Partnering with Patients
“5 Questions to Ask About Your Medications”

CHCA Conference
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The Institute for Safe Medication Practices Canada is an independent not-for-profit organization dedicated to reducing preventable harm from medications.

Our aim is to heighten awareness of system vulnerabilities and facilitate system improvements.

www.ismp-canada.org
With support from the
Canadian Patient Safety Institute
Outline

• Background - A Patient Story
• Development - Partnerships and collaboration
• Who, How, Where,
• Spread and Dissemination
• Questions
Background – A Patient Story
Ms. C, 72 years old

- Admitted to hospital for **acute delirium**, new onset atrial fibrillation.
- **PMH** – HTN, seizures, recurrent DVTs on warfarin
- **Social Hx**: widowed, lives alone in home, Gr. 8 education, manages meds & ADLs independently
- **Meds** – phenobarbital, carbamazepine, telmisartan/HCTZ, warfarin
- **Warfarin history** – on between 7-8 mg/day for > 15 years. Has always had 5 mg and 1 mg tablets dispensed. INRs pre-admission – consistently stable for years between 2.3-3.0

How the Patient’s Truth can be a MedWreckerPatient Story shared by:
Colleen Cameron, RPh, Pharm.D. Grand River Hospital, Kitchener ON
(SHN teleconference 2015 – Your discharge is someone’s admission)
On discharge – delirium clearing and getting close to baseline, I took the home warfarin bottles out of her bag. “Can you please show me how you would take 7mg of warfarin?”

I confirmed with her “Is that 7mg?” → “Yes”

I put the 5mg vial behind my back and again asked her to put 7 mg in her hand using only 1 mg tablets.
Why the confusion?

Taking 7mg using 5 and 1 is MATH

Taking 7mg using 1 is COUNTING
What would the next admission look like if this hadn’t been caught?

In the next admission for hematuria pulmonary hemorrhage, GI bleed and an INR > 10, when we ask her what her warfarin dose is for her BPMH: “I take 7 mg of warfarin every day.”

The Patient’s Truth
Outcome

Ms. C has been back in her home for 6 months.

She is independent with her ADLs and is managing her medications using warfarin 1 mg tablets.
Aggregate Analysis of Medication Incidents in Home Care

- 68% of the incidents reviewed were due to medication transition failure and involved a problematic transition of the patient and his/her medications from the hospital back home.

“Poor communication at transitions can undo a lot of effort and compromise otherwise excellent care.”

Dr. M. Hamilton

SHN! November 2015 Teleconference Your discharge is someone’s admission
Meet Emily
Background

• 2014 National Medication Safety Summit
  • Goal: Improving communication about medication among providers and patients and families at transitions of care
  • Action: Create and disseminate a national medication safety checklist for patients and families at transitions in care.
Outline

• Background - A Patient Story
• Development – Partnerships and Collaboration
• Who, What, Where, When, How?
• Spread and Dissemination
• Video
Project Co-Leads
Collaborative Process

- Completed environmental scan
- Working group developed draft checklist
- Feedback obtained from patients, clinicians, advisory panel and external stakeholder groups
  - Electronic survey
  - Email
- Checklist revised based on feedback received
Outline

• Background - A Patient Story
• Development – Partnerships and Collaboration
• Who, What, Where, When, How and Why?
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What are the 5 questions?

1. CHANGES?
   Have any medications been added, stopped or changed, and why?

2. CONTINUE?
   What medications do I need to keep taking, and why?

3. PROPER USE?
   How do I take my medications, and for how long?

4. MONITOR?
   How will I know if my medication is working, and what side effects do I watch for?

5. FOLLOW-UP?
   Do I need any tests and when do I book my next visit?

Keep your medication record up to date.

Remember to include:
- drug allergies
- vitamins and minerals
- herbal/natural products
- all medications including non-prescription products

Ask your doctor, nurse or pharmacist to review all your medications to see if any can be stopped or reduced.

Visit safemedicationuse.ca for more information.
How can it be used and by who?

• Patients
  • Bring it to every appointment
  • Before you leave the hospital
  • Review with homecare nurse or pharmacist

• Healthcare providers
  • Help you focus your discussion about medications
  • Counselling tool – Teach back method/Show me how
Where can you use it?
When to use it?

Use these five questions when you're:

- Attending a doctor's appointment (e.g., family physician or specialist, dentist, optometrist)
- Interacting with a community pharmacist
- Leaving the hospital to go home
- Visited by home care services
Why should clients use it

• Empowers you to be an active partner in your health
• Gives you the words and questions you need to ask
• Helps to prevent medication errors
It’s about starting a conversation

• “...initiates 2 way communication and encourages everyone to be more involved with their personal health care – take more accountability and responsibility”

• “Excellent tool to promote conversation between patients and providers.” – Canadian Nurses Association
Why should
Home Care Clinicians use it

• Client/caregiver will be more informed
• Help to proactively prevent medication errors before they happen
• Pay it forward
  • Save time later for next care provider to perform MedRec if clients have an up-to-date medication list (BPMH)
• It’s the right thing to do
MedRec as one component of medication management

Figure 1: Components of Safe Medication Management
Outline

• Background - A Patient Story
• Development – Partnerships and Collaboration
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• Video
5 QUESTIONS TO ASK ABOUT YOUR MEDICATIONS when you see your doctor, nurse, or pharmacist.

