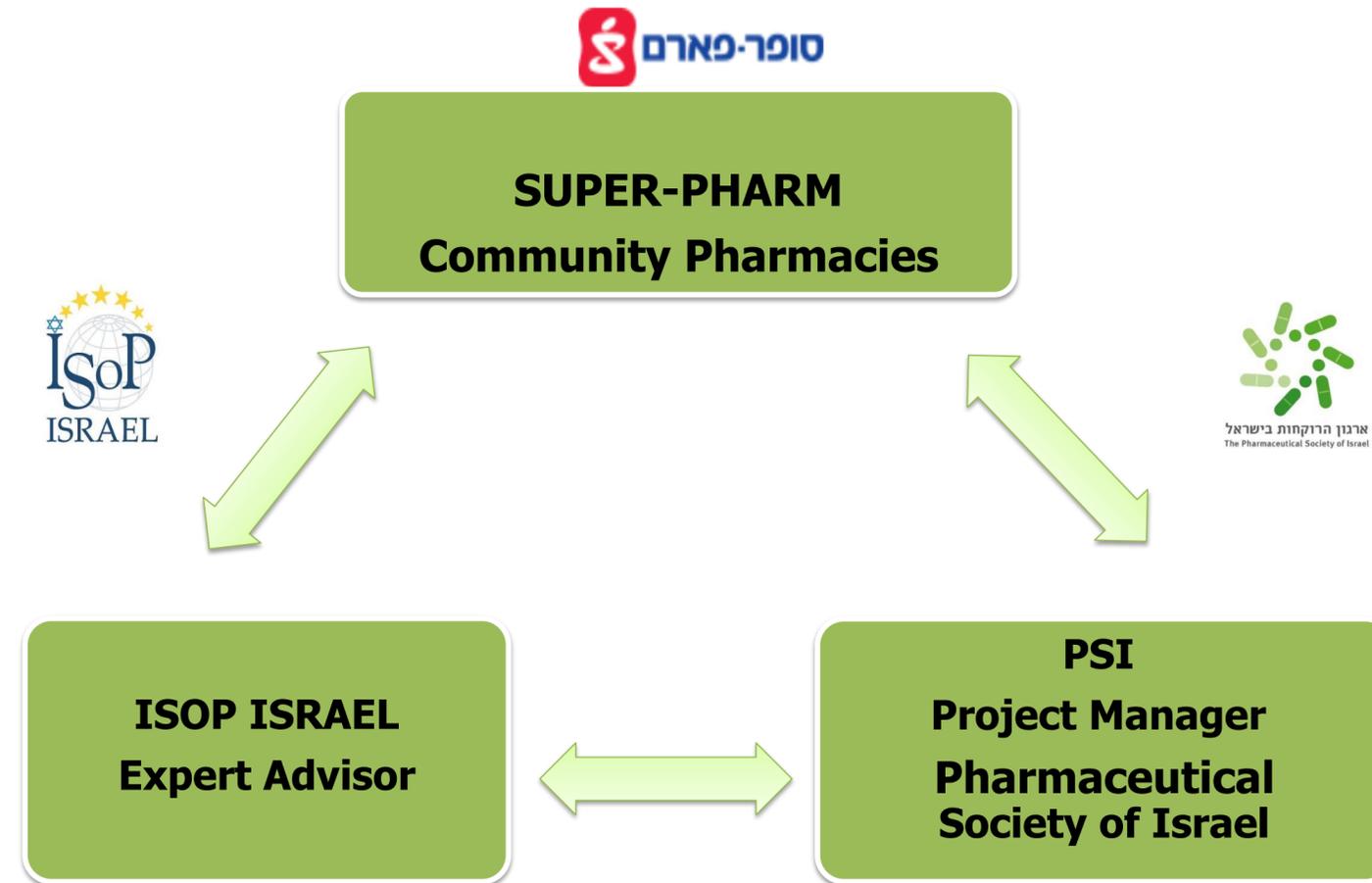


National Campaign by Super-Pharm Community Pharmacies To Decrease The Risks Of Anticoagulants

