

Title: Empowering Patients - 5 questions to ask about your medications

ENCORE PRESENTATION – Presented at CFN Innovation Showcase 2018

OBJECTIVE

Medication errors continue to be a significant source of preventable harm, especially for aging Canadians. There is a need to empower patients and to correct the imbalance of knowledge among patients and their care providers.

The primary goal of the 5 questions to ask about your medications is to help older adults and their caregivers have a meaningful dialogue with their pharmacist about their medications.

METHODS

A National Medication Safety Summit in Canada identified the need to create a communication tool to be used to improve patient engagement in medication safety and to prevent medication harm. A communication tool called the '5 Questions' was co-developed and tested by patients and healthcare providers to improve content and design.

RESULTS

A national online survey of patients and healthcare providers (n=291) revealed that 85% of patients would feel comfortable asking their healthcare provider the '5 Questions', 84% of healthcare providers would be willing to answer their patient's '5 Questions' and 75% of patients responded that the answers to these '5 Questions' would be very useful to help them understand their medications. A key performance measure was the extent of collaboration and use of the '5 Questions' among healthcare organizations. More than 150 Canadian organizations, at local, provincial and national levels have formally endorsed the '5 Questions' and implemented programs to increase reach and dissemination. Collective evaluation results demonstrate a commitment to a shared aim of empowering patients with questions to ask about their medications. There have been over 30,000 downloads of the poster since launch. The YouTube video has been viewed over 4,000 times since its launch September 2016.

IMPLICATIONS/CONCLUSIONS

Prompting patients to ask their pharmacist these "5 Questions" and to review their medications to see if any could be stopped or reduced, can help improve their knowledge and confidence to manage their medications. These conversations along with medication review can also help to reduce harm from polypharmacy, adverse drug reactions and medication errors, as well as prevent drug-related falls. The '5 Questions', with translation in 22 languages and visible endorsements from over 180 organizations, has demonstrated a shared interest in empowering ageing Canadians and their caregivers to improve safe medication use.

"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."

Member Patients for Patient Safety Canada

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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?

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 changes
- vitamins and minerals
- herbal/natural products
- all medications including over-the-counter 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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opntrp

Visit safemedicationuse.ca for more information.

