

# Using telehealth to enable collaboration of pharmacists and geriatricians in residential medication management reviews

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# Background

- *Aged care residents, particularly those with dementia, are at risk of potentially inappropriate prescribing and adverse outcomes relating to medication use*
- *Medication reviews are important interventions for optimising prescribing*

- *Residential care* 
  - Residential Medication Management Reviews (RMMRs)*
  - Comprehensive geriatric assessment (CGA)*

# Background

- *Ideally, specialists' input should be synchronised to ensure the best results*
- *Current situation:*
  - *Lack of onsite expertise*
  - *Professional groups that work separately*
- **Telehealth** *can offer a solution*



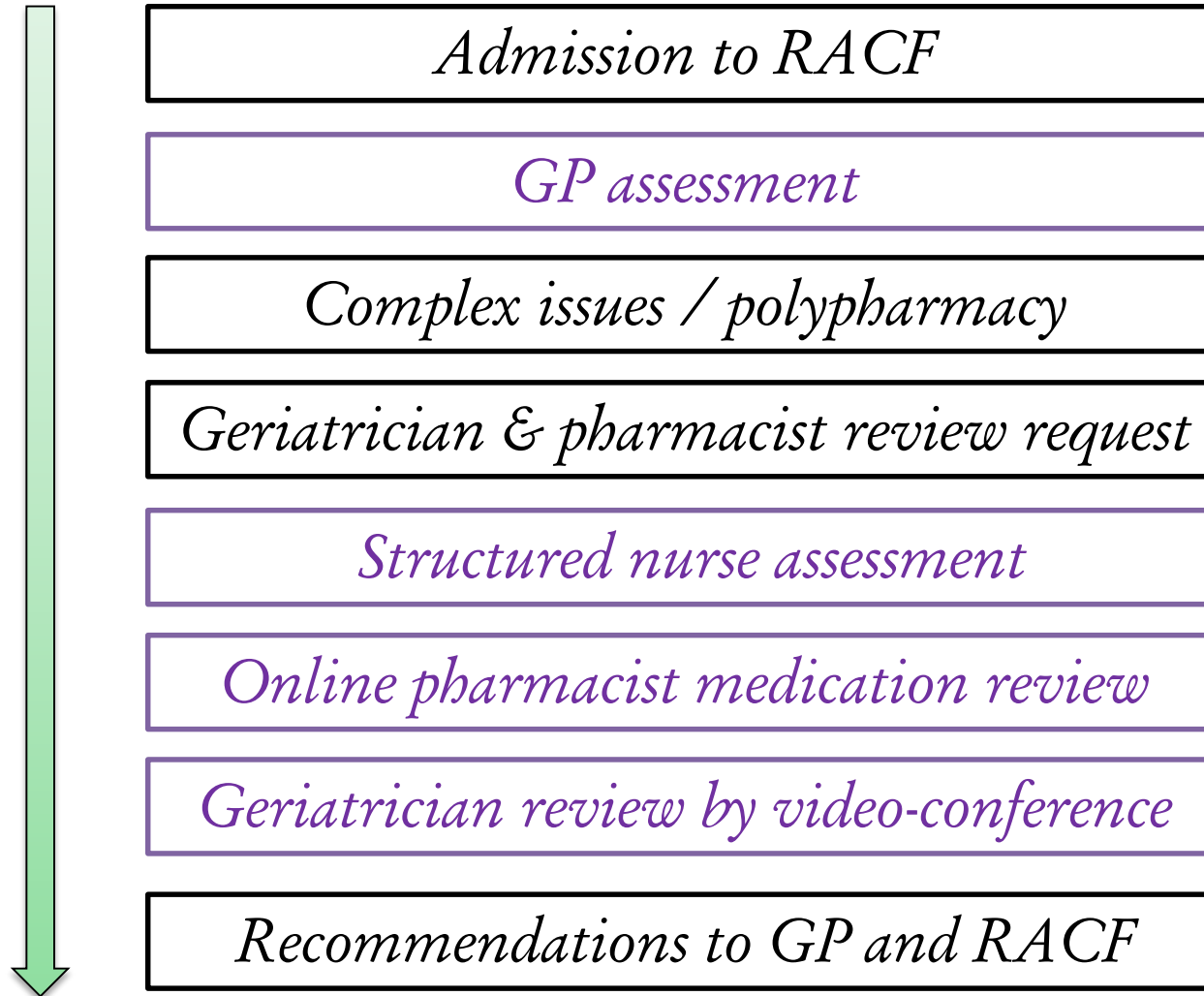
# Aim

*To test a telehealth platform to enable collaboration of pharmacists and geriatricians in RMMR process*



