

Consumers are looking to be more involved in decisions around starting new medicines

Connecting with consumers: discovering their expectations on engagement with medication management

Sally Marotti¹, Anisha Ravindran¹, Pak Yin Leong², Annabel Calder¹, Debra Rowett², Pascale Dettwiller¹, Jimit Gandhi^{1,2}, Alka Garg¹, Ivanka Koeper¹, Rebecca Larcombe¹, Timothy Martin¹, Paul Thorburn¹, Laura Zanin¹, Michael Ward²

¹SA Pharmacy, SA Health ²School of Pharmacy and Medical Sciences, University of South Australia

Introduction

- The National Safety and Quality Health Services (NSQHS) Standard 2: Partnering with Consumers identifies the importance of consumer engagement in healthcare decision-making to ultimately shape patient-centred care.
- Patients initiated on new medicines in hospital may have different levels of involvement in shared decision-making, affecting treatment compliance and overall health outcomes.

Aim

- Investigate consumer **perceptions** and engagement **expectations** in the initiation of new medicines and explore any influencing **factors**.

Method



Sample Size

- 4939 inpatients across 19 public hospitals statewide (metropolitan and rural), over 2 years (2021 – 2022)
- Commenced on a new regular or PRN medicine(s) whilst admitted in hospital, intended to continue on discharge



Data Collection

- Randomisation and drug chart screening to confirm eligibility
- Consent and patient interview conducted by pharmacy students from the University of South Australia (UniSA), during their final year experiential learning hospital placement



Data Analysis

- Necessity and Concerns Scale (Belief about Medicines Questionnaire - BMQ)
- Likert Scales (Perceived and Expected Engagement Levels, Satisfaction with Education Provided)
- Reflexive Thematic Analysis of Qualitative Responses using NVivo until data saturation

Results

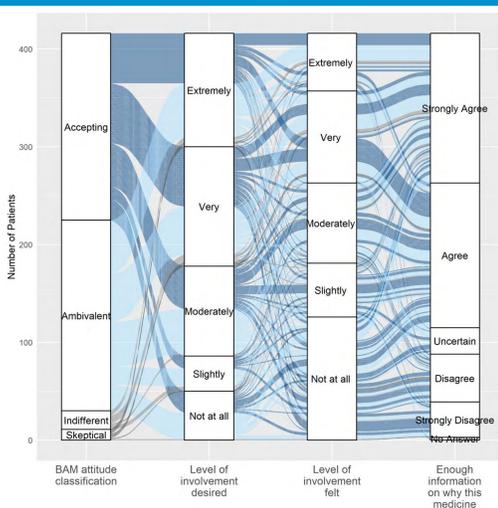


Figure 1: Association between Beliefs about Medicines vs Desired and Perceived Engagement Levels vs Satisfaction with Education Provided



Figure 2: Spectrum of Degree of Engagement Sought After by Patients

“Everything that I need to know I guess – you know, that’s about it. Whatever there is to know about it – I’d like to receive it. Why not?”

“Generally, in private practice, the doctor will talk to you about starting a new medicine. In hospital, nobody talks to you, end of story.”

“I would like to receive a printed report on the medication prior to the first dose with the consequences and potential benefits of swallowing something.”

“I can’t provide any information, because I’m not provided with any information about what I’m on, what medicine, what they do, where to get them from or whatever else.”

“I have full expectation that someone is going to sit down with me and explain to me what I need to take for my own wellbeing.”

Figure 3: Participants' Perceptions and Expectations of Engagement

Discussion

- Patients indicated a wide spectrum in their information and engagement expectations.
- Some patients were content with written and verbal information; others preferred a collaborative discussion to address their needs and concerns.
- Neither BMQ necessity nor concern beliefs were associated with the perception or expectation of involvement when new medicines are initiated.
- However, there was a clear correlation between perceived engagement levels and satisfaction with information provided.

Discussion

- Participants expected focussed written information on treatment benefits and adverse reactions at the point of prescribing.
- Additionally, patients expressed preference for increased involvement and collaboration with primary and secondary care providers when new medicines are commenced.

Conclusion

- There is a real opportunity to engage patients in the decision to commence new medicines.
- Whilst individual needs vary, it appears important to allow them the opportunity to participate in this conversation.

For more information

Anisha RAVINDRAN
Resident Pharmacist
SA Pharmacy (Central Adelaide Local Health Network)
anisha_ravindran@sa.gov.au
<https://au.linkedin.com/in/anisha-jay-ravindran>

Acknowledgements

- SA Pharmacy Student Preceptors (2021 – 2022)
- UniSA Final Year Pharmacy Students (2021 – 2022)



University of
South Australia



Government of South Australia

SA Health
SA Pharmacy