0.13574)	0.83229 (0.11298)
Δ Access to pharmacist*unable to cover household expenses <sup>‡</sup>	0.27475 (0.18297)	1.31621 (0.24082)	0.75485* (0.17492)	2.12729* (0.37210)
Δ Access to pharmacist*duration of diabetes above 5 years <sup>‡</sup>	0.07609 (0.14097)	1.07906 (0.15211)	0.04019 (0.12014)	1.04101 (0.12506)
Δ Access to pharmacist*with comorbidities <sup>‡</sup>	0.20098 (0.13920)	1.22260 (0.17018)	0.04638 (0.14891)	1.04747 (0.15598)
Δ Access to pharmacist*needs help to take medication <sup>‡</sup>	−0.45107 (0.26945)	0.63695 (0.17162)	−0.19075 (0.14993)	0.82634 (0.12389)
Δ Access to pharmacist*experience missing to take medication <sup>‡</sup>	−0.41710* (0.13768)	0.65895* (0.09073)	0.16346 (0.12577)	1.17758 (0.14810)
Δ Access to pharmacist*pharmacist as source of medication information <sup>‡</sup>	−0.98560* (0.15063)	0.37322* (0.05622)	−0.40339* (0.11631)	0.66805* (0.07770)
Δ Patient copayment for consultation*age above 60 <sup>‡</sup>	0.00002 (0.00002)	1.00002 (0.00002)	−3.17e−06 (0.00001)	1.00000 (0.00001)
Δ Patient copayment for consultation*female <sup>‡</sup>	−7.30e−06 (0.00002)	0.99999 (0.00002)	−9.61e−06 (0.00001)	0.99999 (0.00001)
Δ Patient copayment for consultation*married <sup>‡</sup>	0.00004* (0.00002)	1.00004* (0.00002)	−0.00001 (0.00001)	0.99999 (0.00001)
Δ Patient copayment for consultation*higher education <sup>‡</sup>	0.00002 (0.00002)	1.00002 (0.00002)	0.00002 (0.00002)	1.00002 (0.00002)
Δ Patient copayment for consultation*work <sup>‡</sup>	3.05e−06 (0.00002)	1.00000 (0.00002)	0.00002 (0.00002)	1.00002 (0.00002)
Δ Patient copayment for consultation*higher total monthly income <sup>‡</sup>	0.00006* (0.00001)	1.00006* (0.00001)	0.00003* (0.00001)	1.00003* (0.00001)
Δ Patient copayment for consultation*unable to cover household expenses <sup>‡</sup>	0.00004* (0.00002)	1.00004* (0.00002)	0.00005* (0.00002)	1.00005* (0.00002)
Δ Patient copayment for consultation*duration of diabetes above 5 years <sup>‡</sup>	−0.00002 (0.00001)	0.99998 (0.00001)	−0.00001 (0.00001)	0.99999 (0.00001)
Δ Patient copayment for consultation*with comorbidities <sup>‡</sup>	−3.04e−06 (0.00001)	1.00000 (0.00001)	−0.00004* (0.00002)	0.99996* (0.00002)
Δ Patient copayment for consultation*needs help to take medication <sup>‡</sup>	0.00004 (0.00003)	1.00004 (0.00003)	2.07e−06 (0.00002)	1.00000 (0.00002)
Δ Patient copayment for consultation*experience missing to take medication <sup>‡</sup>	4.48e−07 (0.00001)	1.00000 (0.00001)	0.00003* (0.00001)	1.00003* (0.00001)
Δ Patient copayment for consultation*pharmacist as source of medication information <sup>‡</sup>	−0.00010* (0.00002)	0.99990* (0.00002)	−0.00004* (0.00001)	0.99996* (0.00001)
Δ Brochure*age above 60 <sup>‡</sup>	−0.21041 (0.17285)	0.81025 (0.14005)	−0.16554 (0.15708)	0.84743 (0.13311)
Δ Brochure*female <sup>‡</sup>	−0.14772 (0.19858)	0.86267 (0.17131)	0.02637 (0.16478)	1.02672 (0.16919)
Δ Brochure*married <sup>‡</sup>	0.15260 (0.18728)	1.16486 (0.21815)	−0.03487 (0.17113)	0.96573 (0.16526)
Δ Brochure*higher education <sup>‡</sup>	0.18766 (0.28772)	1.20643 (0.34712)	−0.15370 (0.20080)	0.85753 (0.17219)
Δ Brochure*work <sup>‡</sup>	−0.28758 (0.18648)	0.75007 (0.13988)	0.20764 (0.18565)	1.23076 (0.22850)
Δ Brochure*higher total monthly income <sup>‡</sup>	−0.33129 (0.17037)	0.71800 (0.12233)	0.04772 (0.16056)	1.04888 (0.16841)
Δ Brochure*unable to cover household expenses <sup>‡</sup>	−0.27384 (0.21506)	0.76045 (0.16354)	0.37126 (0.20616)	1.44956 (0.29884)
Δ Brochure*duration of diabetes above 5 years <sup>‡</sup>	−0.22304 (0.16699)	0.80008 (0.13361)	0.04450 (0.14236)	1.04551 (0.14884)
Δ Brochure*with comorbidities <sup>‡</sup>	−0.25960 (0.16505)	0.77136 (0.12732)	0.16111 (0.17543)	1.17481 (0.20609)
Δ Brochure*needs help to take medication <sup>‡</sup>	0.15009 (0.32243)	1.16194 (0.37464)	0.00586 (0.17923)	1.00588 (0.18028)