*To assess the potential value-adding of a joint approach to the process*

# Proposed model



# Testing the model

- *The study protocol*

## PRIMARY CARE FOCUS

### Development of a protocol for telehealth Residential Medication Management Reviews to enable collaboration of pharmacists and geriatricians

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» Resident List » Discharged » Add New Admission » My details » Help » Refresh » Exit

Go back		Resident summary		
<b>Resident details</b>				
Name:	Mrs B U	Facility:	Pharmacy Trial 1488755818.1162	
Age:	76 (03-Jan-1942)	Ward:	XYZ	
Gender:	Female	Treating doctor:	Dr Treating	
UR Number:	21	Date of admission:	30-Aug-2016	
<b>Referral history for this admission</b>				
Date of referral	Referred to	Referred by	Geriatrician	Referral details
<b>Completed assessments</b>				
Date of admission	Assessment setting	Date of discharge	Destination	Discharged by

- *A refined version of RES-e-CARE*

# Methods

× 5



× 20



- ✓ *Report*
- ✓ *For each medication:*
  - *No change*
  - *Stop*
  - *Increase dose*
  - *Decrease dose*
  - *Decrease with view to stop*
- ✓ *Any new medications*

# Methods



- ✓ CGA assessment
- ✓ For each medication:
  - No change
  - Increase dose
  - Decrease dose
  - to stop
- ✓ Confirm/change original medication decision?
- ✓ Any new medications



