

# Partnering with Patients in Medication Safety

Welcome  
We will begin shortly.



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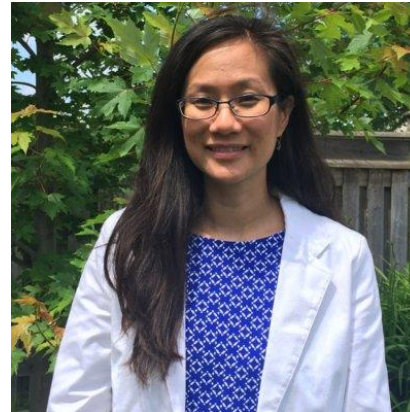
| [www.pharmacists.ca](http://www.pharmacists.ca)

# Today's Speakers

Maryann Murray



Alice Watt B. Sc. (Pharm)



# Disclosure(s)

Presenters' names: Maryann Murray & Alice Watt

We have no current or past relationships with commercial entities



# Learning Objectives

1. Take away at least one practical idea to advance patient engagement in medication safety.
2. Recognize the vital role that patients/families play in medication safety
3. Be motivated to “play their part” in helping to reduce medication harm
4. Access the tools and resources designed to engage patients in safer use of medications



# Partnering with Patients in Medication Safety



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# Partnering with Patients in Medication Safety – A Patient Perspective

**Maryann Murray**



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# Harm can occur with little warning



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# Medication Safety improves when:

1. Communication is effective
2. Responsibility is shared
3. Reporting systems are robust



# Patients and families can:

1. Learn to help safeguard loved ones
2. Use tools effectively
3. Recognize “Moments that Matter”



# Collaboration is key



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# Medication Without Harm



**WHO Global Patient Safety Challenge**



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# WHO 3<sup>rd</sup> Global Challenge

WHO estimates that medication errors cost US 42Billion annually

## Challenge focus on:

1. High risk medication
2. Polypharmacy
3. Transitions of Care

Goal – to reduce medication harm  
by 50% within 5 years.









# BEFORE YOU GIVE IT...

**KNOW**  
your medication

**CHECK**  
you have the right  
☒ patient  
☒ medicine  
☒ route  
☒ dose  
☒ time

**ASK**  
your patient  
if they understand



**MEDICATION  
WITHOUT HARM**  
Global Patient Safety Challenge



# BEFORE YOU TAKE IT...

**KNOW**  
your medication

**CHECK**  
the dose and time

**ASK**  
your health care  
professional



**MEDICATION  
WITHOUT HARM**  
Global Patient Safety Challenge



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Federal Ministry  
of Health



World Health  
Organization



# Patient Safety

## Global Ministerial Summit 2017

2nd Global Ministerial Summit on Patient Safety  
29 – 30 March 2017, Bonn



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## Global Launch: Political Core Messages to the Ministers

1. **Medication-related harm is a global pandemic that has been documented for 60 years and continues to kill and cause illness amongst patients**
2. **Patients are harmed because:**
  - Medicine naming, packaging and labelling causes confusion
  - Errors are made in prescribing and administering medicines
  - The patient is badly informed and disempowered
3. **Today WHO has launched its third Global Patient Safety Challenge: *Medication without Harm***

