

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

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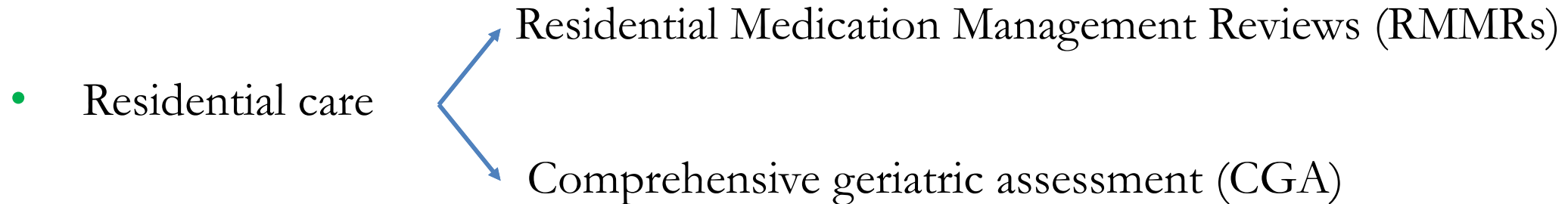


Centre for  
**Health Services Research**



# 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



# 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



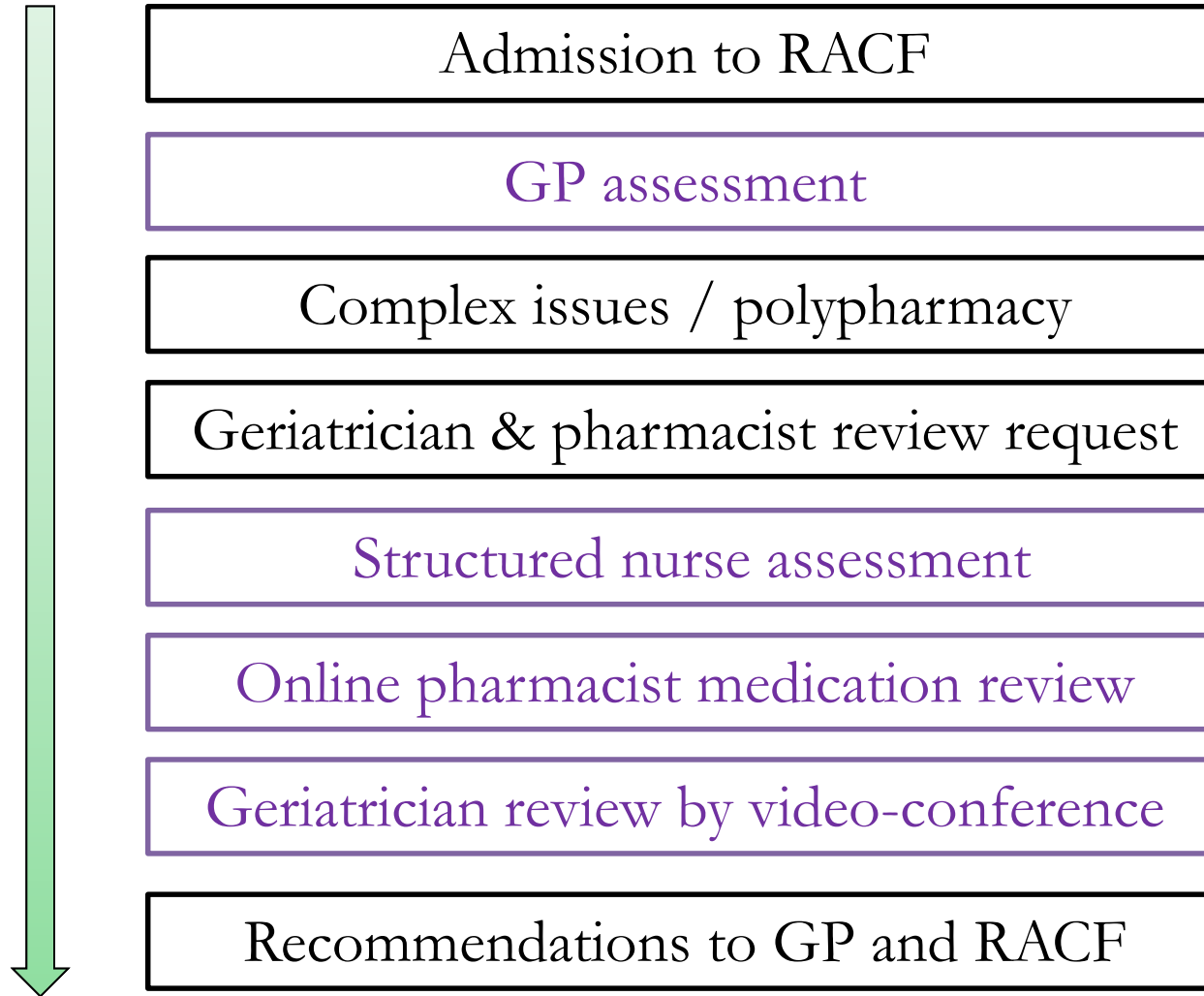