Table 4 (Continued)

Choice of model	Choice of model			
	Dependent variable (0=if respondents choose baseline profile; 1=if respondents choose alternative profile)			
	Community health center		Hospital	
	Regression coefficient (standard error)	Odds ratio (standard error)	Regression coefficient (standard error)	Odds ratio (standard error)
Δ Brochure*experience missing to take medication <sup>ϕ</sup>	0.17577 (0.16420)	1.19217 (0.19576)	0.18086 (0.14864)	1.19824 (0.17811)
Δ Brochure*pharmacist as source of medication information <sup>ϕ</sup>	0.22490 (0.17236)	1.25220 (0.21582)	−0.04519 (0.13743)	0.95582 (0.13136)
Δ Medication review*age above 60 <sup>ϕ</sup>	−0.11734 (0.17720)	0.88928 (0.15758)	−0.10072 (0.16326)	0.90419 (0.14762)
Δ Medication review*female <sup>ϕ</sup>	−0.17564 (0.20193)	0.83892 (0.16940)	−0.00451 (0.17201)	0.99550 (0.17124)
Δ Medication review*married <sup>ϕ</sup>	0.15701 (0.19377)	1.17001 (0.22671)	0.09304 (0.17756)	1.09751 (0.19487)
Δ Medication review*higher education <sup>ϕ</sup>	−0.08990 (0.29329)	0.91402 (0.26808)	−0.02413 (0.20943)	0.97616 (0.20444)
Δ Medication review*work <sup>ϕ</sup>	−0.07438 (0.19076)	0.92832 (0.17709)	−0.10223 (0.19249)	0.90282 (0.17378)
Δ Medication review*higher total monthly income <sup>ϕ</sup>	0.25304 (0.17464)	1.28794 (0.22493)	−0.11575 (0.16716)	0.89070 (0.14889)
Δ Medication review*unable to cover household expenses <sup>ϕ</sup>	−0.00688 (0.22189)	0.99314 (0.22037)	−0.25538 (0.21608)	0.77463 (0.16738)
Δ Medication review*duration of diabetes above 5 years <sup>ϕ</sup>	−0.34819* (0.17094)	0.70596* (0.12068)	0.08636 (0.14800)	1.09020 (0.16135)
Δ Medication review*with comorbidities <sup>ϕ</sup>	0.02300 (0.16906)	1.02326 (0.17299)	0.00677 (0.18397)	1.00679 (0.18522)
Δ Medication review*needs help to take medication <sup>ϕ</sup>	0.05295 (0.32808)	1.05437 (0.34592)	−0.13121 (0.18468)	0.87704 (0.16197)
Δ Medication review*experience missing to take medication <sup>ϕ</sup>	−0.24637 (0.16729)	0.78163 (0.13076)	0.19604 (0.15515)	1.21658 (0.18876)
Δ Medication review*pharmacist as source of medication information <sup>ϕ</sup>	−0.69863* (0.18308)	0.49727* (0.09104)	−0.52264* (0.14310)	0.59295* (0.08485)
Δ Phone call reminder*age above 60 <sup>ϕ</sup>	0.11441 (0.17357)	1.12121 (0.19461)	0.14888 (0.16046)	1.16053 (0.18622)
Δ Phone call reminder*female <sup>ϕ</sup>	0.12566 (0.19801)	1.13390 (0.22452)	0.04593 (0.16909)	1.04700 (0.17704)
Δ Phone call reminder*married <sup>ϕ</sup>	0.37453* (0.18725)	1.45431* (0.27232)	0.22560 (0.17446)	1.25308 (0.21861)
