

Evaluation of telephonic comprehensive medication management review in addition to multi-dose medication packaging among geriatric patient population



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Background

- Studies estimate that medication non-adherence and improper drug therapy results in 25% of hospital readmissions.¹
- The prevalence of conducting efficient Medication Therapy Management (MTM) among geriatric populations increases as the National Institute on Aging (NIA) projects a 17% spike within this population globally.²

Purpose

To determine the effectiveness of the concurrent use of telephonic Comprehensive Medication Review (CMR) and multi-dose packaging systems as MTM interventions in improving adherence and identifying medication errors among geriatric patients at the institution.

Methods

- A report was generated from July 2020 to September 2020 to identify patients who were 65 years of age or older and receiving delivered multi-dose medication packages for chronic disease states.
- The pharmacists made five to ten attempts within a 10 to 60-day period to reach the patient or caregiver.
- Before conducting telephonic CMR, patient charts were assessed for side effects, potential interactions, therapy optimization, pharmaco-economic issues, therapeutic duplications, or improper intake of medications.
- Every CMR involved motivational interviewing. This was conducted through open-ended questions alongside medication education, affirmations, and reflective listening.

Endpoints

- Primary endpoint was the number of interventions identified and conveyed through telephonic CMR.
- Secondary endpoint included the number of patients who preferred the type of packaging that contributed towards their medication adherence.

Results

Figure 1. Patient Demographics

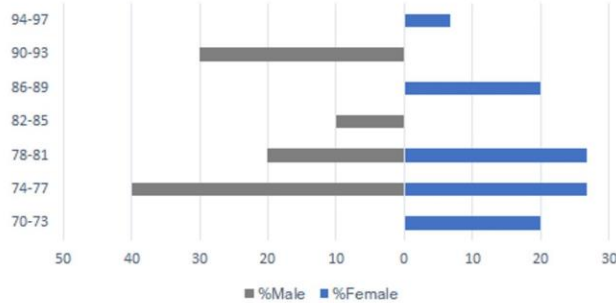


Figure 2. Chronic Medications

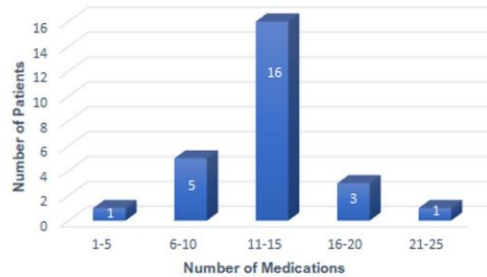


Figure 3. Education Opportunity

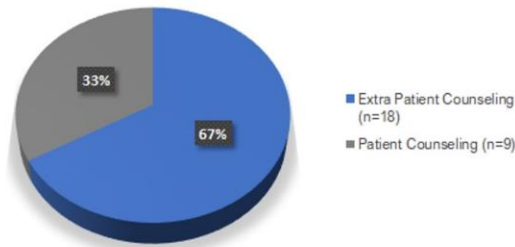


Figure 4. Counseling Points

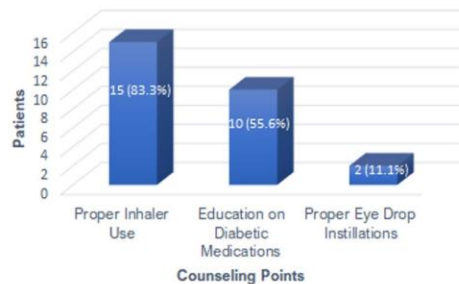
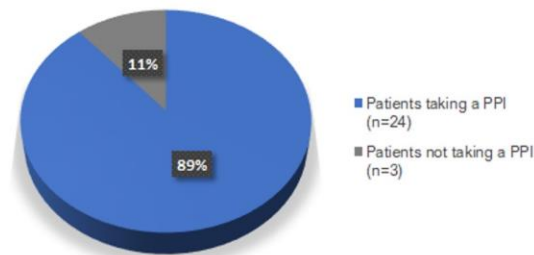


Figure 5. PPI Usage



Inclusion/Exclusion Criteria

Inclusion:

- Patients 65 years of age or older and using multi-dose adherence packaging.

Exclusion:

- Patients who did not have their multi-dose medication packages for more than 28 days.
- Patients who were receiving medications from another outpatient setting.
- Patients unable to communicate due to language barriers.
- Patients unable to be reached via telephone after 10 attempts.

Conclusion

- Telephonic CMR along with the use of multi-dose medication packaging was shown to be a highly effective approach among geriatric patients in providing patient education, optimizing drug therapy, enhancing patient satisfaction, and improving adherence.
- While the results may trend towards supporting the implementation of MTM programs along with adherence tools, there are too few patients to form a strong conclusion. This data will be monitored to continually improve geriatric patient outcomes at our institution.

References

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Disclosure

Authors of this study have nothing to disclose concerning financial or personal relationships with commercial entities that may have a direct or indirect interest in the subject matter of this project

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