

Patient Satisfaction with Pharmacist Education on Oral Anticoagulant Medication

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1 INTRODUCTION

Oral anticoagulants are internationally recognised as high-risk medications that can cause significant patient harm when used in error¹. The high risk nature of oral anticoagulants can be further complicated by complex dosing schedules. High patient adherence to oral anticoagulant treatment is essential to avoid thrombosis or stroke. To address these issues, the Pharmacy Department have prioritised the provision of medicines education to all in-patients newly started on an oral anticoagulant, either warfarin or a Direct-Acting Oral Anticoagulant (DOAC). Both verbal education, and a warfarin or DOAC booklet, are provided to all patients. A DOAC booklet was developed and introduced in 2017 (Figure 1).

2 AIMS & OBJECTIVES

- To assess patient satisfaction with pharmacist provided oral anticoagulant education.
- To obtain feedback on the usability and readability of the hospital DOAC booklet.

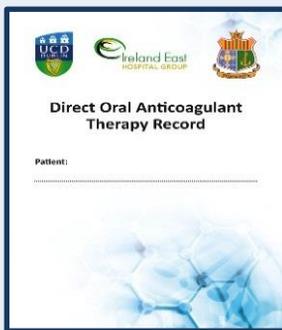


Figure 1: DOAC Therapy Booklet

3 METHODS

- The study took place over a six week period, February 26 to April 6 2018, inclusive.
- All patients provided with pharmacist education on an oral anticoagulant, who were physically able, were requested to complete a patient satisfaction survey after the education session.

- Patients had the option to decline participation in the audit
- Ideally patients were provided with a warfarin / DOAC booklet in advance of the verbal education session.
- The survey assessed if the patient found the information useful, the quantity of information discussed and the medium of communication considered most beneficial.

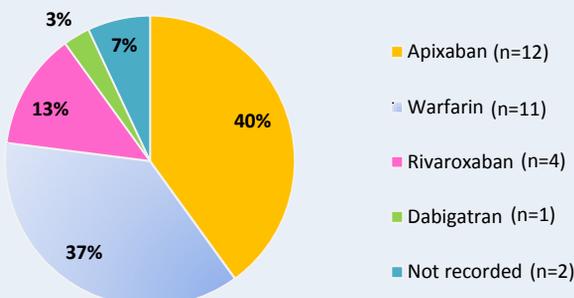


Figure 2: Newly prescribed oral anticoagulants during audit period (n=30)

4 RESULTS

- 33 patients were provided with pharmacist oral anticoagulant education during the study. 30 patients completed the survey.
- Figure 2 illustrates the oral anticoagulants for which education took place.
- Figure 3 illustrates patients' preferred medium of communication.
- All patients reported that the verbal and written information was useful.
- All patients reported that they were happy with the amount of information discussed.
- 97% of patients (n = 29) reported that they understood the information discussed.
- All patients responded positively that they understood more about why they were prescribed an anticoagulant and the best way to take it at home.
- All patients (n=16) who had read the DOAC booklet reported that it was helpful.

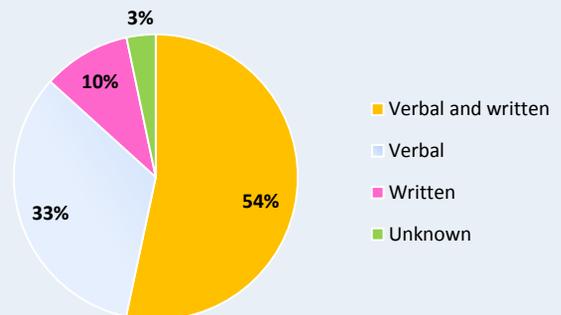


Figure 3: Patient feedback comparing written versus verbal information (n=30)

5 CONCLUSION

The results of this study demonstrate patient satisfaction with pharmacist education on newly commenced oral anticoagulants. The majority of education sessions were for DOACs, reflecting the change in prescribing practices and the trend away from warfarin.

The preferred medium of education varied between patients. Results suggest that pharmacists should continue to use both verbal and written education to account for patient preference and understanding. Patients reported that they find the DOAC booklet helpful.

DISCLOSURE:

- Dearbhla Murphy nothing to disclose
- Mariosa Kieran nothing to disclose
- Jennifer Brown nothing to disclose

REFERENCES:

- Institute for Safe Medication Practices (ISMP). ISMP List of High-Alert Medications in Acute Care Setting. [homepage on the Internet]. 2018 cited 2018 December/28]. Available from: <https://www.ismp.org/recommendations/high-alert-medications-acute-list>