• Dr. LeAnne Piche’, PharmD
• Doctorate in Pharmacy from University of the Pacific
• Director of Pharmacy at Tuolumne MeWuk Indian Health Center
• Adjunct Clinical Professor; California Health Sciences University, College of Pharmacy
THE EMPOWERED PATIENT

Frank started to get a funny feeling that his doctor was a quack.
Pharmacists’ Patient Care Process

Pharmacists use a patient-centered approach in collaboration with other providers on the health care team to optimize patient health and medication outcomes.

Using principles of evidence-based practice, pharmacists:

**Collect**
The pharmacist assures the collection of the necessary subjective and objective information about the patient in order to understand the relevant medical/medication history and clinical status of the patient.

**Assess**
The pharmacist assesses the information collected and analyzes the clinical effects of the patient’s therapy in the context of the patient’s overall health goals in order to identify and prioritize problems and achieve optimal care.

**Plan**
The pharmacist develops an individualized patient-centered care plan, in collaboration with other health care professionals and the patient or caregiver that is evidence-based and cost-effective.

**Implement**
The pharmacist implements the care plan in collaboration with other health care professionals and the patient or caregiver.

**Follow-up: Monitor and Evaluate**
The pharmacist monitors and evaluates the effectiveness of the care plan and modifies the plan in collaboration with other health care professionals and the patient or caregiver as needed.
DEFINITIONS

• Empowered Patient
  • A patient who takes an active role in their own disease management

• Patient Centered Care
  • Providing care that is respectful of, and responsive to, individual patient preferences, needs and values, and ensuring that patient values guide all clinical decisions (IOM)
Picker’s Eight Principles of Patient Centred Care

1. Respect for patients’ preferences
2. Coordination and integration of care
3. Information and education
4. Physical comfort
5. Emotional support
6. Involvement of family and friends
7. Continuity and transition
8. Access to care
WHY?

- Typically have one or more health problems
  - Can lead to taking 3 or more medications, including over-the-counter, herbal and dietary supplements
- Are more likely to experience adverse side effects or overdose due to age-related changes in the body
WHY?

• May have memory lapses or poor eyesight that can make it harder to understand or read instructions
• Older adults may not follow medication plans
• The end result
  • Seniors use more medications (prescription, over-the-counter, and supplements) than any other age group in the US
Elder abuse is one of the most underreported crimes.
- Approximately 1 in 20 elders are abused.

Elder abuse is a repetitive crime that often involves multiple types of ongoing abuse.
- Self-neglect is one of the largest categories of abuse, and it is reportable.
Pharmacists' Patient Care Process

Pharmacists use a patient-centered approach in collaboration with other providers on the health care team to optimize patient health and medication outcomes.

Using principles of evidence-based practice, pharmacists:

**Collect**
The pharmacist assures the collection of the necessary subjective and objective information about the patient in order to understand the relevant medical/medication history and clinical status of the patient.

**Assess**
The pharmacist assesses the information collected and analyzes the clinical effects of the patient's therapy in the context of the patient's overall health goals in order to identify and prioritize problems and achieve optimal care.

**Plan**
The pharmacist develops an individualized patient-centered care plan, in collaboration with other health care professionals and the patient or caregiver that is evidence-based and cost-effective.

**Implement**
The pharmacist implements the care plan in collaboration with other health care professionals and the patient or caregiver.

**Follow-up: Monitor and Evaluate**
The pharmacist monitors and evaluates the effectiveness of the care plan and modifies the plan in collaboration with other health care professionals and the patient or caregiver as needed.
COLLECTION: AT THE DOCTOR’S

• Collection of subjective and objective information to understand and evaluate the clinical status of the patient
  • Physical assessment & history
  • Labs tests, Xrays, etc.
COLLECTION: YOUR ROLE

• Make a list of questions you want to ask about your medications & health
• Bring an up to date list of all medications, over the counter products and supplements you take
ASSESSMENT: AT THE DOCTOR’S

• The information collected is analyzed and the clinical effects of the patient’s therapy are assessed.

• Any assessment should take into consideration your overall health goals.
  • Problems should be identified and prioritized within the framework of your needs.
Pharmacists' Patient Care Process

Pharmacists use a patient-centered approach in collaboration with other providers on the healthcare team to optimize patient health and medication outcomes.

Using principles of evidence-based practice, pharmacists:

Collect
The pharmacist assures the collection of the necessary subjective and objective information about the patient in order to understand the relevant medical/medication history and clinical status of the patient.

Assess
The pharmacist assesses the information collected and analyzes the clinical effects of the patient's therapy in the context of the patient's overall health goals in order to identify and prioritize problems and achieve optimal care.

Plan
The pharmacist develops an individualized patient-centered care plan, in collaboration with other healthcare professionals and the patient or caregiver that is evidence-based and cost-effective.

Implement
The pharmacist implements the care plan in collaboration with other healthcare professionals and the patient or caregiver.