Δ Phone call reminder*higher education <sup>ϕ</sup>	−0.23368 (0.28631)	0.79162 (0.22665)	−0.00544 (0.20592)	0.99458 (0.20480)
Δ Phone call reminder*work <sup>ϕ</sup>	0.24013 (0.18901)	1.27142 (0.24031)	−0.07560 (0.18739)	0.92718 (0.17375)
Δ Phone call reminder*higher total monthly income <sup>ϕ</sup>	0.25106 (0.17067)	1.28538 (0.21938)	−0.16149 (0.16395)	0.85088 (0.13950)
Δ Phone call reminder*unable to cover household expenses <sup>ϕ</sup>	0.01969 (0.21719)	1.01989 (0.22151)	−0.13955 (0.20630)	0.86975 (0.17943)
Δ Phone call reminder*duration of diabetes above 5 years <sup>ϕ</sup>	−0.05329 (0.16837)	0.94811 (0.15963)	0.03644 (0.14545)	1.03712 (0.15085)
Δ Phone call reminder*with comorbidities <sup>ϕ</sup>	0.23497 (0.16481)	1.26487 (0.20846)	0.22152 (0.17952)	1.24797 (0.22403)
Δ Phone call reminder*needs help to take medication <sup>ϕ</sup>	0.01169 (0.32176)	1.01175 (0.32554)	−0.04031 (0.18286)	0.96049 (0.17564)
Δ Phone call reminder*experience missing to take medication <sup>ϕ</sup>	−0.14331 (0.16438)	0.86648 (0.14243)	0.09279 (0.15153)	1.09724 (0.16627)
Δ Phone call reminder*pharmacist as source of medication information <sup>ϕ</sup>	−0.17600 (0.17579)	0.83862 (0.14742)	−0.23818 (0.14075)	0.78806 (0.11092)
Δ Patient group discussion*age above 60 <sup>ϕ</sup>	−0.23574 (0.22504)	0.78999 (0.17778)	−0.07212 (0.21391)	0.93042 (0.19902)
Δ Patient group discussion*female <sup>ϕ</sup>	0.19190 (0.25529)	1.21155 (0.30930)	0.00390 (0.22582)	1.00390 (0.22670)
Δ Patient group discussion*married <sup>ϕ</sup>	−0.01399 (0.24662)	0.98611 (0.24319)	0.08152 (0.23200)	1.08493 (0.25170)
Δ Patient group discussion*higher education <sup>ϕ</sup>	−0.05982 (0.36355)	0.94194 (0.34244)	0.16761 (0.27635)	1.18247 (0.32677)
Δ Patient group discussion*work <sup>ϕ</sup>	−0.05677 (0.24398)	0.94481 (0.23051)	0.01532 (0.25115)	1.01544 (0.25503)
Δ Patient group discussion*higher total monthly income <sup>ϕ</sup>	0.11005 (0.22138)	1.11634 (0.24714)	0.05398 (0.22002)	1.05547 (0.23222)
Δ Patient group discussion*unable to cover household expenses <sup>ϕ</sup>	−0.41615 (0.28105)	0.65958 (0.18537)	0.05777 (0.27395)	1.05948 (0.29024)
Δ Patient group discussion*duration of diabetes above 5 years <sup>ϕ</sup>	−0.05209 (0.21592)	0.94924 (0.20496)	0.24249 (0.19366)	1.27442 (0.24681)
Δ Patient group discussion*with comorbidities <sup>ϕ</sup>	−0.16573 (0.21460)	0.84728 (0.18183)	0.02934 (0.23876)	1.02977 (0.24587)
Δ Patient group discussion*needs help to take medication <sup>ϕ</sup>	0.10880 (0.41050)	1.11494 (0.45768)	−0.17671 (0.24032)	0.83803 (0.20140)