# Partnering with Patients in Medication Safety – A Pharmacist Perspective

Alice Watt



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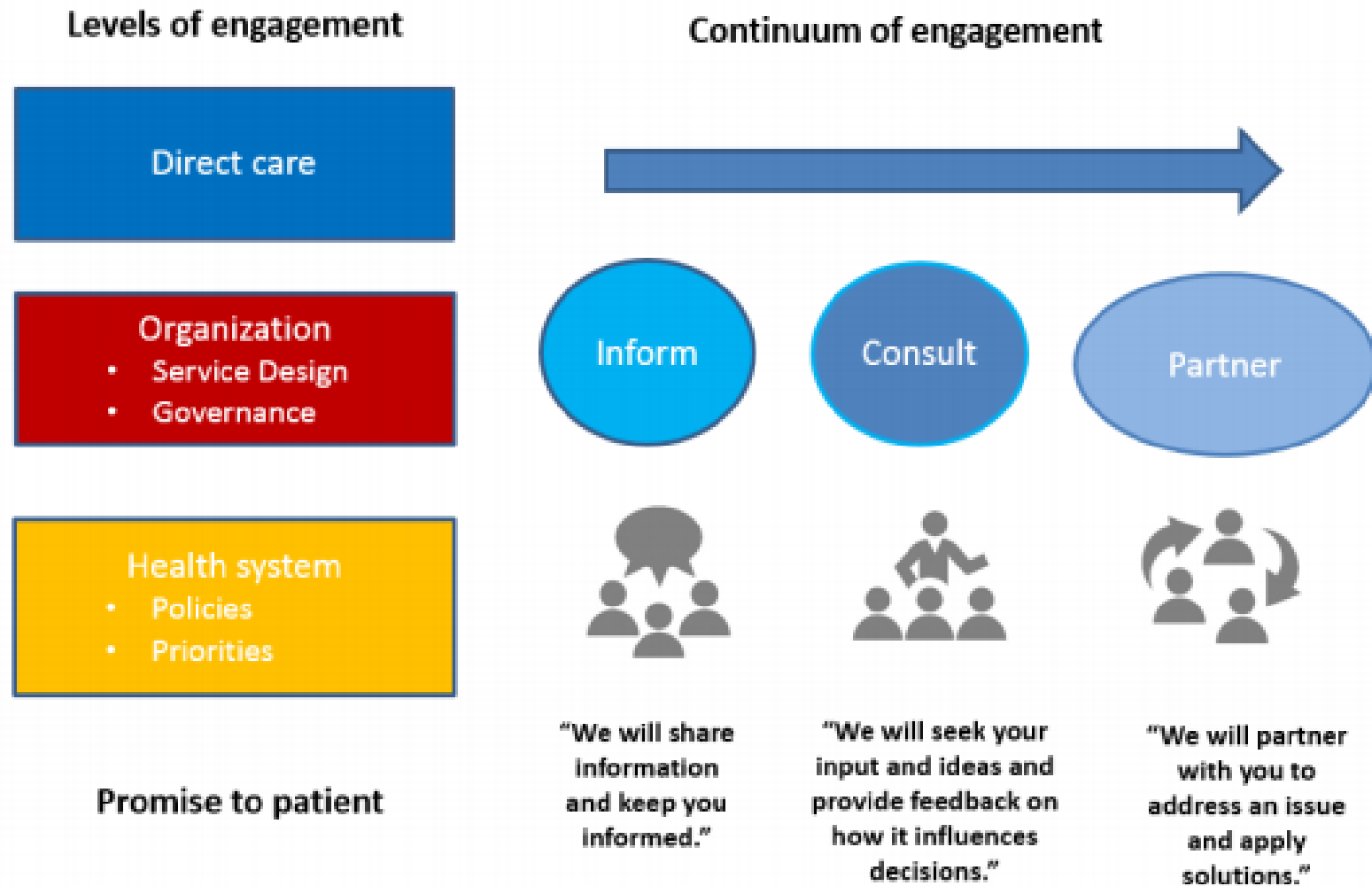
# Partnering with patients

- values their insights and experience
- empowers them to take an active role in their care.
- Instead of asking what's the matter with you, asking 'What Matters to you?'

“Patients are the extra sets of eyes and ears that should be integrated into the safety processes of all health care organizations”

Engaging Patients in Patient Safety - a Canadian Guide CPSI 2017





## Canadian Patient Engagement Framework

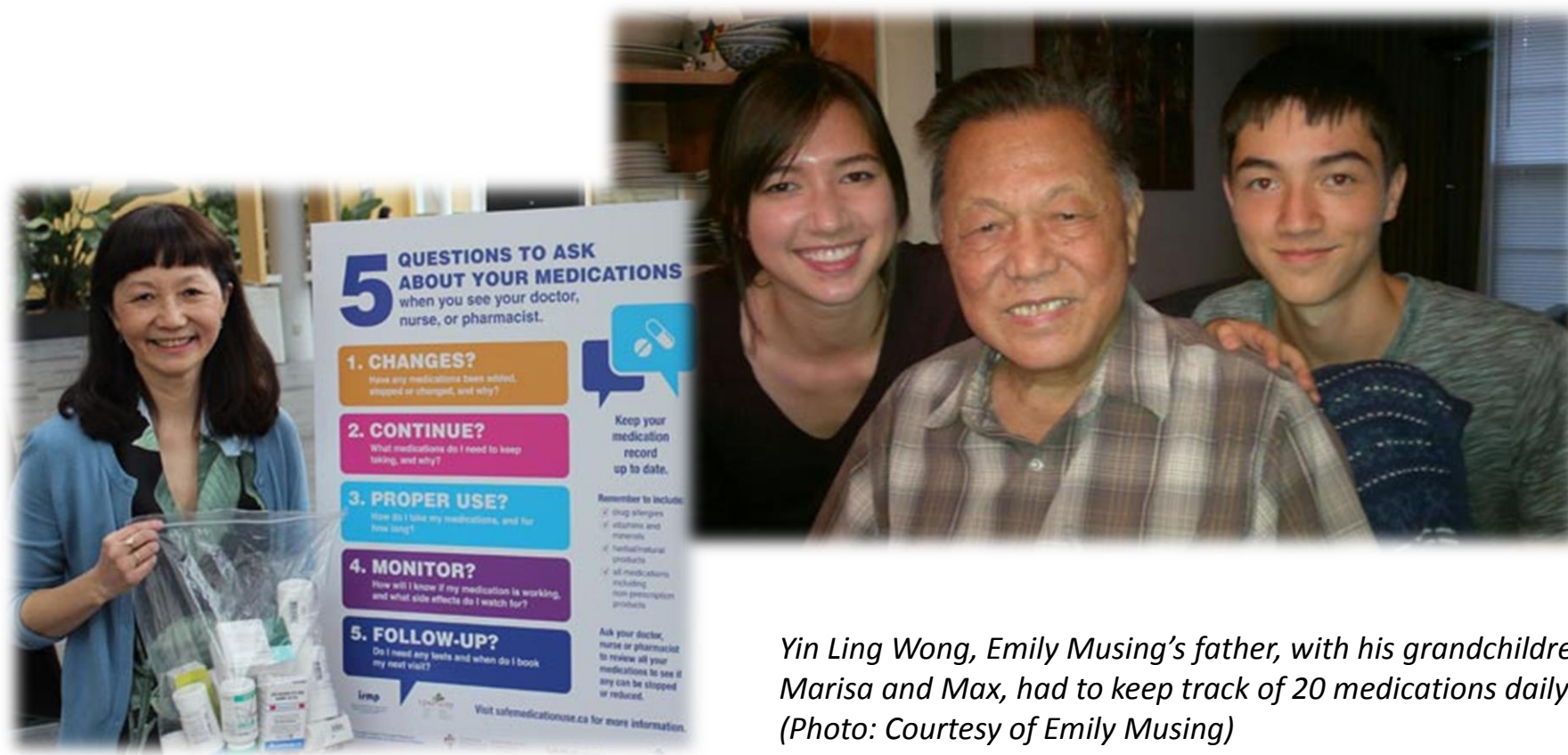
Reference: Canadian Patient Safety Institute ENGAGING PATIENTS IN PATIENT SAFETY May 2017:

