

## REVIEWER'S REPORT

Manuscript No.: IJAR-53554

Date: 28-08-2025

**Title: EXPLORING PATIENT-REPORTED EXPERIENCE IN MEDICATION SAFETY IN ASTER SANAD HOSPITAL**

### Recommendation:

**Accept as it is .....YES.....**

Accept after minor revision.....

Accept after major revision .....

Do not accept (*Reasons below*) .....

Rating	Excel.	Good	Fair	Poor
Originality		✓		
Techn. Quality		✓		
Clarity		✓		
Significance			✓	

Reviewer Name: Dr Aamina

### Reviewer's Comment for Publication.

### Abstract:

The abstract provides a clear and structured overview of the study. It begins by situating medication safety within the global framework of the WHO's *Medication Without Harm* initiative, highlighting its relevance as an international health priority. The research gap—limited integration of patient voices in safety research, particularly in the Middle East—is explicitly stated, establishing the study's significance.

The methodology is concisely outlined, specifying a cross-sectional mixed-methods design, use of a validated PREM survey, and the inclusion of 400 patients as the study population. The results are presented in a balanced way, acknowledging patient satisfaction with technical care while identifying gaps in communication and education. The conclusion effectively emphasizes the importance of embedding patient perspectives into safety frameworks and positions Aster Sanad Hospital as a potential regional model. The abstract is coherent, informative, and well aligned with the study's objectives.

### Introduction:

The introduction effectively frames the study within the broader global context of medication

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safety as a public health challenge. It cites WHO initiatives and data on the economic and health burden of medication-related harm, thereby underscoring the urgency of the issue. The reference to the WHO's Global Patient Safety Challenge provides a strong foundation for the study's relevance.

The introduction also identifies the persistence of errors across the medication-use process, despite technological and systemic advancements. By referencing key studies, it demonstrates engagement with existing literature and establishes credibility. Furthermore, the mention of vulnerable populations affected by polypharmacy and chronic conditions contextualizes the significance of medication safety in diverse patient groups.

### **Research Relevance and Scope:**

The study addresses a critical yet underexplored aspect of healthcare quality: patient-reported experiences of medication safety in the Middle East, specifically in a private tertiary care hospital in Saudi Arabia. Its focus on patient voices adds originality to the field of safety research, which has often been dominated by institutional or provider-centered perspectives. The findings are not only applicable to the local context but also carry implications for global health systems striving to implement patient-centered care.

### **Methodological Overview:**

The cross-sectional mixed-methods design is clearly described, with quantitative data collected through a validated PREM survey administered to 400 patients. The use of descriptive statistics ensures clarity and transparency in data presentation. The methodology is appropriate for capturing patient experiences and allows both numerical and narrative insights into medication safety practices.

### **Findings and Contribution:**

The study identifies key themes in patient-reported experiences. While patients reported general satisfaction with technical aspects of care, notable concerns emerged around communication, side effect education, dosage clarity, and medication delivery timelines. Importantly, the study also documents positive elements such as pharmacist counseling, written information, and opportunities for patient engagement.

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These findings underscore the dual dimensions of safety: technical accuracy and patient-centered communication. The contribution lies in demonstrating how patient-reported experiences can complement existing safety monitoring systems.

### **Clarity and Academic Style:**

The manuscript is well-structured, logically presented, and articulated in clear academic language. Terminology is precise, and the narrative connects global health priorities with local patient experiences in a coherent manner. The keywords are appropriate and enhance the discoverability of the study within academic and professional domains.

### **Conclusion of Review:**

The manuscript presents a well-developed, relevant, and insightful exploration of patient-reported experiences in medication safety. By situating its findings within both global initiatives and local healthcare contexts, it contributes valuable perspectives to the discourse on patient-centered safety frameworks.