**Table 4** (Continued)

Choice of model	Choice of model			
	Dependent variable (0=if respondents choose baseline profile; 1=if respondents choose alternative profile)			
	Community health center		Hospital	
	Regression coefficient (standard error)	Odds ratio (standard error)	Regression coefficient (standard error)	Odds ratio (standard error)
Δ Patient group discussion*experience missing to take medication <sup>Φ</sup>	-0.30358 (0.21157)	0.73817 (0.15617)	-0.02187 (0.20260)	0.97837 (0.19822)
Δ Patient group discussion*pharmacist as source of medication information <sup>Φ</sup>	0.16461 (0.23555)	1.17894 (0.27770)	-0.01762 (0.18785)	0.98254 (0.18457)
Constant	0.3465074*	1.41412*	0.1280082	1.136562
(standard error)	0.1191348	0.168471	0.0972462	0.1105264
ρ (correlation between the observations of respondent)	0.2715858		0.1609684	
(standard error)	0.0231235		0.0164152	
Observations (respondents)	374		457	
Log-likelihood function	-2894.0963		-3682.0152	
Wald $\chi^2$	928.11*		1128.11*	

\* P < 0.05; Φ Marital status: 1 = married, Gender: 1 = female, Age: 1 > 60 years, total monthly income: 1 ≥ 1.400.000 IDR, work: 1 = work. Household: 1 = unable to cover household expenses, duration of diabetes: 1 > 60 months/5 years; comorbidity: 1 = with comorbidity disease, source of medication information: 1 = pharmacist; missed medication: 1 = have experience missing to take medication. <sup>a</sup> 10.000 IDR ≈ 0.74 USD; <sup>†</sup> Δ Duration of service (no changes = 0; 20 min less waiting), Δ Place for consultation (no changes = 0; changes from private to common area = -1), Δ Access to pharmacist (no changes = 0; changes from walk in any day to appointment = -1), Δ Patient copayment (no changes = 0; less than 10.000 IDR = -10.000), Δ Brochure/leaflet (not added = 0; added = 1), Δ Patient group discussion (not added = 0; added = 1), Δ Phone call refill reminder (not added = 0; added = 1), Δ Medication review (not added = 0; added = 1).

respondents, in both CHCs and hospitals, stated that they would prefer free of charge services (96.52 % vs 96.51 %) with shorter duration (92.51 % vs 83.66 %) and flexible access to the pharmacist (87.97 % vs 79.52 %). A common area for consultation instead of a private room was preferred by more than half of the respondents in CHCs (60.16 %), while respondents in hospitals showed a more balanced choice between the common area and private room. Respondents in CHCs also most often stated a preference for patient group discussion as an additional service next to a consultation, followed by brochure and medication review. Whereas, medication review was most often preferred by respondents in hospitals next to a consultation, followed by brochure and phone call refill reminder. A phone call refill reminder was relatively least often indicated as the preferred additional service by the respondents in CHCs. At the same time, patient group discussion was the relatively least preferred additional services among respondents in hospitals.

3.2. Results of the discrete choice experiment

The results of the main effect model (binary logistic regression with random effects) can be found in Table 3, including the corresponding ORs and MRS between the price and non-price attributes. Overall, the results in both samples indicated that all attributes of pharmacist consultation services influenced the respondents' choices. Most of the respondents preferred pharmacist services that offer the flexibility to access pharmacist anytime during working hours. This attribute had the highest MRS. On average, if everything else stays the same, respondents in CHCs and hospitals were willing to substitute 7.860 IDR (0.60 USD) and 4.419 IDR (0.31 USD), respectively, for flexible access to pharmacists. Private consultation rooms, shorter duration, and low copayments were attributes that influenced the respondent's choice. Additional patient group discussion or medication review also increased the odds of a profile being selected.

Table 4 presents the full model containing attribute differences and interactions between attribute differences and

socio-demographic profiles in CHCs. Similar to the main effect model, the results showed that access to pharmacists, duration of services, patient copayment, and additional services, namely medication review, influenced respondents to choose a pharmacist service package. Some interactions with socio-demographic profiles also significantly affected the respondent's decision to select a service package. Respondents with high total monthly income (≥ 1.400.000 IDR ∞ 100 USD) found it less important to have a shorter duration of consultation, flexibility to meet with pharmacists anytime during working hours, and free of charge services. Still, they found it more important to have a private room than respondents with low total monthly income (< 1.400.000 IDR ∞ 100 USD). Shorter duration of consultation and flexible access to pharmacists were less important factors for respondents who had experience getting medication information from pharmacists. Still, they found free of charge services more important compared to the rest of the respondents. Additional medication review was a less important factor for respondents with experience getting medication information from the pharmacist.