[www.patientsafetyinstitute.ca/engagingpatients](http://www.patientsafetyinstitute.ca/engagingpatients)



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*Emily Musing, Executive Director, Pharmacy, Clinical Risk and Quality and Patient Safety Officer at UHN,  
(Photo: UHN)*

*Yin Ling Wong, Emily Musing's father, with his grandchildren Marisa and Max, had to keep track of 20 medications daily.  
(Photo: Courtesy of Emily Musing)*



# Collaborative Process

- Completed environmental scan
- Working group consisted of patients, nurses, doctors and pharmacists developed a draft
- Feedback obtained from patients, clinicians, advisory panel and external stakeholder groups
- Checklist revised using the model for improvement and PDSA cycles and based on feedback received and tested





# Co-Designed with Patients

# 5

## QUESTIONS TO ASK ABOUT YOUR MEDICATIONS

when you see your  
doctor, nurse, or  
pharmacist.

Visit [safemedicationuse.ca](http://safemedicationuse.ca)  
for more information.

### 1. CHANGES?

Have any medications been added,  
stopped or changed, and why?

### 2. CONTINUE?

What medications do I need to keep  
taking, and why?

### 3. PROPER USE?

How do I take my medications, and for  
how long?

### 4. MONITOR?

How will I know if my medication is working,  
and what side effects do I watch for?

### 5. FOLLOW-UP?

Do I need any tests and when do I book  
my next visit?



**Keep your  
medication record  
up to date.**

**Remember to include:**

- ✓ drug allergies
- ✓ vitamins and minerals
- ✓ herbal/natural products
- ✓ all medications including non-prescription products

Ask your doctor, nurse or  
pharmacist to review all your  
medications to see if any  
can be stopped or reduced.



[SafeMedicationUse.ca](http://SafeMedicationUse.ca)



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<https://www.ismp-canada.org/medrec/5questions.htm>



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# Use TeachBack Method

## Confirm patient understanding

“Tell me what you’ve understood.”

“I want to make sure I explained your medicine clearly. Can you tell me how you will take your medicine?”

Reference/Resource: [www.teachbacktraining.org](http://www.teachbacktraining.org)

Health Literacy: Hidden Barriers and Practical Strategies.

<http://www.ahrq.gov/professionals/quality-patient-safety/quality-resources/tools/literacy-toolkit/tool3a/index.html>





# It's about starting a conversation

5 Questions to Ask About Your Medication can help “...initiate a 2 way communication and encourages everyone to be more involved with their personal health care – take more accountability and responsibility”

5 questions survey respondent



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# 5 QUESTIONS TO ASK ABOUT YOUR MEDICATIONS

when you see your doctor, nurse, or pharmacist.

## 1. CHANGES?

Have any medications been added, stopped or changed, and why?

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What medications do I need to keep taking, and why?

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How will I know if my medication is working, and what side effects do I watch for?

## 5. FOLLOW-UP?

Do I need any tests and when do I book my next visit?

**Keep your medication record up to date.**

**Remember to include:**

- ✓ drug allergies
- ✓ vitamins and minerals
- ✓ herbal/natural products
- ✓ all medications including non-prescription products

**Ask your doctor, nurse or pharmacist to review all your medications to see if any can be stopped or reduced.**

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Visit [safemedicationuse.ca](http://safemedicationuse.ca) for more information.