A.Amitai¹, T.Fishman^{1,3}, B.Racah¹, S.Steinmetz Saar³, S.Lebedinsky¹, T.Artoul¹, M.Salameh¹, A. Kakunda Alfahel³, S.Shabat³, I.Fermont²

1-The Pharmaceutical Society of Israel (PSI), 2-ISOP ISRAEL IL, 3- Super-Pharm IL





Pharmacists play a vital role in promoting correct and safe use of drugs

Ensuring safe
drug therapy

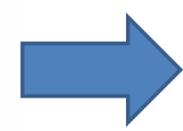
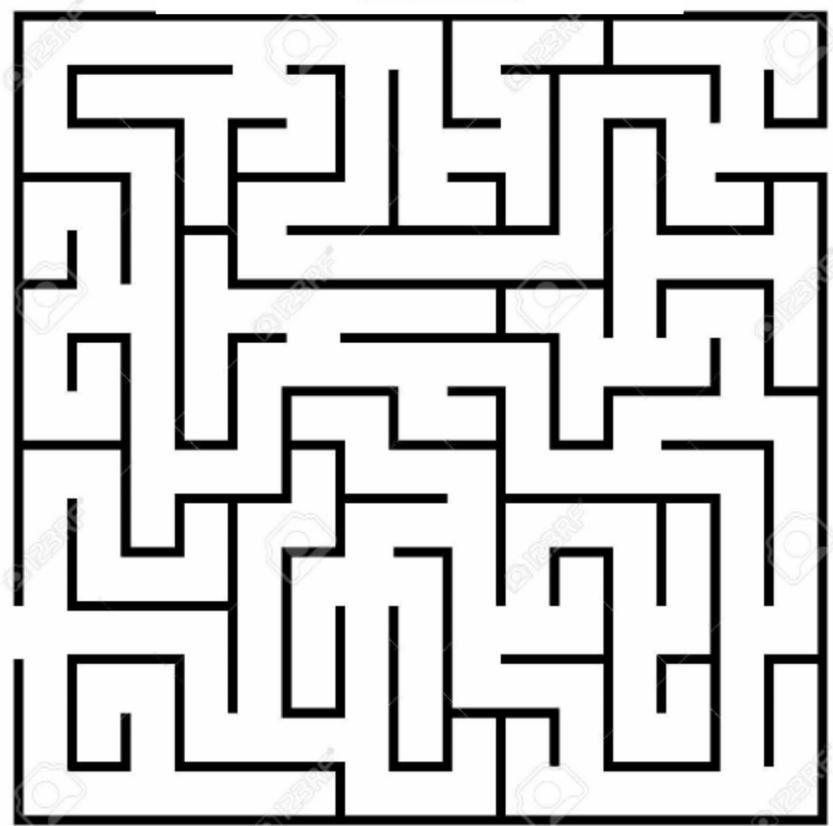
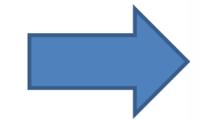
Counselling

Patient education



Anticoagulants have
been defined by all
international health
associations as
"high alert medications"

Pharmacists play a vital role in promoting correct and safe use of drugs





Pharmacists play a vital role in promoting correct and safe use of drugs

The good news: is that most of the errors related to anticoagulants are preventable!

- Pharmacists are the most available of all healthcare providers in the community.
- Pharmacists have the knowledge and the tools needed to ensure that the treatment is safe for the patients and used correctly.
- Pharmacist is the last professional to meet with the patient before the drug is given to the patient and used.

Thus, the pharmacist is in fact the only professional who can stop mistakes in treatment or use, in the moments before they occur and harm the patient.



And so, we started...

The pilot had several goals:

- Providing tools and knowledge to patients for identifying "red flags"
- Establishing in the eyes of the public, the pharmacist's position as a healthcare provider and a professional with vital knowledge in the field of drug therapy
- Increasing pharmacists' satisfaction with their work by focusing on the professional and therapeutic aspects of the pharmacy profession.



The opening shot

During November 2018, approximately 600 Super-Pharm pharmacists participated in frontal workshops.