1. CHANGES?  
   Have any medications been added, stopped or changed, and why?

2. CONTINUE?  
   What medications do I need to keep taking, and why?

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IDS Canada

how’re you?

Digital Poster Network

- Primary Care network in Ontario launched in June
- Launching in Quebec and BC in Sept/Oct
5 Questions to Ask about Your Medications

Do you know what questions to ask about your medications? Knowing which medications, if any, have changed and how to take all your medications properly can help you to avoid serious problems. Ask the right questions to stay safe.

SafeMedicationUse.ca recently received a report highlighting the importance of asking your healthcare providers the right questions about your medications. A consumer undergoing cataract surgery was given prescriptions for two different eye drops: an antibiotic (ciprofloxacin) and a corticosteroid (prednisolone). Both eye drops were to be used for a few days up to and including the day of surgery, but only the antibiotic eye drop was to be continued after the surgery.

Following the surgery, the consumer mistakenly continued taking the corticosteroid eye drop and stopped taking the antibiotic eye drop. The instructions for using the eye drops were provided on a sheet of paper at an appointment 3 months before the operation, but after the surgery, the consumer’s reduced vision prevented her from reading it. After using the wrong eye drop for 4 days, she experienced redness and discomfort in her eyes, and then a family member noticed the error. Although using the wrong eye drop in this case did not seem to affect the overall outcome of the surgery, it did lead to extra doctor visits and caused the patient discomfort and worry.

SafeMedicationUse.ca recommends starting a conversation with your healthcare provider by asking 5 specific questions (outlined below) in each of the following situations:

- during appointments with your doctors, including specialists, your optometrist, and your dentist
- before discharge from a hospital
- when you pick up your prescriptions from the pharmacy
- during home care visits
Comfort Keepers

“We see the "5 questions to ask about your medication" as a valuable tool we can use to educate our clients regarding medication safety.”

- Comfort Keepers
"I believe a primary care drive for patients belonging to family health teams, could have a significant impact by raising the profile of MedRec as well as additional opportunities for patient safety improvements in medication management."

- Dr. John Maxted, Family Physician
Pharmacy Awareness Week 2016
University Health Network

Poster inside the elevator
Michael Garron Hospital
(formerly TEGH)

Princess Margaret
Outpatient Pharmacy

Send your photo to medrec@ismp-canada.org
Additional Reach

- **Social Media and Listservs**
  - Facebook – MedRec network, Twitter @ISMP Canada, @SafeMeduse
  - Ontario MedRec Network google group
  - CSHP listserv

- **Websites**
  - Deprescribing.ca
  - CARP

- **E-Learning module**
  - RxBriefcase
Additional Formats

- Patient Notes (modifiable)
- Screensaver (patient bedside system)
- Animated Powerpoint slide
- Swag (e.g. business cards, fridge magnets, mouse pads etc.)
### Patient Notes
(modifiable pdf)
works on some mobile devices

#### 5 Questions to Ask About Your Medications
when you see your doctor, nurse, or pharmacist.

1. **CHANGE?**
   - Have any medications been added, stopped or changed, and why?

2. **CONTINUE?**
   - What medications do I need to keep taking, and why?

3. **PROPER USE?**
   - How do I take my medications, and for how long?

4. **MONITOR?**
   - How will I know if my medication is working, and what side effects do I watch for?

5. **FOLLOW-UP?**
   - Do I need any tests and when do I book my next visit?

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**Keep your medication record up to date.**

**Remember to include:**
- Drug allergies
- Vitamins and minerals
- Herbs/natural products
- All medications including non-prescription products

**Ask your doctor, nurse or pharmacist to review all your medications to see if any can be stopped or reduced.**

Visit safemedicationuse.ca for more information.
MP4 video

5 QUESTIONS TO ASK ABOUT YOUR MEDICATIONS when you see your doctor, nurse, or pharmacist.

Visit saferemedicationuse.ca for more information.