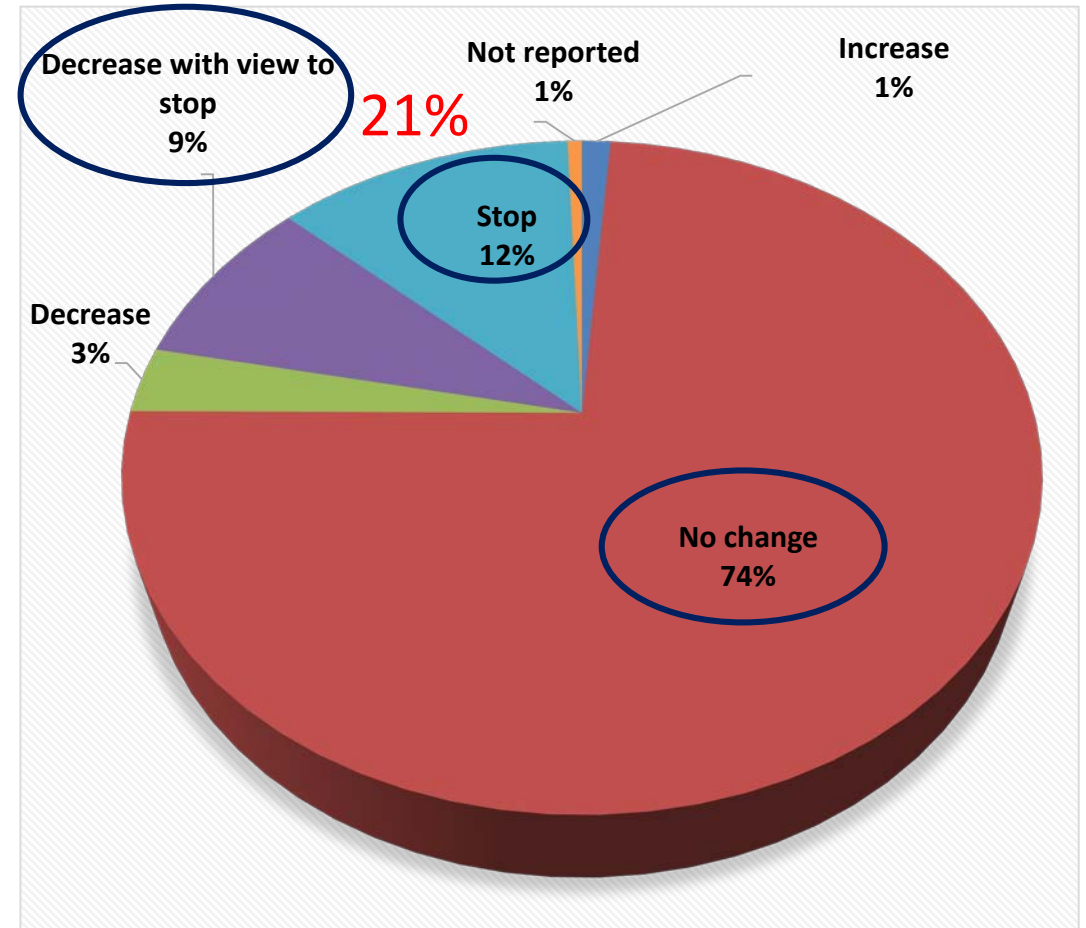
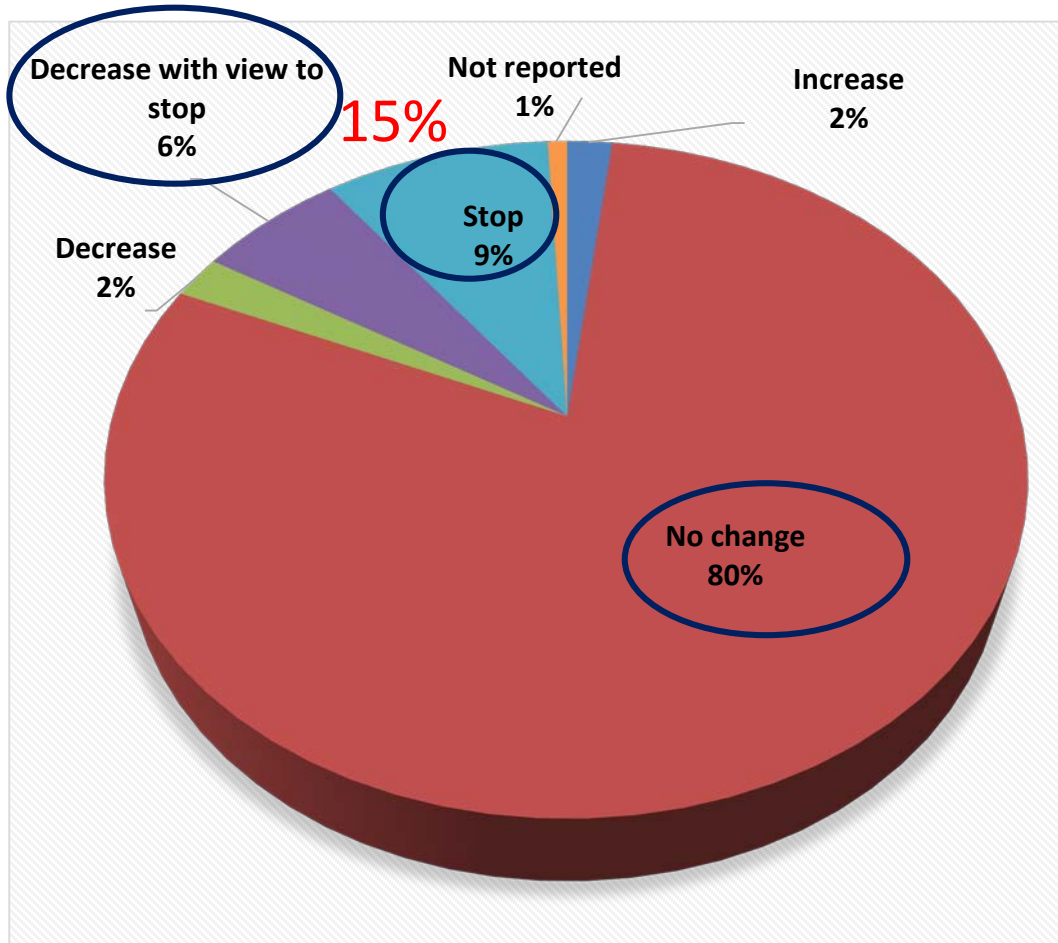
# Outcome measures

- *From pharmacists' reviews*
  - ✓ *The level of agreement among pharmacists*
  - ✓ *Perceptions of online platform compared to usual practice*
- *From geriatricians' reviews*
  - ✓ *The level of agreement among geriatricians*
  - ✓ *Whether they changed their original decisions after viewing the pharmacist review*
  - ✓ *Whether they found pharmacists' reviews helpful*