For the hospital setting, the full model analysis is presented in Table 4. Access to pharmacists and patient copayment had similar results to the main effect model. All of the additional services (brochure, patient group discussion, medication review, and phone call refill reminder) yielded non-significant results in the full model compared with the main effect model. Some significant interactions between attribute differences and socio-demographic characteristics are shown in Table 4. Respondents who had experience getting medication information from pharmacists found it less important to have flexible access to pharmacists, but for them, private consultation rooms and free of charge services were more critical when choosing a service package. Free of charge services seemed to be less important to influence respondents with higher total monthly income (≥ 1.400.000 IDR). This analysis also showed that respondents who had comorbidities found it more important to get free of charge services. Additional medication review was considered less important for respondents who had experience getting medication information from pharmacists.



## 4. Discussion and conclusion

### 4.1. Discussion

#### 4.1.1. Duration of the consultation

Most of the respondents in CHCs and hospitals prefer a shorter duration of consultation based on the direct questions on preference for attributes and all the main effect DCE models (for CHCs). These preferences could be explained by the conditions observed in the medical facilities involved in the study. In particular, due to the high number of patients in medical facilities in Indonesia, patients are often confronted with long waiting times before receiving medical services, as reported in the published literature [27–29]. However, no clear evidence on the opportunity cost of time spent on the pharmacist services, even though the pharmacist's role in patient care can have an indirect effect on reducing potential health expenditure for the patient by improving their medication management [30]. Further study to explore the reason behind preferences for a shorter duration of the consultation is needed to understand the associated factors. It should be recognized, however, that the complexity and variation of the medication require by each patient might influence the duration of the consultation. This condition might explain why there is variety in the time range of consultation in some published studies [31–37]. This could be the reason why, in our study, respondents with a long duration of diabetes prefer a longer duration of the consultation. Respondents in CHCs who have experienced receiving medical information from pharmacists also consider the shorter duration of the consultation to be less important. These respondents might be aware of the benefits of a pharmacist consultation and would like to have sufficient time to discuss their medication problems, including medication management.

#### 4.1.2. Access to pharmacist

Flexible access to the pharmacist is also an important characteristic for respondents when choosing a service package in our DCE. This attribute has the highest MRS (Table 3). Similar results are also found in other DCE studies, even though not specifically focused on diabetes [9,12]. The reason behind these preferences might be that many respondents want to have convenient access to pharmacists whenever they need it [9,12]. Walk-in any day services might be, however, challenging to implement as it depends on the availability of pharmacists. Given the general practice in Indonesia, a high number of patients who visit medical facilities and a limited number of human resources in medical facilities can hinder the implementation of this service [18,38]. Nevertheless, respondents with experience getting medication information from pharmacists prefer to make an appointment for consultation. There are several benefits of making an appointment before the consultation: it is time-saving since it reduces the need to wait for the services, as well as the possibility to get dedicated time for the consultation and to get continuous care from the same pharmacist [12]. Preferences toward access to a pharmacist could be helpful for patients to contact pharmacist conveniently whether they have medication problems, including medication management.

#### 4.1.3. Copayment

The study analysis shows that copayment is a crucial factor that the respondents considered in a service package. In practice, respondents can get general medication information for free, but there are fees for services such as consultation. Respondents with experience of getting medication information from the pharmacist prefer lower patient copayment to get the services. This is seen in both medical facilities. This finding is also consistent with other DCE studies related to pharmacist services, which indicate that

most of the respondents prefer to have low-cost services [9,11,12,39]. Different preferences are found in the respondents with a higher total monthly income in both medical facilities, who find it less important to have a lower patient copayment. The possible reason for their preferences might be the potential benefit that they expect from the pharmacist services to help improve their medication management. On the other hand, respondents with comorbidity prefer lower patient copayment for the services. Potential high risk of medication problems and high medical costs for comorbidities, including medication management, might be the reason behind these preferences.

#### 4.1.4. Private consultation room

A private consultation room seems to be preferred when choosing pharmacist services (Table 3). In the final model, respondents in hospitals who have experienced getting medical information from pharmacists consider private consultation room as an important factor that influences their preferences. A preference for a private consultation room is mostly related to privacy matters, as shown in some studies [12,40–43]. One study showed that patients feel that a private room should be the standard for pharmacist care, including confidential consultation. Unavailability of a private room might influence patients' active participation to seek pharmacists for pharmaceutical consultation [43]. In the DCE analysis, we find that the choice of pharmacist services among high-income respondents in CHCs is influenced by the availability of a private consultation room. Unawareness about the benefits of a private room for consultation might also influence the preferences stated in the DCE [43].