1. CHANGES? Have any medications been added, stopped or changed, and why?

2. CONTINUE? What medications do I need to keep taking, and why?

3. PROPER USE? How do I take my medications, and for how long?

4. MONITOR? How will I know if my medication is working, and what side effects do I watch for?

5. FOLLOW-UP? Do I need any tests and when do I book my next visit?

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Additional Languages

- Based on the 2011 Canada census:
  - Punjabi
  - Chinese (simplified/traditional)
  - Spanish
  - Italian
  - German
  - Tagalog
  - Arabic

- Based on electronic survey results
  - Indigenous languages
Additional Languages

- Hungarian
- Tibetan
- Ukrainian
- Polish
- Greek
- Albanian
- Turkish
Additional Spread Idea

- Take a screenshot of the ‘5 questions to ask’ on your mobile device
- Make it your home/lock screen
What can you do today?

- Share it with your friends and family
- Introduce it to your clients
- Use it in practice as a counselling tool
- Endorse and request customized PDF poster from your organization
- Share a photo or story @ medrec@ismp-canada.org or through FB or Twitter
- #5questionsaboutmeds
Next steps

• Survey patients and healthcare providers
• Share the message to encourage clients to be an active participant in their healthcare by asking the right questions.
As one client put it “These 5 questions could save your life.”
5 Questions to Ask About Your Medications when you see your doctor, nurse, or pharmacist.

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You can be empowered
To be an active partner in your healthcare!

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5 Questions to Ask About Your Medications

https://youtu.be/BJI1ToB-Dv8
Resources

5 questions to ask about your medications poster

• ismp-canada.org/medrec/5questions.htm

Additional Resources

• Deprescribing at deprescribing.org/

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Help Prevent Harmful Medication Incidents
Non-Governmental Organization (NGO)

www.facebook.com/MedicationSafety

www.facebook.com/MedicationReconciliation

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To Keep Up-to-Date with the Latest News on Medication Safety

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Preventing harm from medication incidents is a responsibility of health professionals. Consumers like you can also play a vital role.

Reporting Medication Incidents benefits all Canadians.

Latest News and Resources

- Similar Patient Names Leads to Pregnant Woman Getting Wrong Prescription
- Safe Practices for Medication Use (Take Charge of Your Medicines!)
- "Take as Directed: Your Prescription for Safe Health Care in Canada" is now available in Canadian bookstores!
  "The authors provide helpful information that can guide Canadians on how to manage their health care, including safe medication use" says Sylvia Hyland, Vice President and Chief Operating Officer of ISMP Canada.
- Health Canada is reminding Canadians about using acetaminophen safely.
  - Read Health Canada's Information Update on Acetaminophen
  - Read the SafeMedicationUse article "Spotlight on Acetaminophen"
- Angeliq Drug Samples Mistakenly Provided as Birth Control - Newsletter - PDF
- Epinephrine Auto-Injectors - Know How to Use EpiPen and Twinject Properly
Medication Incident Reporting

- Incidents voluntarily reported

- Incidents discussed by interdisciplinary team of analysts (nurses, pharmacists, physician)
Deaths Associated with Medication Incidents: Learning from Collaborative Work with Provincial Office and Chief Medical Examiner

Background

Both Ongoing provincial and territory-based Office of the Chief Coroner or Chief Medical Examiner are responsible for investigating deaths from unexplained, unexpected, or unusual causes. Within the scope of these investigations, they make associations with medication incidents. In both cases, information from these cases offers unique opportunities to identify underlying factors and generate new solutions to reduce the risk of similar incidents in the future. ISMP Canada has had a valuable relationship with these offices of the Chief Coroner or Chief Medical Examiner in a number of provinces providing an opportunity to better understand the reasons for medication-related deaths.

Methods and Findings

An analysis from ISMP Canada, covering 3 provinces, a territory, and 2 cities, with a population of 20 million people, involving 1500 cases from 2007 to 2012, in which a medication incident was potentially associated with the death. Of these, 720 medication incidents were investigated by the Office of the Chief Coroner or Chief Medical Examiner in a number of provinces, providing an opportunity to identify the reasons for medication-related deaths.

Promoting the Safe Use of Insulin in Hospitals

Insulin is a high-risk medication tool that continues to be one of the top drugs involved in incidents associated with serious and death risks. The Canadian National Collaborative Group to Improve Medication Safety (CNCS) has identified that in hospitals, there are many barriers to effective insulin management processes. A recent study by Robert et al. determined that a simple, standardized, and practical method for insulin management processes could be implemented effectively.

Some Capsules Are Not Meant to Be Swallowed

Figure 5: Some capsules are not meant to be swallowed. Use of a safety capsule is recommended. This can be achieved by measuring the capsule and comparing it to the patient’s height, weight, and age. The capsule should be inserted into the patient’s mouth and then swallowed. The capsule will then be flushed down the toilet, where it will be safely removed from the body. In hospitals, this method is used to prevent accidental ingestion of medications.
Patient Engagement Resources

Doc Mike Evans
http://youtu.be/f2KCWMnXSt8

MyMedRec
Knowledge is the best medicine
Medication Record Book

iPhone
Android
Blackberry
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