# Aim

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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- A refined version of RES-e-CARE



[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

# Methods

× 5

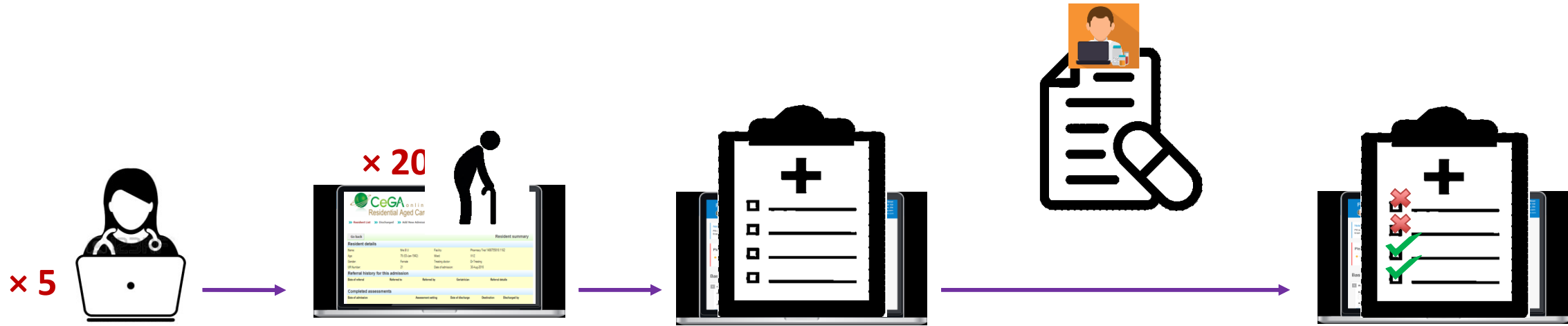


× 20



- ✓ 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
  - Decrease with view to stop
- ✓ Confirm/change original medication decision?
- ✓ Any new medications