#### 4.1.5. Additional services

Medication review, brochure, and patient group discussion are types of pharmacist services that respondents prefer to have in addition to the consultation to help improve their medication management (Tables 2 and 3). Previous studies have shown that these three additional services are also more commonly provided by the pharmacist, including diabetes care [4,44]. Medication review is a pharmacist service to identify and provide recommendations related to medication-related problems, including medication management, to increase the quality and safety of medication use to achieve the best possible therapy [45–47]. Preferences for medication review might be due to the possibility of a comprehensive review of the patient's medication. In practice, medication review needs a certain amount of time to be completed [48,49], which makes it challenging for a pharmacist to implement it, especially given the overload of pharmacists in the medical facilities in Indonesia [18,38]. Respondents who have experienced receiving medication information from pharmacists find it less important to have a medication review as an additional service. Their experience of a medication review during their contact with pharmacists and the time-consuming process to review their medication might be the reason behind their preferences. However, this needs to be further explored. Patient group discussion is another additional service preferred by respondents in this study. During such discussion, pharmacists provide health information to the group of patients in both medical facilities. A brochure is also included as regulated by the pharmaceutical standard care in Indonesia [16,17]. Group discussion can also empower people with diabetes to achieve treatment goals and enhance their self-management on diabetes treatment [50].

#### 4.1.6. Limitations

There are some limitations to this study. First, findings from this study only provide insight into the people with diabetes in the CHCs where there are pharmacists. In practice, not all CHCs in Indonesia have pharmacists. Second, the CHCs and hospitals

involved in this study are mostly located in urban areas. Different preferences might be found in medical facilities in rural areas. The DCE only included a limited number of attributes. Therefore, the results on the attributes that influence patients' choice should only be interpreted in relative terms. We also have not investigated preferences for all possible combinations of services, only preferences for a combination of consultation with one or two additional services. Third, there is no opt-out option on the DCE sets, which might bias the results. Profile selection using orthogonal main effect design in this study also prevents the analysis of interactions between attributes.

#### 4.2. Conclusions

This study indicates that people with diabetes in Indonesia have preferences over pharmacist services that have been recommended can help them to improve medication management. They prefer a shorter duration of consultation, private consultation room, lower patient copayments, and flexible access to pharmacists for discussing their medication problems. These need to be considered when designing services from a patient perspective. Medication review, phone call refill reminder, or patient group discussion are the additional services that patients prefer to be added to the consultation, but the extent of this preference depends on the medical facilities. The findings confirm that the patients' perspective provides valuable insights into the type of pharmacist services that meet patients' needs and can help patients improve medication management. Further study should be done to address the shortcomings of this study to provide more comprehensive evidence for pharmacist services in Indonesia.

#### 4.3. Practice implications

The results provide insight that can be used to evaluate pharmacists' current practice, explore barriers to pharmacist services, and design pharmacist services that meet patients' needs, especially the need to improve medication management among people with diabetes in Indonesia. Preferences for pharmacist services found in this study can be taken into consideration to design suitable services to be implemented in medical facilities that have pharmacists. These results can be combined with the pharmacists' preferences to provide complete input on the service design.

#### Funding

Indonesia Endowment Fund for Education (Lembaga Pengelola Dana Pendidikan / LPDP). LPDP is not involved in any other aspect of the study, such as the design of the study, data collection, data analysis, interpretation of the result, and publication.

#### Ethical approval and consent to participate

University of Surabaya Institutional Review Board granted a research ethics approval to conduct this research. This ethical approval was also supported by an approval letter for data collection in community health centers from the Surabaya City Health Office, a letter of data collection approval in one public hospital and two private hospitals. Informed consent was obtained from all respondents who participated in this study.

#### Availability of data and materials

The datasets used and/or analyzed during the current study are available from the corresponding author on reasonable request.

#### CRedit authorship contribution statement

**Bobby Presley:** Conceptualization, Methodology, Software, Validation, Formal analysis, Investigation, Resources, Writing - original draft, Writing - review & editing. **Wim Groot:** Conceptualization, Methodology, Software, Validation, Formal analysis, Writing - review & editing, Supervision. **Doddy Widjanarko:** Investigation, Resources, Writing - review & editing. **Milena Pavlova:** Conceptualization, Methodology, Software, Validation, Formal analysis, Writing - review & editing, Supervision.