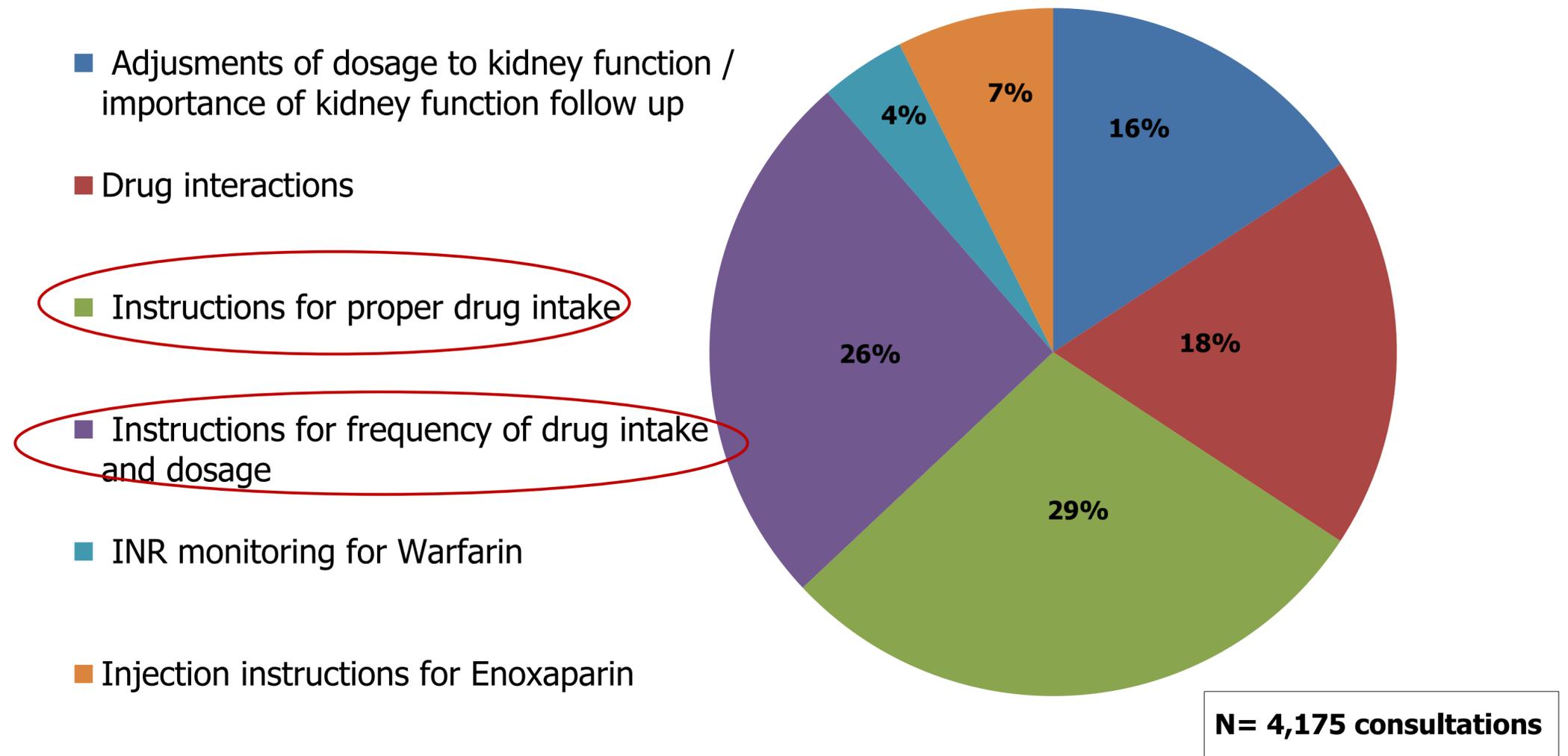
- The workshops were conducted by clinical pharmacists who specialize in the fields of cardiology, geriatrics, and internal medicine, fields where anticoagulants are involved in a significant part of patient care.
- Pharmacists received clinical information and practical tools for interviewing patients, including how to identify "red flags" and tools for adapting "The right counselling to the right patient" according to the type of medication and the characteristics of the patient standing at the counter.
- All Super-Pharm pharmacists received - "Take Home Message" that included the main points from the training kits.

