CCSA Webinar Series: Preventing Opioid Harms through Patient Education

August 1, 2017
Opioid Summit

NOVEMBER 2016

Hosted by Honourable Jane Philpott, Federal Minister of Health &
the Honourable Eric Hoskins, Ontario Minister of Health and Long-Term Care

Pictured: Joint Statement of Action Signatories signing at the Summit.
Commitment Areas

JSA COMMITMENTS BY CANADIAN DRUG AND SUBSTANCE STRATEGY FOCUS

**Prevention 52%**
- Education for patients, families, and health care providers
- Prescribing based on best practices

**Treatment 14%**
- Opioid use disorder treatment
- Alternatives approaches to pain management

**Harm Reduction 19%**
- Access to Naloxone
- Supervised consumption sites

**Enforcement 2%**
- Targeting illicit sources of opioids
- Diversion of prescribed opioids

Foundation in Evidence 23%
- National data collection and reporting
- Increased evidence-based research
Webinar Series Objectives

- Facilitate knowledge sharing and discussion amongst signatories
- Highlight progress being made by individual projects across the thematic areas of the JSA
- Foster discussion between signatories’ on common challenges and opportunities for collaboration.
- Informing external stakeholders about ongoing JSA projects to encourage their participation.
CCSA Webinar Series:
Joint Statement of Action

FUTURE TOPICS:

- Prevention: Improving Prescribing Practices
- Prevention: Alternatives to Pain Management
- Treatment: Medication Assisted Therapies and Opioid Use Disorder and the Role of Primary Care
- Harm Reduction: Access to Naloxone and Training
- Enforcement: Addressing illicit drug production, supply and distribution

HOW AND WHEN:

- One-hour webinars hosted by CCSA
- Speakers will be diverse with wide-ranging perspectives
- Bi-monthly
Discussion

• What are the current obstacles and opportunities for your project?

• What lessons have you learned while working to complete your commitments and activities around this topic?

• Who have been the key partners related to your commitments, and what future opportunities exist for collaboration with other Joint Statement of Action signatories?
Presenters

- **Sylvia Hyland**, Vice President and Chief Operating Officer – Institute for Safe Medication Practices Canada


- **Stephen Routledge**, Patient Safety Improvement Lead – Canadian Patient Safety Institute

- **Judith Maxwell**, Patient Advocate – Patients for Patient Safety Canada
Collaborative Project Updates

Joint Statement of Action to Address the Opioid Crisis

- Empowering consumers with ‘questions to ask’, and information to reduce the imbalance of knowledge
  
  ISMP Canada, CPSI and Patients for Patient Safety Canada, together with partners

- Improving storage and disposal of opioids with end-of-life care
  
  ISMP Canada, CPSI, Patients for Patient Safety Canada, CAS, Human Factors Research team, together with partners
5 Questions to Ask About Your Medications

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?
# National Endorsements

### NATIONAL ENDORSEMENTS:

- Accreditation Canada
- Canadian Deprescribing Network (English | Français)
- Canadian Agency for Drugs and Technologies in Health (English | Français)
- Canadian Association of Paediatric Health Centres (English | Français)
- Canadian Foundation for Healthcare Improvement

- Canadian Home Care Association (English | Français)
- Canadian Nurses Association
- Canadian Pharmacists Association
- Canadian Patient Safety Institute
- Canadian Society of Hospital Pharmacists

- Choosing Wisely Canada (English | Français)
- IDS Canada (English | Français)
- Neighbourhood Pharmacy Association of Canada
- Patients for Patient Safety Canada
- SafeMedicationUse.ca

©2017 Institute for Safe Medication Practices Canada (ISMP Canada)
More than 130 organization endorsements

Customized PDF available by contacting medrec@ismp-canada.org
Available in over 20 Languages

- Albanian
- Arabic
- Chinese (Simplified)
- Chinese (Traditional)
- Cree
- English
- French
- German
- Greek
- Hungarian
- Inuktitut (North Baffin)
- Inuktitut (South Baffin)
- Italian
- Ojibwe
- Polish
- Punjabi
- Spanish
- Tagalog
- Tibetan
- Turkish
- Urdu
- Ukrainian
Opioids for pain after surgery

Your Questions Answered

Here's how the "5 Questions to Ask About Your Medications" can help you learn about the safer use of opioids (also called "heroin") after surgery:

1. **CRAZEF?**
   - Have any medications been added, stopped or changed? Why is the prescription being made?
   - Talk about why your prescriber prescribed an opioid, and discuss other things you can do to help you feel better, for example, exercise, stretching, or physical therapy.
   - Ask if there are non-opioid drugs that may be helpful in the management of pain.

2. **PROCEDING?**
   - What do I need to know about my medication? Are there any side effects or things I need to watch for?
   - If you have any worries, you can contact your doctor.
   - If you have any questions, you can discuss them with your healthcare provider.

3. **MONITOR?**
   - How will I know if my medication is working?
   - Your treatment will be assessed by your doctor. If you have any concerns, you should discuss them with your doctor or pharmacist.

4. **PROPERTIES?**
   - What are the side effects of my medication?
   - If you have any questions, you can discuss them with your doctor or pharmacist.

5. **PROCEEDS?**
   - What can I do to help you feel better?
   - If you have any worries, you can contact your doctor.
   - If you have any questions, you can discuss them with your healthcare provider.