Follow-up: Monitor and Evaluate
The pharmacist monitors and evaluates the effectiveness of the care plan and modifies the plan in collaboration with other healthcare professionals and the patient or caregiver as needed.
PLAN: AT THE DOCTOR’S

• The provider develops an individual patient-centered care plan, in collaboration with other healthcare professionals AND the patient
  • Evidence based
  • Cost effective
PLAN: YOUR ROLE

• If your doctor prescribes medication
  • Know what it is intended to do & whether you will require follow up treatment
  • Ask how long you will be taking it & whether you should stop if you feel better
  • Know the name of the medication, how you should take it, how long you should take it
  • Ask about side effects to watch out for & any precautions or warnings about the medicine
CARE PLAN: YOUR ROLE

- Involves everyone who may assist in your care to prevent inadvertent neglect
- Marks you as someone who is proactive in your care
- Plan should include monitoring of various systems
  - Nutrition, hydration, skin care, hygiene, patient safety, medications, and any unique needs.
  - Should be written down
CARE PLAN

• Be flexible with Care Plans as the situation warrants
  • It is always good to consider a “Plan B”
• Communicate Care Plans to next of kin
My Self Care Plan

Mental
- Read!
- Learn!
- Talk to Friends!
- Take Meds Daily

Physical
- Get Active!
- Eat Good, Healthy Food
- Skin Care

Emotional
- Hot Baths
- Help Others
- Do Art! Create!

Self-care is not selfish or self-indulgent. We cannot nurture others from a dry well. We need to take care of our own needs first, then we can give from our surplus, our abundance.
- Jennifer Louden

“A person who is humble would never be abusive or selfish; so don’t abuse yourself or withhold self-love or self-care.”
- Bryant McGill
Pharmacists' Patient Care Process

Pharmacists use a patient-centered approach in collaboration with other providers on the health care team to optimize patient health and medication outcomes.

Using principles of evidence-based practice, pharmacists:

Collect
The pharmacist assures the collection of the necessary subjective and objective information about the patient in order to understand the relevant medical/medication history and clinical status of the patient.

Assess
The pharmacist assesses the information collected and analyzes the clinical effects of the patient's therapy in the context of the patient's overall health goals in order to identify and prioritize problems and achieve optimal care.

Plan
The pharmacist develops an individualized patient-centered care plan, in collaboration with other health care professionals and the patient or caregiver that is evidence-based and cost-effective.

Implement
The pharmacist implements the care plan in collaboration with other health care professionals and the patient or caregiver.

Follow-up: Monitor and Evaluate
The pharmacist monitors and evaluates the effectiveness of the care plan and modifies the plan in collaboration with other health care professionals and the patient or caregiver as needed.
IMPLEMENT: AT THE DOCTOR’S

• A plan is implemented in collaboration with other healthcare professionals and the patient or caregiver
IMPLEMENT: AT THE PHARMACY

• Use one pharmacy for all your medications, if possible
  • Bring a list of all medications, supplements and over-the-counter items you are taking
• After your prescription is filled read the label. Does it:
  • Have the medication name you were expecting?
  • Are the directions clear to you? Are they what you expected?
  • Is the medication packaged in a way you can use it?
VETERAN NAME (LAST, FIRST)

TAKE 1 TABLET BY MOUTH TWICE A DAY

METOPROLOL TAB 25MG TAB
Rx# 6543210  Refills Left: 1 (of 3)
DR. KATHLEEN LANCASTER  Qty: 60 TAB

Avoid alcoholic beverages.
May cause dizziness.
Do not take other medicines without checking with your doctor or pharmacist.
Filled 01/15/2012
Order refills by: 06/15/2012
Discard after: 01/15/2013

Ph: (800) 000-0000

VAMC FACILITY NAME
000XX  (10297/10001)

54 733

Round White 54 733
Keep out of reach of children

MERCILON TABS

EVERY NIGHT BEFORE FOOD ONCE DAILY TO BE TAKEN FOUR TIMES A DAY
THREE TIMES A DAY EVERY THREE TIMES DAILY TAKE ONE TAKE TWO
TAKE THREE ONE OR TWO

Warning: follow the printed instructions you have been given with this medicine.

31 May 11
Pat 33967 P
IMPLEMENT: AT THE PHARMACY

- Once yearly request a “brown-bag” review
  - Bring all medications and labs in for a thorough once over
  - Be honest if you are having trouble managing your medications
    - Forgetting/skipping doses
    - Side effects
    - Difficulty affording medications
    - Difficulty using medications
# HBL Medication Risk Questionnaire

Answer the questions below to assess if you are at increased risk of having a problem related to the medicines you take.

1. Do you currently take **5 or more** medications (on a regular basis)?

   - Yes
   - No

2. Do you take **12 or more** medication doses each day?
   - Hint: Add up the number of times a day that you take each of your medicines; for example: a medicine that you take 3 times a day = 3 doses; a medicine you take once a day = 1 dose; 3+1=4 doses, etc.