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MANITOBA INSTITUTE  
FOR PATIENT SAFETY



COLLEGE OF  
PHARMACISTS  
OF MANITOBA

<https://www.ismp-canada.org/medrec/5questions.htm#l=tab2>  
email: [medrec@ismp-Canada.org](mailto:medrec@ismp-Canada.org)



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# National Endorsements

## NATIONAL ENDORSEMENTS:



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**Accreditation Canada**

**CaDeN**  
Canadian Deprescribing  
Network



**ReCaD**  
Réseau canadien  
pour la déprescription

**Canadian  
Deprescribing Network**  
(English | Français)

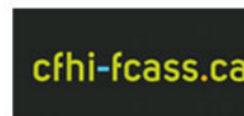
**CADTH**

**Canadian Agency for  
Drugs and Technologies  
in Health**  
(English | Français)



CANADIAN ASSOCIATION OF PAEDIATRIC HEALTH CENTRES  
ASSOCIATION CANADIENNE DES CENTRES DE SANTÉ PÉDIATRIQUES

**Canadian Association of  
Paediatric Health  
Centres**  
(English | Français)



**Canadian Foundation  
for Healthcare  
Improvement**



Canadian Home Care  
Association  
canadienne de soins  
et services à domicile

Advancing Excellence in Home Care

**Canadian Home Care  
Association**  
(English | Français)



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**Canadian Nurses  
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**Canadian Pharmacists  
Association**



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Patient  
Safety  
Institute  
Institut  
canadien  
pour la sécurité  
des patients

**Canadian Patient Safety  
Institute**



Canadian Society of Hospital Pharmacists  
Société canadienne des pharmaciens d'hôpitaux

**Canadian Society of  
Hospital Pharmacists**



**Choosing Wisely  
Canada**  
(English | Français)



**IDS Canada**  
Healthcare Intelligence

**IDS Canada**  
(English | Français)



Neighbourhood  
Pharmacy  
Association of Canada  
Association canadienne  
des pharmacies  
de quartier

**Neighbourhood  
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of Canada**



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**Patients for Patient  
Safety Canada**

**SafeMedicationUse.ca**

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# Endorsing Community Pharmacies/Chains