#### Declaration of Competing Interest

The authors have no conflict of interest to declare.

#### Acknowledgments

The authors thank Adji Prayitno Setiadi and Yosi Irawati Wibowo for technical support in the questionnaire.

#### Appendix A. Supplementary data

Supplementary material related to this article can be found, in the online version, at doi:<https://doi.org/10.1016/j.pec.2020.12.005>.

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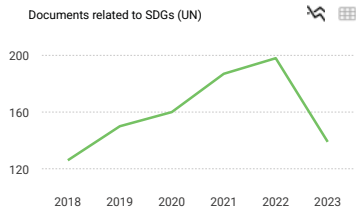
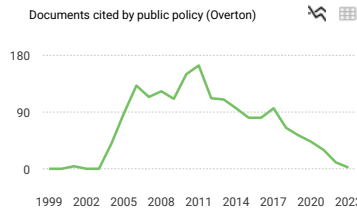
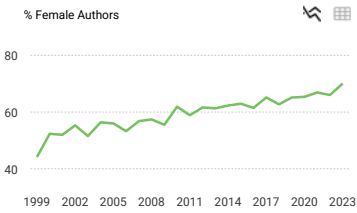
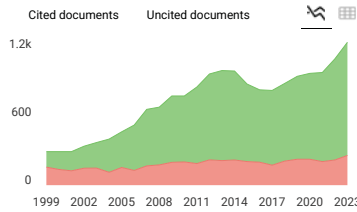
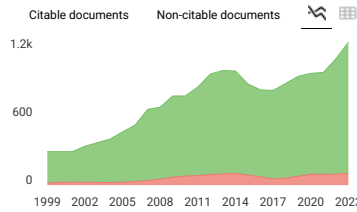
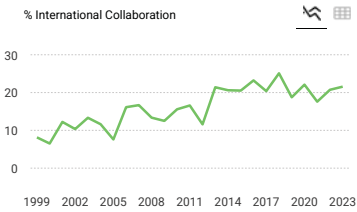
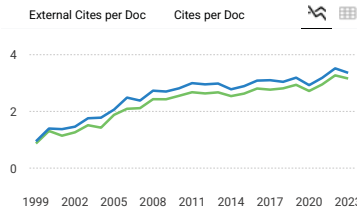
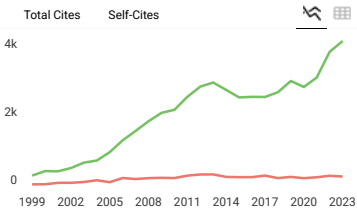
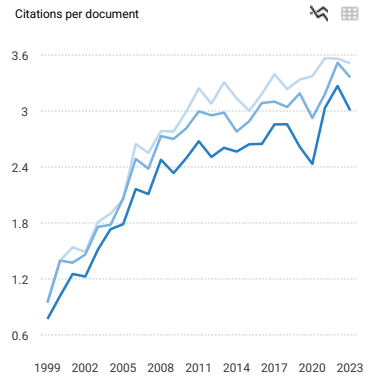
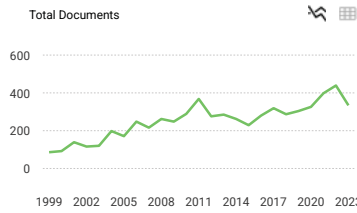
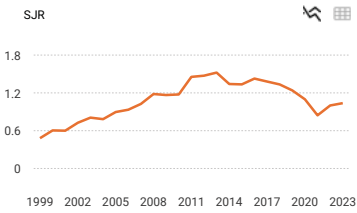
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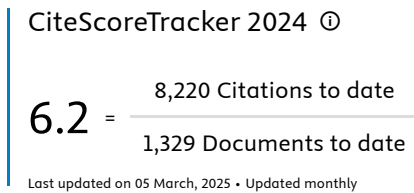
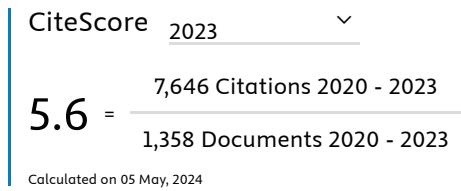


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