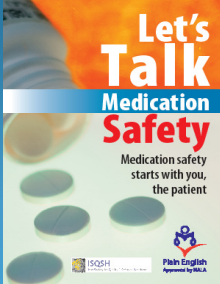


Patient's perception and the evaluation of an educational resource on medication safety.

Presented by
Dr. Hilary Dunne

Irish Society for Quality and Safety in Healthcare.



www.isqsh.ie

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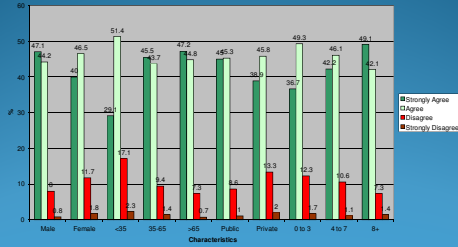
The Patient's View



The Patient's View

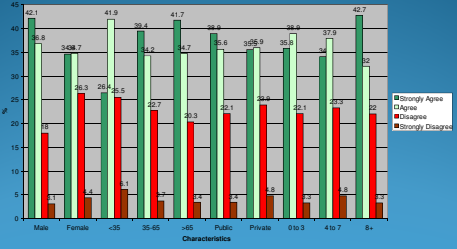
- 36% received new medication during their hospital stay
- 8% received no explanation for the reasons for the new medication
- 47% were not given any information on the possible side effects of new medication given.
- 26% did not receive acceptable explanations about the side effects of their medicine
- 11% confirmed that their identity was not checked by their care giver before administering medication.

A member of my healthcare team confirmed my identity prior to administering my medication.



Characteristic	Strongly Agree	Agree	Disagree	Strongly Disagree
Male	42.2	47.1	8.5	2.2
Female	46.5	41.1	11.7	1.7
<35	51.4	45.7	3.3	2.6
35-65	45.5	47.7	9.4	2.4
>65	44.8	45.3	8.2	2.7
Public	45.8	46.9	7.1	2.2
Private	49.3	42.3	10.6	2.1
0 to 3	46.1	45.1	8.8	2.0
4 to 7	48.1	42.1	9.8	2.0
8+	45.1	42.1	12.8	2.0

I received acceptable explanations about the side effects of my medication.



Characteristic	Strongly Agree	Agree	Disagree	Strongly Disagree
Male	35.8	42.1	18.1	3.0
Female	34.8	41.9	20.3	3.0
<35	41.9	39.4	18.1	1.6
35-65	41.7	38.6	18.1	1.6
>65	38.6	35.9	22.1	2.4
Public	37.9	38.6	22.1	1.4
Private	42.7	37.9	18.1	1.3
0 to 3	42.7	37.9	18.1	1.3
4 to 7	42.7	37.9	18.1	1.3
8+	42.7	37.9	18.1	1.3


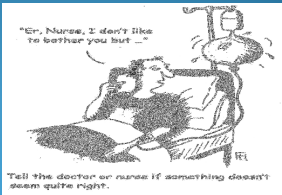
“On several occasions, I was given the wrong medication and on other occasions, I was given no medication at all”.

Let's Talk




- Be actively involved in your healthcare – Participate!
- Take part in decisions about your treatment.
- See yourself and your healthcare professional as a team.
- You have the right to be respected.
- Your healthcare professional has the right to be respected.

The success of Let's Talk highlighted the interest that the public have in becoming more active in their healthcare management.

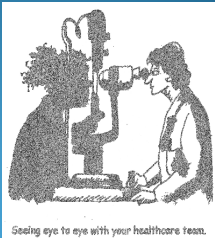
Why Medication Safety?

- Medicine is the most frequent healthcare intervention in developed countries
- Medicine errors are the most common single preventable cause of adverse events
- Patients moving across care settings are often at risk


Aim...to be an Active Player

- The most important person in a healthcare team is the patient.
- To be an active player one must:
 - Understand each person's role
 - know where to get help
 - Be willing to ask questions
 - Make sure you understand instructions
 - Be informed at all times
 - Record all medicines
 - Check all medication once a year
 - Store medication safely
 - Improve lifestyle



Background

- Developed between June 2007 and September 2008.
- Service users and providers were involved in all stages of the booklet's development.
- Short listed for the 2009 Health Literacy Awards.



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Methods

- Pilot study
 - to estimate the patients' perceptions of the booklet
 - effectiveness in increasing knowledge and influencing behaviour in relation to medication safety.
- A survey was completed using a control group (n=34) and an experimental group (n=31)



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Results

- Half of the experimental group (n=16) completed the follow-up survey
- 94% still had the booklet
- 37% read the booklet from cover to cover, 63% partially read the booklet
- When asked "did you learn anything new from this publication?" 75% said yes



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Results continued

- 50% stated that the booklet changed their behaviour in relation to Medication Safety, i.e. storage, checking they received the correct medicine and taking medicines as directed

"Now I always check my medicines after coming out of the pharmacy to make sure I have received the correct ones"



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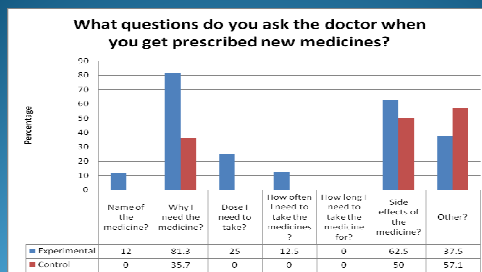
Results continued

- Improved knowledge in experimental group compared to experimental group
- *"Until I got the booklet I didn't ask the doctor any questions when I got new medicines and now I do"*
- Of those that received the booklet 56% knew why it was important to try and use the one pharmacy, compared to 19% of the control group



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Improved knowledge



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Behavioural change

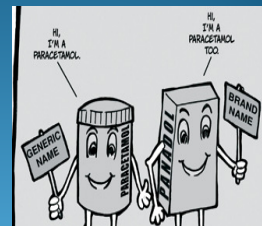
- 57% of those that received the booklet stated that they carry a list of their medicines, compared to 18% of the control group
- 40% of the experimental group that carry a medication list stated that Let's Talk Medication Safety booklet encouraged them to carry the list



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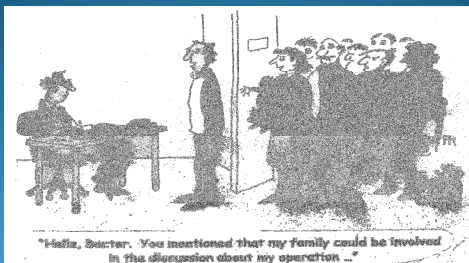
Conclusion

- Benefits of Participation
- Expands awareness of medication safety
- Use plain non-medical language
- Show concepts through images and pictures
- Limit text and repeat vital information



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Questions



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FURTHER INFORMATION

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