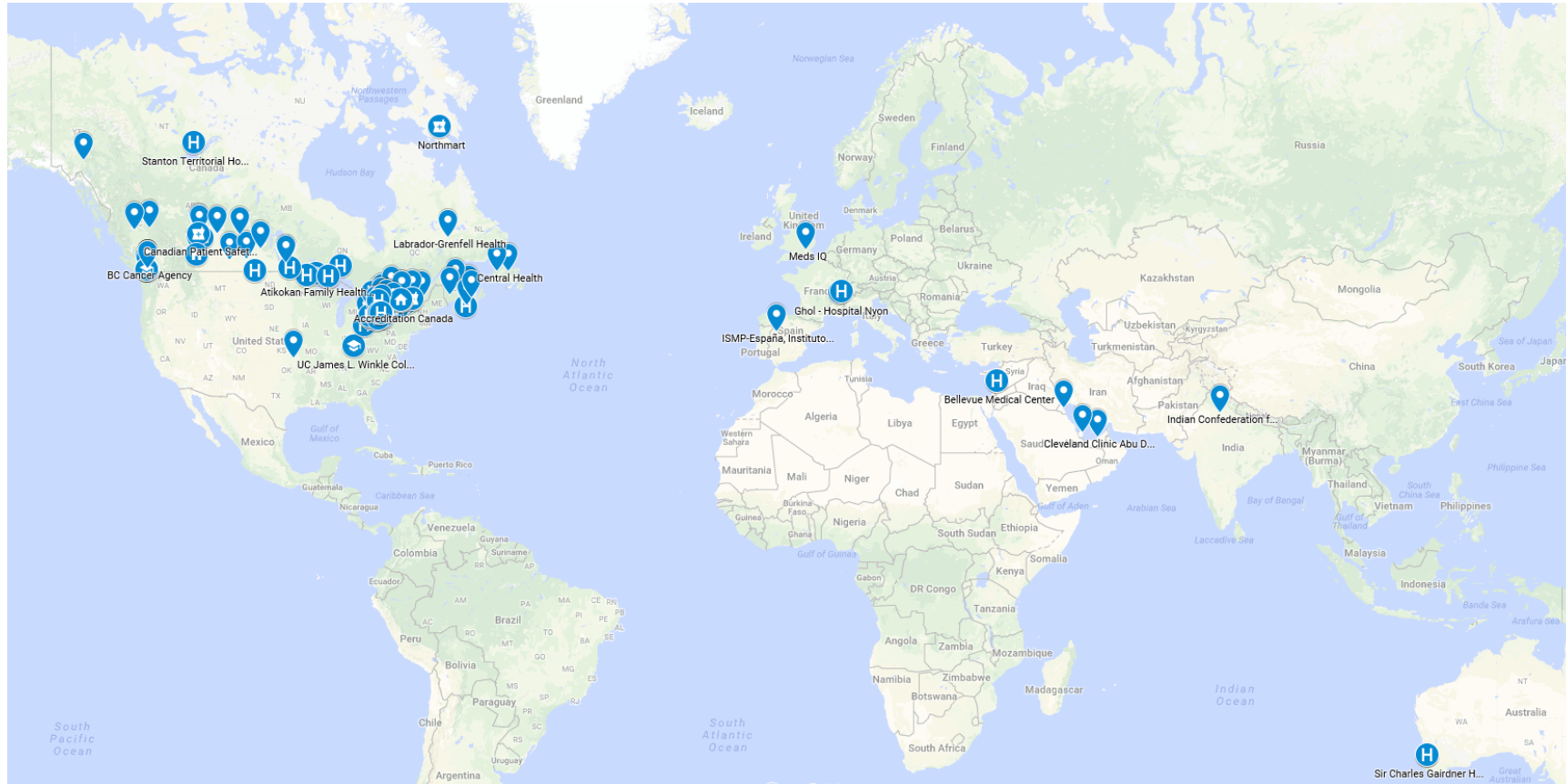


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# Over 180 endorsements internationally

## Available in 22 languages



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# UWaterloo CAPSI Pharmacy Students



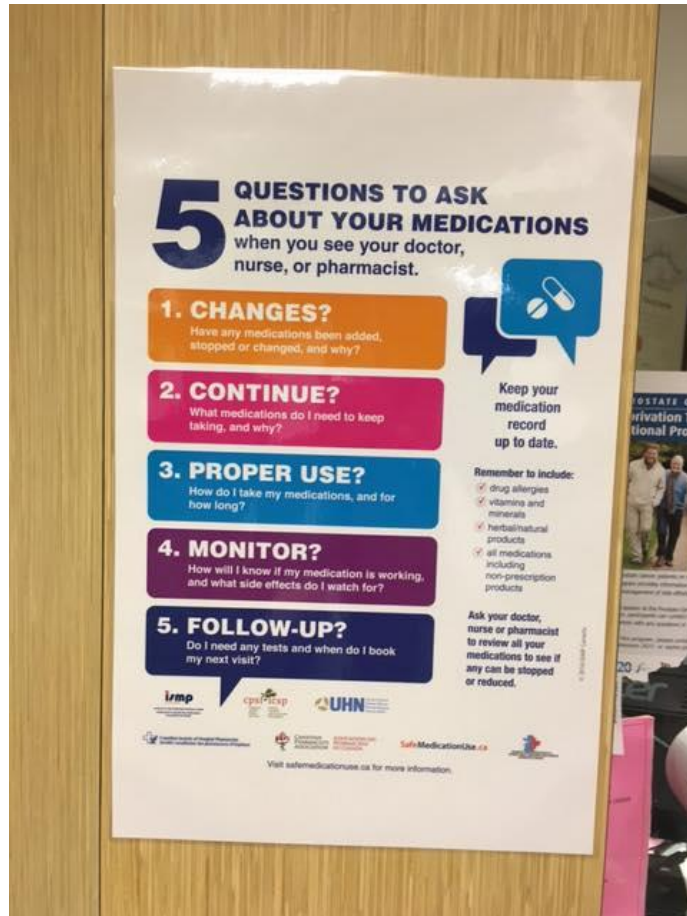
UW CAPSI Pharmacy students share safe medication practices as part of their Health Fair for Pharmacy Awareness Month on March 11th, 2018 #PAM2018



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# Princess Margaret Hospital Outpatient Community Pharmacy



## DIGITAL POSTER CAMPAIGN REPORT

**CLIENT:** ISMP

**START:** JAN 01, 2018

**END:** MAR 24, 2018

**ENGLISH**



**REACHED AUDIENCE**  
1,259,535

**TOTAL IMPRESSIONS:**  
**PLANNED IMPRESSIONS:** 6,297,675  
**ACTUAL IMPRESSIONS:** 7,297,263



**how're you?**  
Digital Poster Network

# IDS Canada

how're you?

Digital Poster Network

- Primary Care network in Ontario, Quebec and BC in Sept/Oct 2016







# Hospital Magazine

## Winnipeg Regional Health Authority

30,000 5 Questions to Ask About Your Medications resources were distributed in Winnipeg Regional Health Authority's March/April issue of Wave magazine

