

# What are consumers' views on health information shared between clinicians on transition of care?

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## Background

Patient health information is often communicated between hospital pharmacists and community pharmacists servicing residential aged care facilities (RACFs) on transition of care (TOC).

Evidence indicates that patient/carer (consumer) engagement in TOC can improve care outcomes; however, there are limited studies on consumers' views on the information shared<sup>1</sup>.

## Objective

To explore consumers' views on health information shared and communication methods used between hospital pharmacists and RACF community pharmacists on TOC.

## Action

Over 6 weeks in June-July 2022, patients planned for discharge from a subacute hospital to a RACF, and their carers, were invited to participate in a cross-sectional survey.

Patients were excluded if they were:



1. Considered clinically unwell/cognitively impaired and a carer was not available
2. Of non-English speaking background and an interpreter was required but not available
3. Not admitted under a subacute encounter

The survey explored consumers' views on comfort level and perceived value of:

### 1. Health information shared



### 2. Communication methods used – Phone, fax, email



## Evaluation

Four patients and 14 carers participated in the survey [n=18].

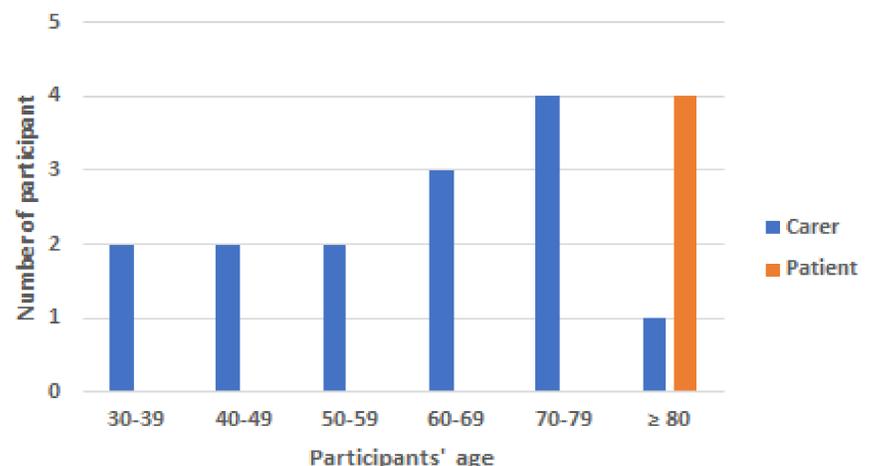


Figure 1: Number of participants and their age range.

Of the 18 respondents:

94%  
(n=17)

were comfortable with hospital pharmacists providing clinical handover of all listed health information categories on TOC

Respondents wanted **individualised** health information handed over, particularly factors that may impact **medication compliance** and **administration**.



As for communication methods:



## Discussion

By engaging consumers' views on health information shared between hospital and community pharmacists on TOC from hospital to RACF, we can better understand what is important to them to inform our clinical handover practices.

Key practice implications include the **promotion of individualised clinical handover** that meets specific consumer needs, and validates and addresses areas with which consumers are less comfortable. Development of a **standardised template** and utilising **verbal and email clinical handover** for TOC may ensure consumers' views are addressed

## References:

1. Coleman EA, Smith JD, Frank JC, Min SJ, Parry C, Kramer AM. Preparing patients and caregivers to participate in care delivered across settings: the care transitions intervention. J Am Geriatr Soc 2004;52(11):1817–25.