The pilot was implemented in December 2018 and continued until April 2019.

Consult a pharmacist about your therapy, even if it seems that everything is clear and that you know how to take the medicine

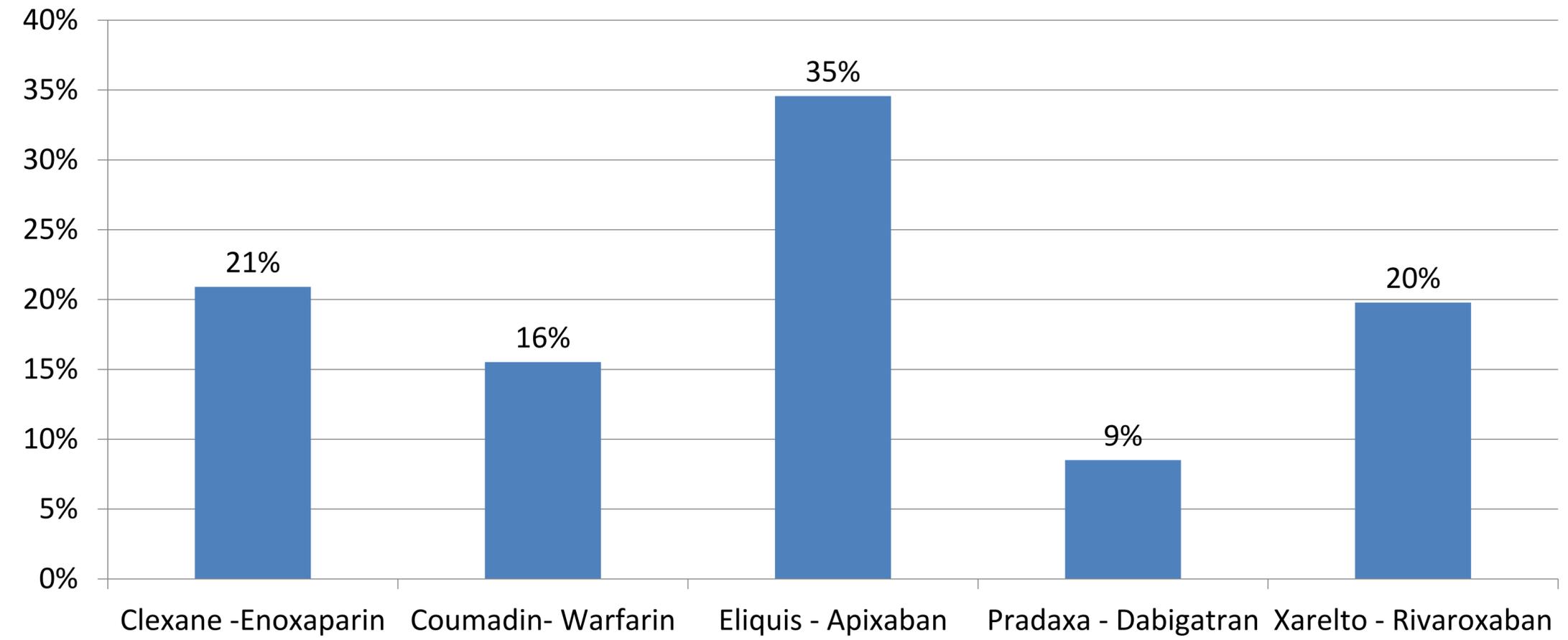
Within 5 months, 4,175 consultations were provided to 1591 patients out of 14,573 patients who were dispensed anticoagulants

Field of consultation



Consult a pharmacist about your therapy, even if it seems that everything is clear and that you know how to take the medicine