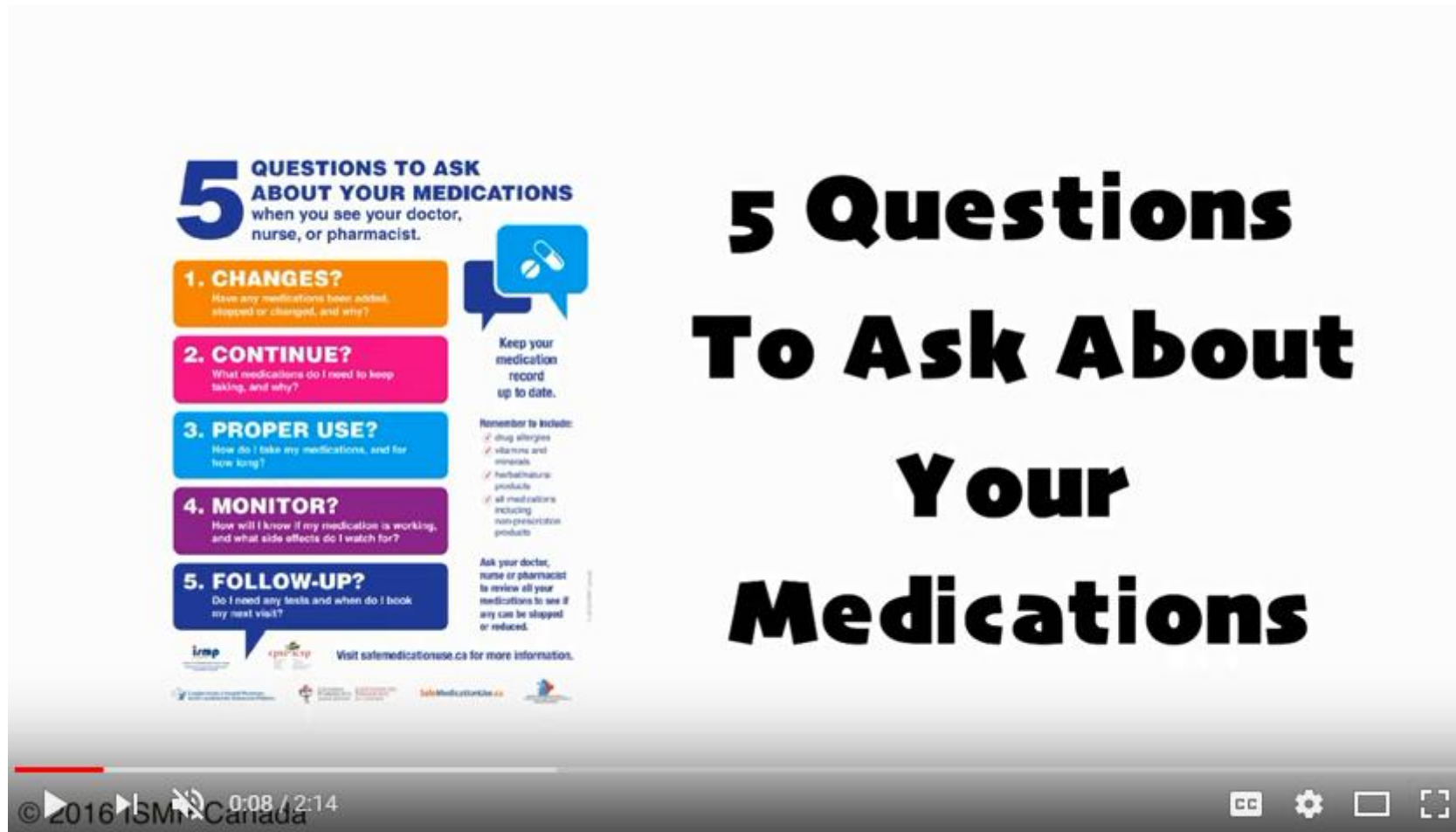


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YouTube Video - <https://www.youtube.com/watch?v=BJI1ToB-Dv8>

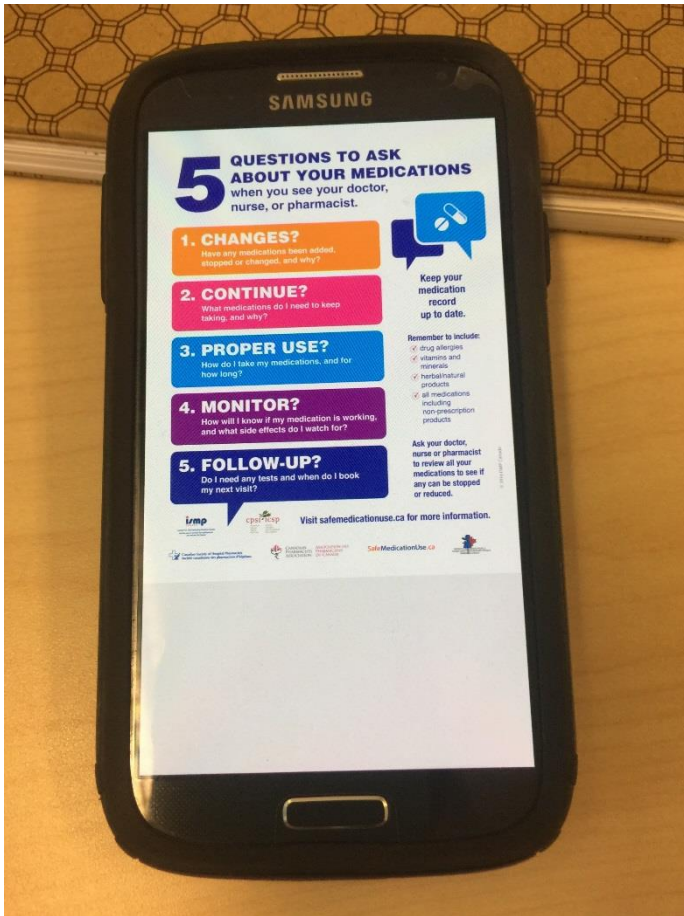


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Patients can take a snapshot of the 5 questions to ask