   - Yes
   - No

3. Do you take any of the following medications?
   - Warfarin (Coumadin®)
   - Procardia (Procardia®)
   - Digoxin (Lanoxin®)
   - Theophylline (TheoDur®, others)
   - Lithium (Lithobid®, others)
   - Carbamazepine (Tegretol®)
   - Phenytoin (Dilantin®)
   - Quinidine

   - Yes
   - No

4. Does **more than one** physician prescribe medications for you on a regular basis?

   - Yes
   - No

5. Are you currently taking medications for **3 or more** medical problems?

   - Yes
   - No

6. Do you get prescriptions filled at **more than one** pharmacy?

   - Yes
   - No

7. Does **someone else** bring any of your medications to your home for you?

   - Yes
   - No

8. Have your medications OR the instructions on how to take them been changed **4 or more times** in the past year?

   - Yes
   - No

---

*What can you do to prevent problems from the medications you take? Two or more “yes” answers suggest that you would benefit from having a thorough medication review by a geriatric medication expert. The purpose of the review is to identify actual or preventable medication-related problems.*

*A certified geriatric pharmacist is specially trained in the use of medications in older adults. Visit www.seniorcarepharmacist.com for a listing of geriatric pharmacists nationwide.*

---

© 2012 HBL Pharma Consulting

www.hblpharm.com
Pharmacists’ Patient Care Process

Pharmacists use a patient-centered approach in collaboration with other providers on the health care team to optimize patient health and medication outcomes.

Using principles of evidence-based practice, pharmacists:

**Collect**
The pharmacist assures the collection of the necessary subjective and objective information about the patient in order to understand the relevant medical/medication history and clinical status of the patient.

**Assess**
The pharmacist assesses the information collected and analyzes the clinical effects of the patient’s therapy in the context of the patient’s overall health goals in order to identify and prioritize problems and achieve optimal care.

**Plan**
The pharmacist develops an individualized patient-centered care plan, in collaboration with other health care professionals and the patient or caregiver that is evidence-based and cost-effective.

**Implement**
The pharmacist implements the care plan in collaboration with other health care professionals and the patient or caregiver.

**Follow-up: Monitor and Evaluate**
The pharmacist monitors and evaluates the effectiveness of the care plan and modifies the plan in collaboration with other health care professionals and the patient or caregiver as needed.
FOLLOW UP: AT HOME

• Read the information included with your medication
• If you feel you are experiencing side effects call your doctor or pharmacist
• Use a pill organizer to track whether you have taken your pills
  • Link pill taking to activities (brushing teeth, feeding the dog)
ALLERGY VS SIDE EFFECT

- Medicines can cause problems, even if used correctly:
  - **Allergic reaction**: when your body’s defense system reacts in a bad way to a drug.
    - Hives, itching, rash
    - Narrowing of throat, difficulty breathing, shortness of breath
  - **VS.**
    - **Side effect**: undesired effect of a medicine
      - Some side effects are common (headache, upset stomach).
      - Others are very rare (liver failure).
      - Side effects can occur even though the medicine is being taken correctly at the normal dose
10 STEPS FOR SUCCESS: MANAGING YOUR MEDICINES

1. Know your medicines
   ✓ Know the names, reason for use, and possible side effects.
   ✓ Ask your pharmacist or doctor if you do not understand the instructions.
   ✓ Contact your pharmacist or doctor if you are having a side effect.

2. Take your medicines exactly as directed

3. Continue taking all of your medicines until the doctor says to stop

4. Keep a current list of your medicines
   ✓ Keep an updated list of all of your prescription medicines, sample medicines, over-the-counter (OTC) medicines, vitamins, and dietary/herbal supplements.

5. Do not use old or expired medicines

6. Store medicines in a cool and dry place
   ✓ Do not store medicines in the heat (e.g., near the stove), in direct sunlight (on a windowsill) or in a wet or damp place (bathroom).

7. Store your medicines in one location
   ✓ Keep all of your medicines in one place unless they need to be stored in the fridge.

8. Use only one pharmacy
   ✓ Use only one pharmacy or one pharmacy chain (e.g., Wal-Mart, Giant, CVS, Walgreens, etc.) for all of your prescription medicines.

9. Ask your pharmacist or doctor before taking any over-the-counter (OTC) medicines

10. Read all of your medicine labels and written instructions before taking each medicine

   Do not share your medicines with other people, including family members. Bring an up-to-date medicine list to all of your doctor appointments.

2007 NCPIE • mustforseniors.org

Medication Use Safety Training for Senior™ and MUST for Senior™ are the exclusive trademarked property of the National Council on Patient Information and Education.

*Adapted from American Society of Consultant Pharmacists handout of same name.
QUESTIONS?