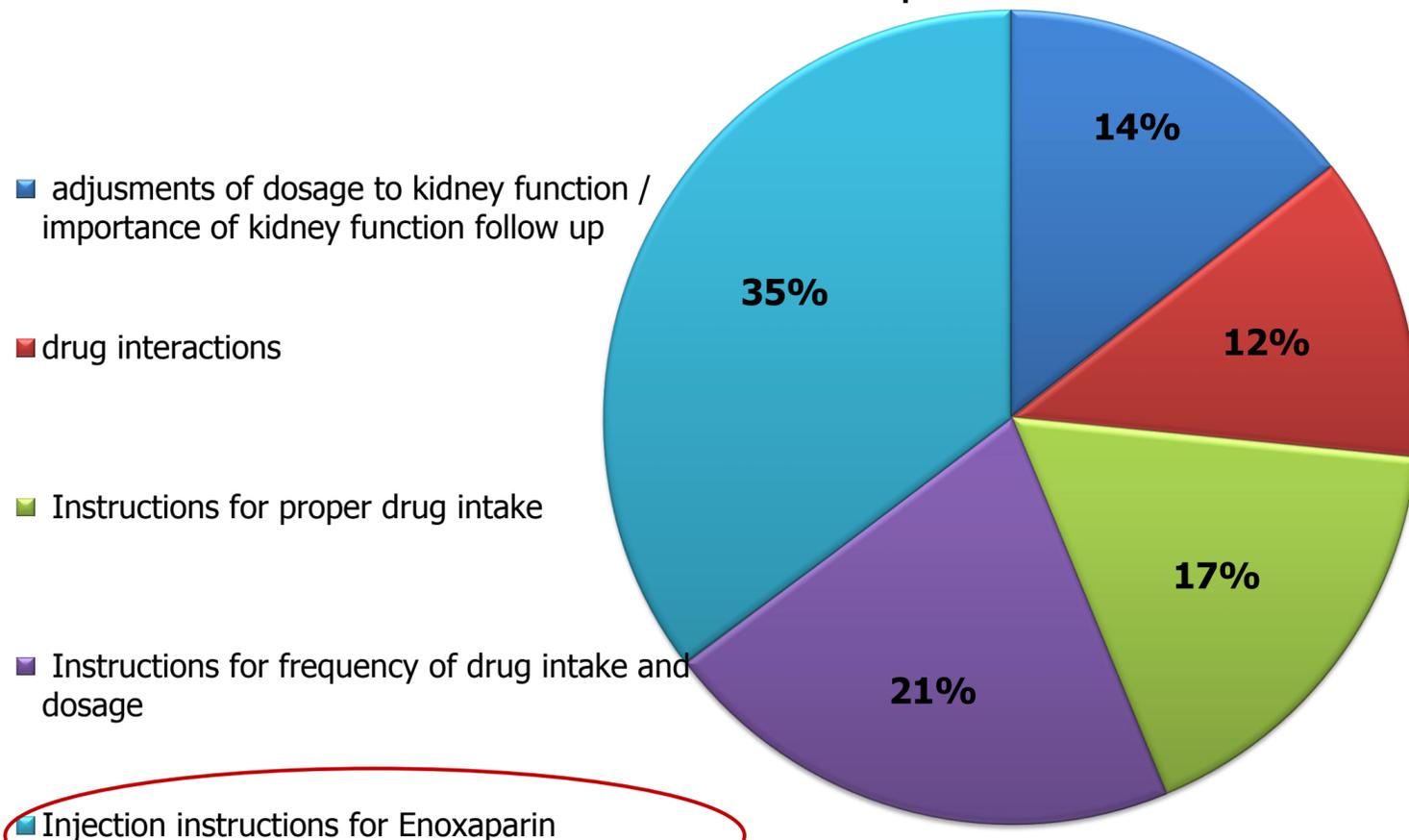
Distribution of pharmacists' consultations by type of drug