# Additional Tools



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# MyMedRec app



Medication  
Record Book



iPhone  
Android  
Blackberry

<https://www.knowledgeisthebestmedicine.org/index.php/en/app>



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# Opioids for pain after surgery: Your questions answered



## Opioids for pain after surgery: Your questions answered



### 1. Changes?

#### **You have been prescribed an opioid.**

Opioids reduce pain but will not take away all your pain. Ask your prescriber about other methods of reducing pain including using ice, stretching, physiotherapy, or non-opioid drugs like acetaminophen or ibuprofen. Know your pain control plan and work closely with your prescriber if your pain does not improve.



### 2. Continue?

#### **Opioids are usually required for less than 1 week after surgery.**

As you continue to recover from your surgery, your pain should get better day by day. As you get better, you will need less opioids. Consult your healthcare provider about how and when to reduce your dose.



### 3. Proper Use?

#### **Use the lowest possible dose for the shortest possible time.**

Overdose and addiction can occur with opioids. Avoid alcohol and sleeping pills (e.g. benzodiazepines like lorazepam) while taking opioids. Do not drive while taking opioids.



### 4. Monitor?

#### **Side effects include: sedation, constipation, nausea and dizziness.**

Contact your healthcare provider if you have severe dizziness or inability to stay awake.



### 5. Follow-Up?

#### **Ask your prescriber when your pain should get better.**

If your pain is not improving as expected, talk to your healthcare provider.

To find out more, visit: [OpioidStewardship.ca](http://OpioidStewardship.ca) and [DeprescribingNetwork.ca](http://DeprescribingNetwork.ca)

## It is important to:



Never share your opioid medication with anyone else.



Store your opioid medication in a secure place; out of reach and out of sight of children, teens and pets.



Ask about other options available to treat pain.



Take unused medications back to a pharmacy for safe disposal. Talk with your pharmacist if you have questions. For locations that accept returns: ☎ 1-844-535-8889 🌐 [healthsteward.ca](http://healthsteward.ca)

## Did you know?



About 16 Canadians are hospitalized each day with opioid poisoning.  
— Canadian Institute for Health Information, 2017

## Examples of opioids used for pain after surgery:

hydromorphone

morphine

codeine

oxycodone

tramadol

## Notes:

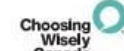
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**Safe Storage and Disposal**  
**Health Products Stewardship Association (HPSA)**

