

Exploring the Consumer Perspective on Pharmacist Generated Medication Lists

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Background

Routine care by clinical pharmacists may include provision of a medication list to patients and carers at discharge to assist with understanding and improve continuity of care.

Objective

To evaluate patient or carer satisfaction with our medication lists (known locally as 'medication profiles').

The medication profile is a patient-specific medication list generated by the SA Pharmacy Medication Profiler program. It outlines the medication regimen to be continued by the patient at discharge and summarises the medication changes made during hospital admission.

MEDICINE NAME AND STRENGTH	BRAND NAME(S)	WHY THIS MEDICINE IS USED	DOSING SCHEDULE			
Medicines to prevent blood clots						
ASPIRIN Tablets 100mg	Cardiprin, Astrix, Spren, Mayne Pharmia Aspirin	To prevent the formation of blood clots	Breakfast	Lunch	Dinner	Bed
Take with or soon after food			1			
Antibiotics						
AMOXICILIN WITH CLAVULANIC ACID Tablets 875/125mg	Augmentin Duo Forte, Clamoxyl Duo Forte, Curam Duo Forte, Amclav Forte, Moxiclav Duo Forte, AmoxyClav 875/125, plus other brands	This is an antibiotic – the entire course of treatment should be completed	Breakfast	Lunch	Dinner	Bed
Short term medicine *Penicillin Antibiotic*			1	1		
Heart and/or blood pressure medicines						
FUROSEMIDE (FRUSEMIDE) Tablets 40mg	Frusax, Frusid, Lasix, Uremide, Urex, plus other brands	To remove excess fluid from the body (Diuretic)	Breakfast	Lunch	Dinner	Bed
New medicines			1			
PERINDOPRIL Arginine Tablets 5mg	Coversyl, Idagprex, Perindo, Prexum	To help reduce and control high blood pressure (Hypertension)	Breakfast	Lunch	Dinner	Bed
Dose Increase NEW TABLET STRENGTH			1			
Diabetes medicines						
METFORMIN Modified Release Tablets 1000mg (1g)	Diabex XR, Metex XR	To help control blood sugar levels in diabetes	Breakfast	Lunch	Dinner	Bed
Swallow tablets whole - do not crush or chew			1	1		

FIGURE 1: SA Pharmacy Medication Profile

Methods

We conducted a prospective survey across sites in South Australia exploring consumer satisfaction with the medication profile via telephone approximately one week after discharge from hospital.

Results

335 respondents were surveyed of which 247 (74%) were patients and 88 (26%) were carers. Results were positive with consumers reporting the pharmacist took enough time to explain their medicines (97%), they found the list very useful (88%), they found the list very easy to read (85%), it improved their understanding of their medicines either a little (41%) or a great deal (56%), and there was sufficient information on the list (91%). Qualitative analysis provided insight into pharmacist actions that were particularly valued when providing the medication list.

Feedback demonstrated patients or carers referred to their medication list after discharge either most days (47%) or at least once or twice (46%), and that in many cases they would show the list to other healthcare professionals after discharge.

TABLE 1: Provision to other Healthcare Providers

Do you intend to show the list to your....?	n	%
GP	300	90%
Community Pharmacist	173	52%
Community Nurse	69	21%
Other Health Professional	93	28%



TABLE 2: Consumer Feedback Regarding Usefulness of Medication List

Theme	Consumer Feedback
Medication Names	<ul style="list-style-type: none"> Generic and brand names were useful when multiple brands exist
Purpose	<ul style="list-style-type: none"> Indication helped patients and carers understand purpose of medication
Improved compliance	<ul style="list-style-type: none"> Helped establish a routine for administration Useful if forgetful to "jog the memory" especially if difficulties remembering discharge education Took pressure off having to remember everything
Improved understanding	<ul style="list-style-type: none"> How many and when to take Provided important double-check during administration How to take in relation to food When needing to titrate the dose Excellent visual reference for carers Ensure right medication in right place for dosing aids Importance and proper use of tablets for my health Information on possible side effects
Enhanced continuity of care	<ul style="list-style-type: none"> Transfer from hospital to home easier with less chance of errors and knew what to take once home Detailed new medications and changes (summary of changes was very useful) Useful for referring information to others like family and healthcare providers Useful when swapping care between family members and when primary carer absent Useful if ambulance comes and/or for readmissions

Actions valued positively by consumers:

- ✓ Ensured it was an appropriate time
- ✓ Explained clearly using simple language
- ✓ Appeared friendly, helpful, and patient
- ✓ Explained all medications and changes
- ✓ Answered our questions
- ✓ Ensured we could read the list
- ✓ Took the time required and didn't appear rushed
- ✓ Explained what the medications are used for
- ✓ Explained how to obtain the medications outside

"Helps with remembering everything and to understand what's required and what's going on... If I didn't have the list, I wouldn't know what was going on!"

"Very useful as it is transportable, you can take it with you anywhere and have it on hand".