N= 4,175 consultations

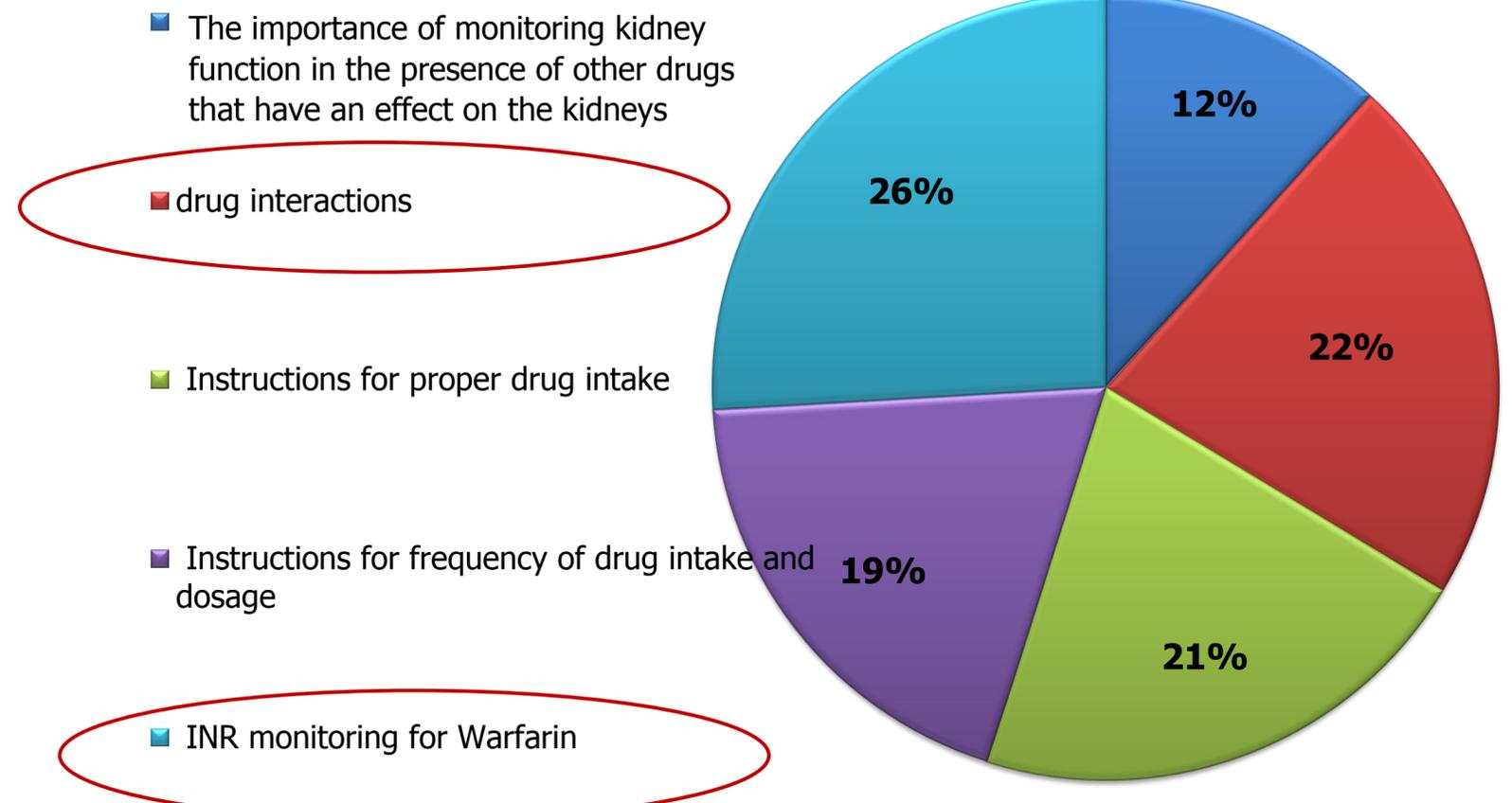
Consult a pharmacist about your therapy, even if it seems that everything is clear and that you know how to take the medicine