**TAKE IT BACK!**

**Responsibly return unused  
and expired medication.**



**TO FIND A LOCATION NEAR YOU**  
**HEALTHSTEWARD.CA**

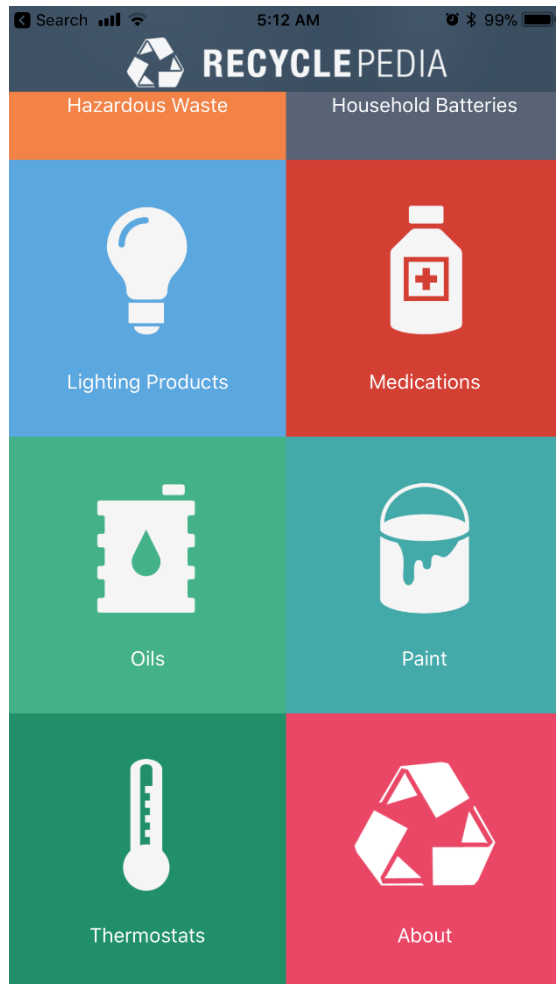


**HEALTH PRODUCTS**  
STEWARDSHIP ASSOCIATION

HPSA IS FUNDED BY THE HEALTH PRODUCTS INDUSTRY

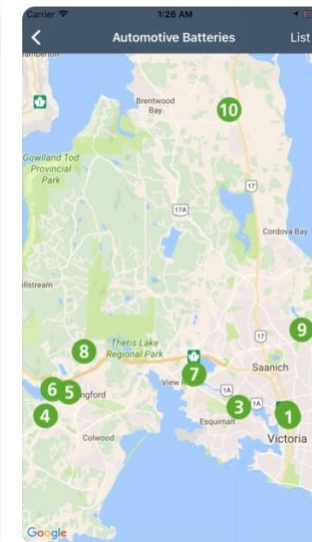
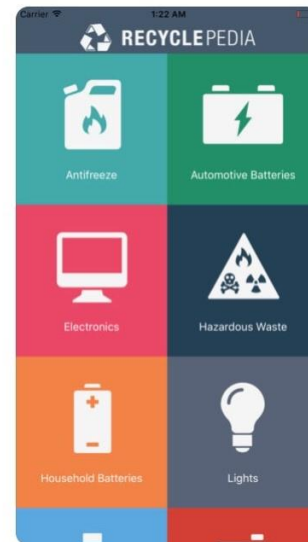
For more information, visit:  
[healthsteward.ca](http://healthsteward.ca) or e-mail [info@healthsteward.ca](mailto:info@healthsteward.ca)  
Call Our Toll-Free Number: 1-844-535-8889

# Canada Recyclepedia App



Canada Recyclepedia  
Utilities

OPEN





# How can you get involved?

- Introduce 5 questions and other tools that we've shared today with your patients
- Use it in practice as a counselling or TeachBack tool
- Post it or give it out in your pharmacy
- Endorse and request customized PDF poster for your pharmacy
- Share a photo or story of how its impacted you or your patients: [medrec@ismp-canada.org](mailto:medrec@ismp-canada.org)



5 Questions to Ask about your Medications [Internet]. Toronto: Institute of Safe Medication Practices Canada. c2000-2016 [cited 2016 Apr 28]. Available from: <https://www.ismp-canada.org/medrec/5questions.htm>



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# 5 QUESTIONS TO ASK ABOUT YOUR MEDICATIONS

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Keep your medication record up to date.

Remember to include:

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- ✓ vitamins and minerals
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- ✓ all medications including non-prescription products

Ask your doctor, nurse or pharmacist to review all your medications to see if any can be stopped or reduced.

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# You can be empowered



# To be an active partner in your healthcare!

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5 Questions to Ask About Your Medications

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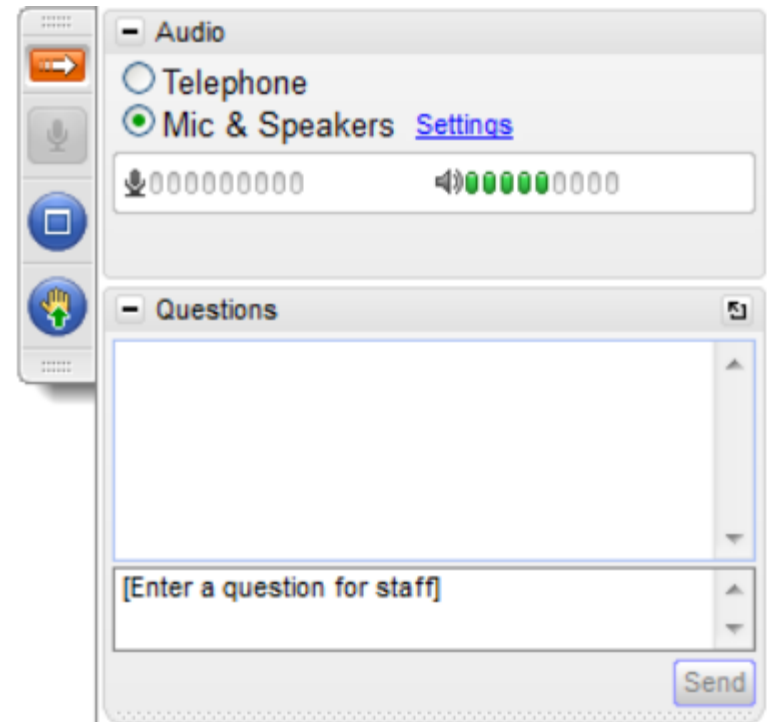
*“This poster helps patients identify which questions to ask to help improve their own medication safety. This one simple tool is effective and its use will reduce medication harm.”*

*“These 5 questions could save your life.”*

# Questions



Please type your questions in the “Questions” window in the control panel and click **Send**



# Thank you!

This presentation and any resources will be available  
online to CPhA members at

[http://www.pharmacists.ca/pharmacy-practice-  
webinar-archive/](http://www.pharmacists.ca/pharmacy-practice-webinar-archive/)



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