Introduction:
Vitamin K antagonists are the most used anticoagulants in the treatment of thrombotic diseases and this misuse is an important source of medicines-related illness. This is the cause of about 17000 hospitalizations per year in France. The purpose is studying the effect of targeted information on patients’ knowledge about their VKA treatment.

Material and methods:
The first step was the creation of the assessment grid (as below) which was asked to patients by two pharmacy students. The students were trained by pharmacists and empowered by specialists, members of the « haemostasis-coagulation » group. They asked the patients between 2012/07/05 and 2012/07/09 with the previous grid and highlighted lacking points. Then a targeted therapeutic information (TI) was supplied on these deficient points. The 18 questions were grouped in 4 items: general knowledge (questions 1 to 15, 18), questions about INR (questions 6 to 11), drug and food interactions (questions 12 to 14) and signs of bleeding (questions 16 and 17).

Results:
73 patients were evaluated and received therapeutic informations. The mean age was 66 years old (+/- 14). 27 were males and 46 were females. 41 patients (56%) among the 73 patients were re-evaluated before discharge as the flow chart (figure 1) shows. Almost 50% of the patients don’t know informations about INR, interactions (food and drugs) or relative to haemorrhagic complication as the figure 2 below shows.

According to the patients’ answers given to the pharmacy students and their synthesis realized after the first evaluation, 49% (20 patients) received therapeutic information about general knowledge, 66% (27 patients) about INR, 90% (37 patients) about food and drug interactions and 53% (22 patients) about signs of bleeding. The diagram 3 below shows a general improvement of answers in every items.

Discussion:
General improvement was observed in all the different items. The best improvement was about food and drug interactions. This item was the principal lacking point thus the most educated by the pharmacy students. The second point best improved was signs of bleeding, also a critical point nearly unknown by the patients questioned but the most important to be recognize in order to react quickly after the first signs.

Most of the patients asked were interested in this approach and answered easily the questions asked by the two students.

Conclusion:
This study shows the necessity to inform patients about their VKA treatment so as the patients can recognize, among other things the first bleeding signs. The improvement of the answers shows the benefit of this approach based on patients being educated by empowered students in a clinical service. This approach is planned to be extended to other units of the hospital later.

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