It is important to:

- Avoid any medication or treatment that may cause you discomfort or pain.
- Speak with your family physician if you are unsure if your medication is working.
- Only take the medicine you are prescribed.
- Take any unused doses in your pharmacy for safe disposal.

To learn more about opioids, visit: www.csmpcanada.ca
Opioid Pain Medicines
Information for Patients and Families

You have been prescribed an opioid pain medicine that is also known as a narcotic. This leaflet reviews some important safety information about opioids.

Patients, family, friends, and caregivers can play an important role in the safe use of these medicines; share this information with them. With opioids, there is a fine balance between effective pain control and dangerous side effects.

**PAIN CONTROL**

Safe balance between pain control and side effects requires regular assessment of opioid effect and need.

**DANGEROUS SIDE EFFECTS**

Opioids are intended to improve your pain enough so that you are able to do your daily activities, but not reduce your pain to zero. Be sure that you understand your plan for pain control and work closely with your doctor if you need opioids for more than 3-5 weeks.

**Risk of overdose and addiction:**

Many people have used opioids without problems. However, serious problems, including overdose and addiction, have happened. It is important to follow the instructions on the prescription and use the lowest possible dose for the shortest possible time, and to be aware of signs that you are getting too much opioid.

**Avoid alcohol and antidepressants.**

**Side effects:**

Constipation, nausea, dry mouth, itchiness, sweating, and dizziness can happen often with opioids. Contact your doctor or pharmacist if your side effects are hard to manage.

Your ability to drive or operate machinery may be impaired.

Some people are more sensitive to the side effects of opioids and may need a slower starting dose or more careful monitoring. Talk to your doctor about the HIGHER RISK of dangerous side effects if:

- You have certain health conditions. For example:
  - Sleep apnea
  - Lung disease (e.g., COPD or asthma)
  - History of liver problems
  - You have never used opioids before

- You are already taking an opioid or medication for anxiety or to help you sleep
- You have a history of problems with alcohol or other substances
- You have had a recent contact to an opioid before
- You are age 65 or older

**Safe keeping:**

Never share your opioid medicine with others. Store it securely in your home. Take any unused opioids back to your pharmacy for safe disposal.

**Ask your Pharmacist if you have any questions.**

Other options are available to treat pain.

---

**Signs of Overdose**

Stop taking the drug and get immediate medical help if you experience the following:

- Severe dizziness
- Inability to stay awake
- Hallucinations
- Heavy or unusual sweating
- Slow breathing rate

Your family member or caregiver needs to call 911 if:

- You can't speak clearly when you wake up
- They can't wake you up
- Your lips or fingernails are blue or purple
- You are making unusual heavy snoring, gasping, gurgling or snorting sounds while sleeping
- You are not breathing or have no heartbeat

Never leave a person alone if you are worried about them. Ask about take-home naloxone kits.

---

Opioid Pain Medicines

**Patient information**

Community pharmacies are using middleware to print

Evaluation informs Health Canada project (opioid handout and warning sticker)

©2017 Institute for Safe Medication Practices Canada (ISMP Canada)
Infographic

Reference for prescribers and patients
Video Series for Patients

https://www.youtube.com/playlist?list=PLvQDf5LHFSkM0l6nMFN9s2-yduDODTC2N
Storage and Disposal

- Focus on palliative care, and end-of-life care
- Situation Assessment preliminary findings
- Literature review preliminary findings
- Variable practices with unused opioids in the home
- Preferred practices identified
- Several communities interested in spreading and testing preferred practices
- Information for patients, families and home healthcare providers undergoing usability-testing and user-testing
Preferred Practices for Home Safety

i. Service providers arrange for removal of unused opioids

ii. Home healthcare visits (e.g. pharmacist) remove unused opioids for return to pharmacy

iii. Patients/families return unused opioids to a pharmacy

Prevent Medication Accidents at Home

1. Store medications out of reach of Children and teens Visitors Pets

2. Place unused medications in a plastic bag and bring to your pharmacy

3. For locations that accept returns

Ask your healthcare provider if you have questions
Keys for Success

• Partnership
  – Essential for collective impact

• Ongoing and open communication with partners
  – Builds trust, maintains momentum & allows for aligning next steps

• Persistence
  – System level change is challenging—but worth the effort
Coming up: Canadian Patient Safety Week
Discussion

- What are the current obstacles and opportunities for your project?

- What lessons have you learned while working to complete your commitments and activities around this topic?

- Who have been the key partners related to your commitments, and what future opportunities exist for collaboration with other Joint Statement of Action signatories?
Contact Information

- Sylvia Hyland, Vice President & Chief Operating Officer
  Institute for Safe Medication Practices Canada
  SHyland@ismp-canada.org

- Michael Hamilton, Physician Lead and Medication Safety Specialist
  Institute for Safe Medication Practices Canada
  MHamilton@ismp-canada.org

- Stephen Routledge, Patient Safety Improvement Lead
  Canadian Patient Safety Institute
  SRoutledge@cpsi-icsp.ca

- Judith Maxwell, Patient Advocate
  Patients for Patient Safety Canada
  jamax@bell.net

- Savanah Ashton, National Priority Advisor
  Canadian Centre on Substance Use and Addiction
  sashton@ccsa.ca