# Results

- *297 medications*
  - ✓ *Average 15 medications*

# Pharmacists' and Geriatricians' recommendations for medications



Pharmacists

Total of 1485 recommendations

Geriatricians

# Agreement among pharmacists and among geriatricians

## Two pharmacists

- *Percent agreement: 78 %*
- *Chance agreement: 68 %*
- *kappa: 0.30*

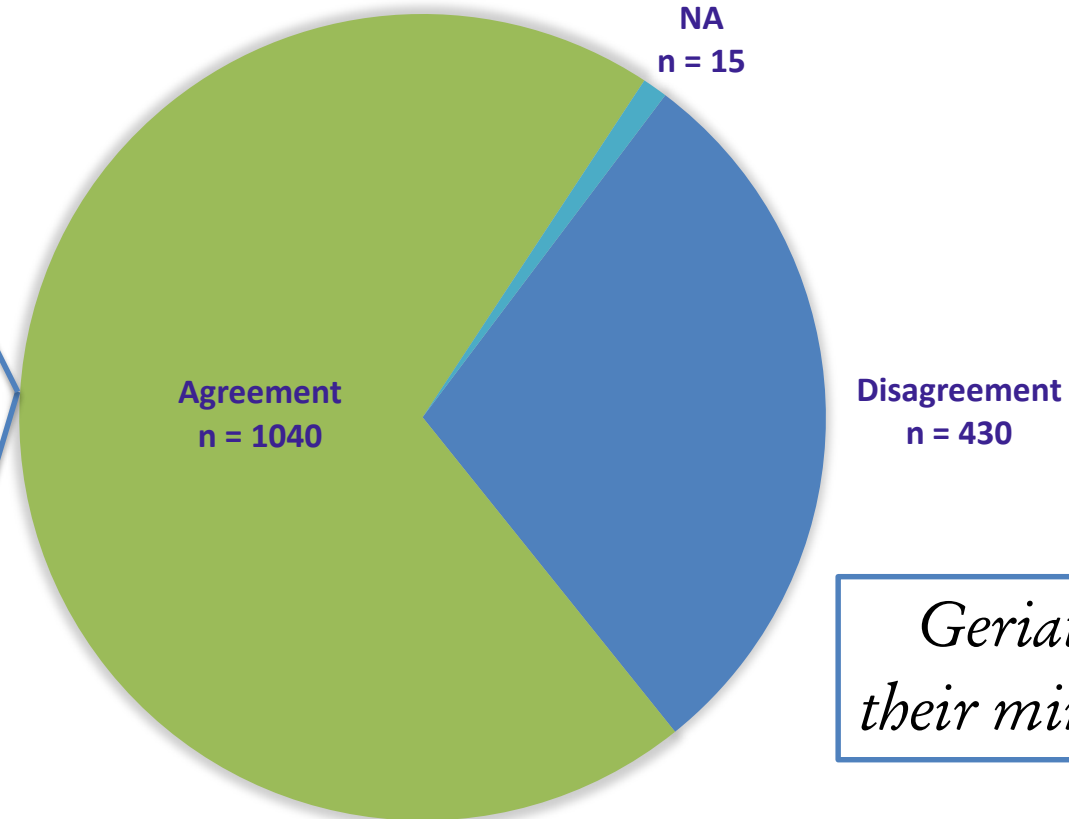
## Two geriatricians

- *Percent agreement: 74 %*
- *Chance agreement: 61 %*
- *kappa: 0.31*

# Geriatricians changing mind after viewing pharmacists' reports

Baseline agreement between pharmacists' and geriatricians' recommendations for medications (from 1485 occasions)

Increase	4
No change	955
Decrease	7
Decrease with view to stop	39
Stop	35



# Qualitative feedback on process

Geriatricians	Pharmacists
<ul style="list-style-type: none"><li>✓ in 72% of cases geriatricians felt the pharmacists report was helpful</li><li>✓ Helped confirm 1 or more original recommendations</li><li>✓ Prompted more thought/change of original recommendations</li><li>✓ Would be worthwhile to discuss together</li></ul>	<ul style="list-style-type: none"><li>✓ 4/5 pharmacists would be prepared to use this system as part of routine practice</li><li>✓ Access to more information</li><li>✓ All information in one place</li><li>✓ Saves time and expenses of travelling</li><li>✗ Not being able to talk with staff or observe resident</li><li>✗ Technical issues with learning to navigate the platform would be overcome with practice</li></ul>

## Conclusion

- ✓ *Among pharmacists and geriatricians, discrepancies in opinion exist*
- ✓ *Overall, geriatricians held a positive opinion toward having the pharmacist report available*
- ✓ *Pharmacists saw gains in efficiency in using telehealth platform*

# Acknowledgements

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*Candidate*

*Professor Sarah Hilmer*

*Professor Simon Bell*

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