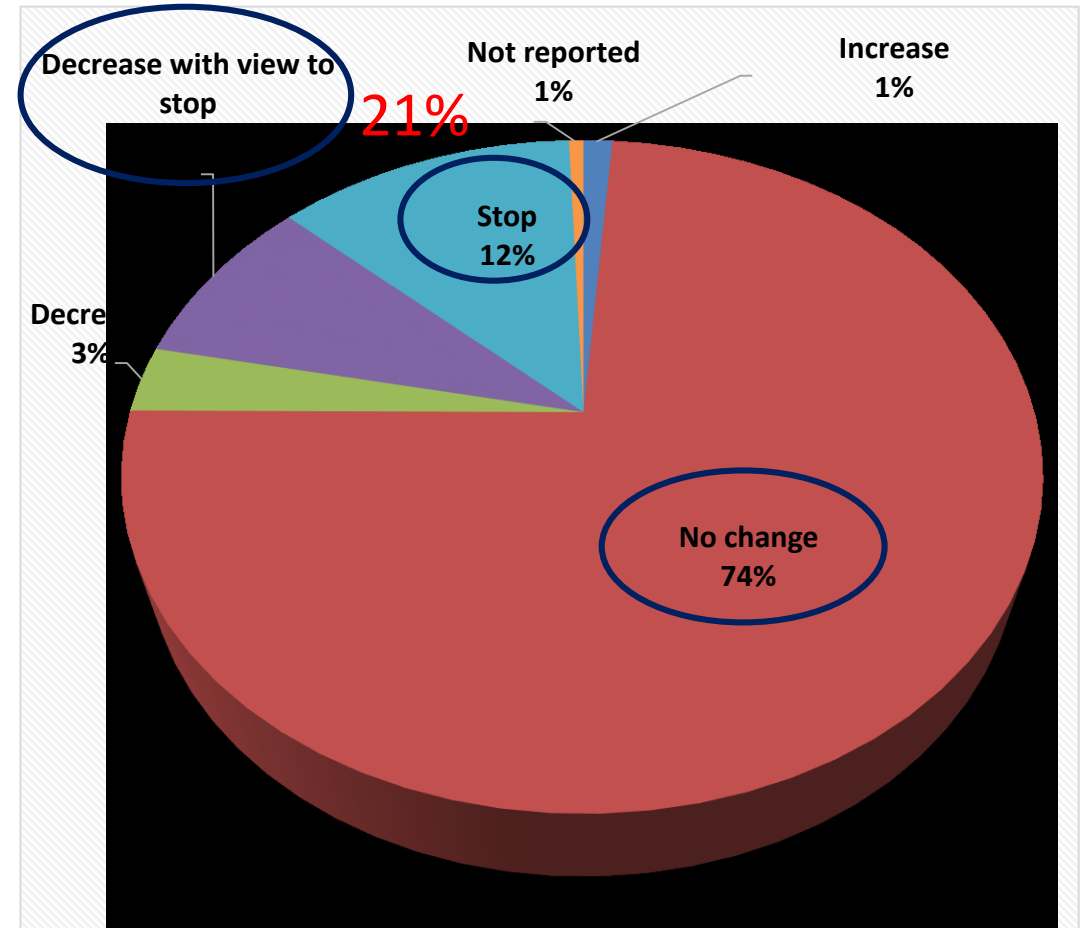
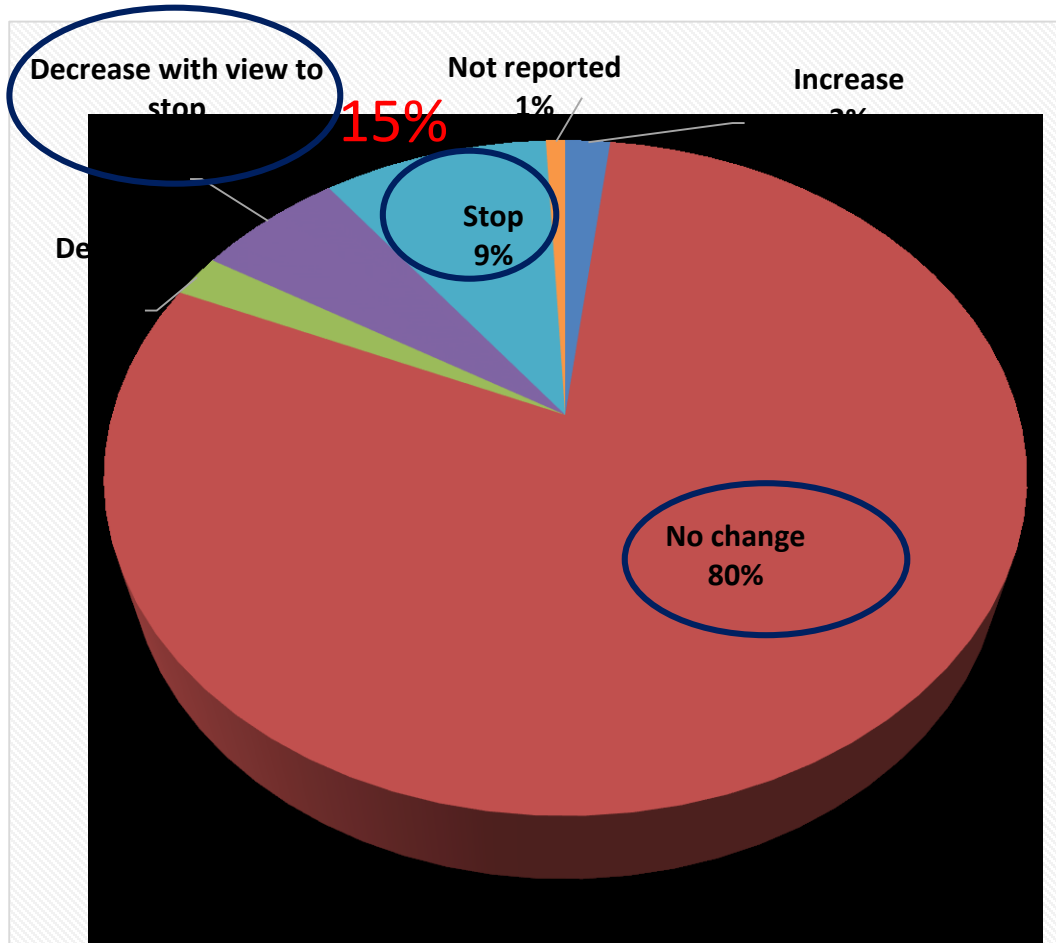
# Outcome measures

- *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

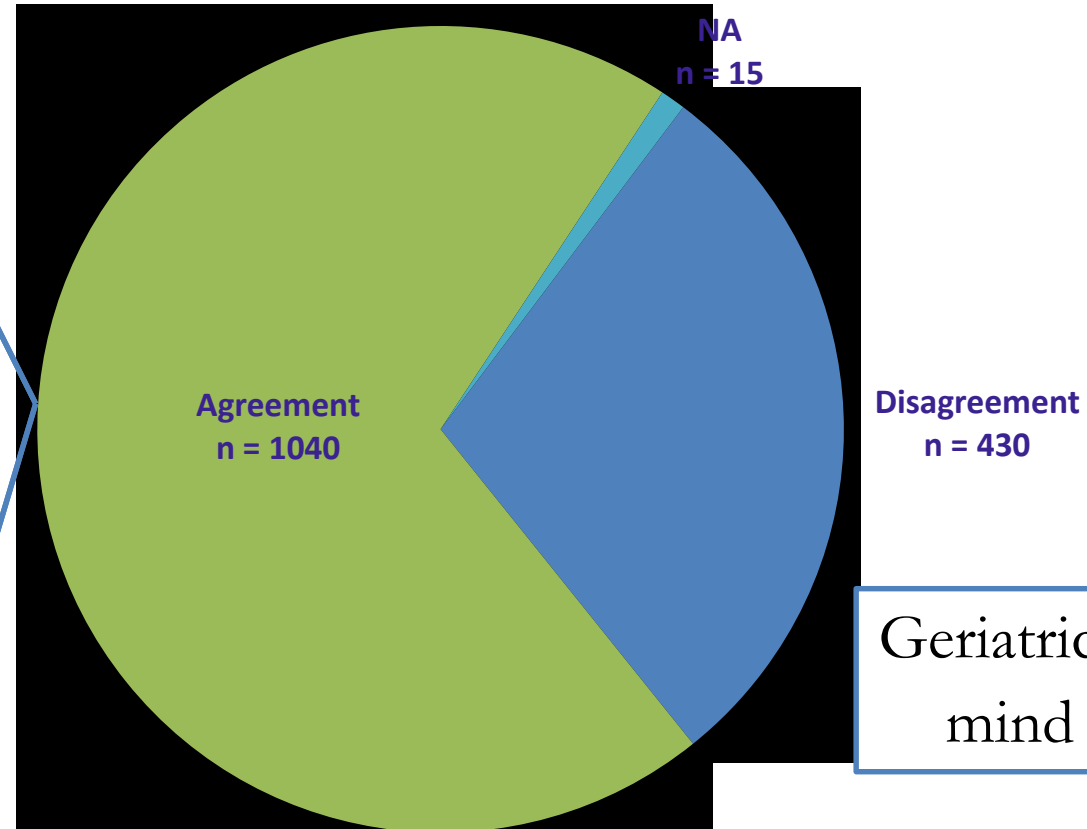
## Two geriatricians

- 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

- ✓ in 72% of cases geriatricians felt the pharmacists report was helpful
- ✓ Helped confirm 1 or more original recommendations
- ✓ Prompted more thought/change of original recommendations
- ✓ Would be worthwhile to discuss together

## Pharmacists

- ✓ 4/5 pharmacists would be prepared to use this system as part of routine practice
- ✓ Access to more information
- ✓ All information in one place
- ✓ Saves time and expenses of travelling
- ✗ Not being able to talk with staff or observe resident
- ✗ Technical issues with learning to navigate the platform would be overcome with practice

# 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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- The pharmacists and geriatricians who took part in the study