Clexane -Enoxaparin



N= 873 consultations

Coumadin- Warfarin

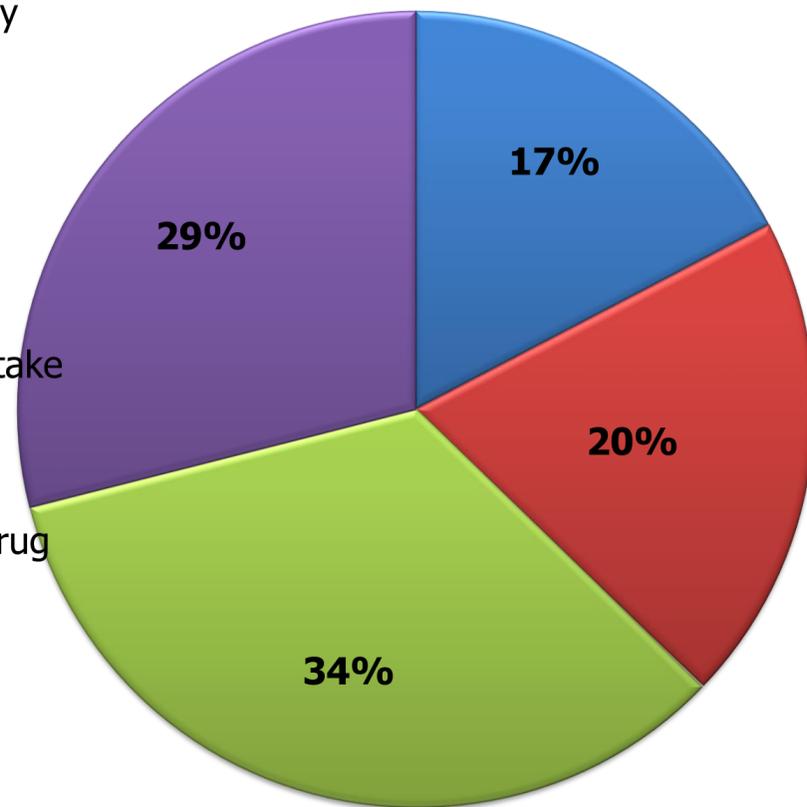


N= 648 consultations

Consult a pharmacist about your therapy, even if it seems that everything is clear and that you know how to take the medicine

Eliquis - Apixaban

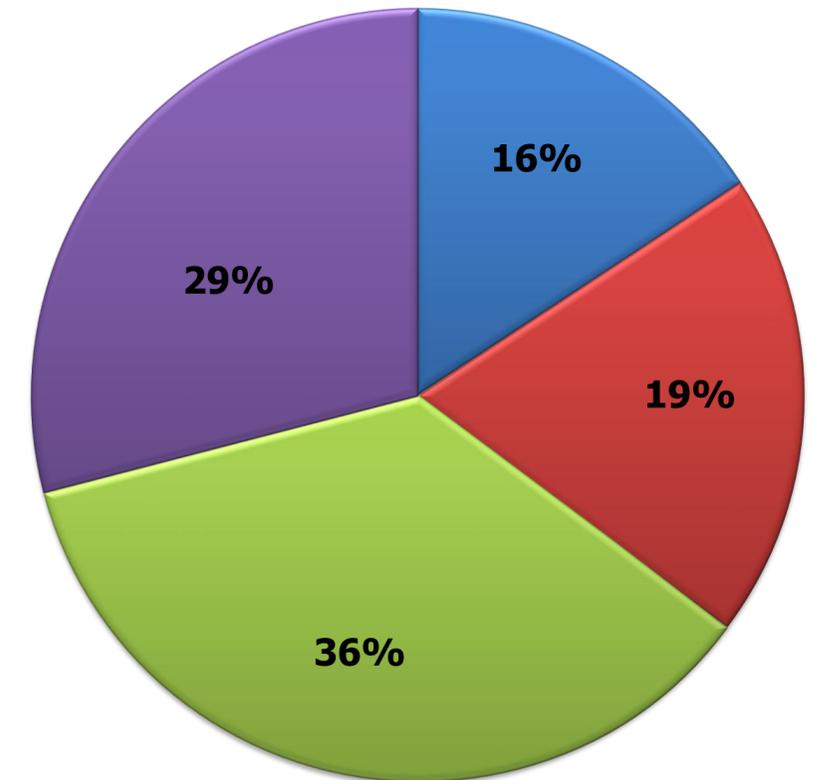
- adjustments of dosage to kidney function / importance of kidney function follow up
- drug interactions
- Instructions for proper drug intake
- Instructions for frequency of drug intake and dosage



N= 1443 consultations

Xarelto - Rivaroxaban

- adjustments of dosage to kidney function / importance of kidney function follow up
- drug interactions
- Instructions for proper drug intake
- Instructions for frequency of drug intake and dosage

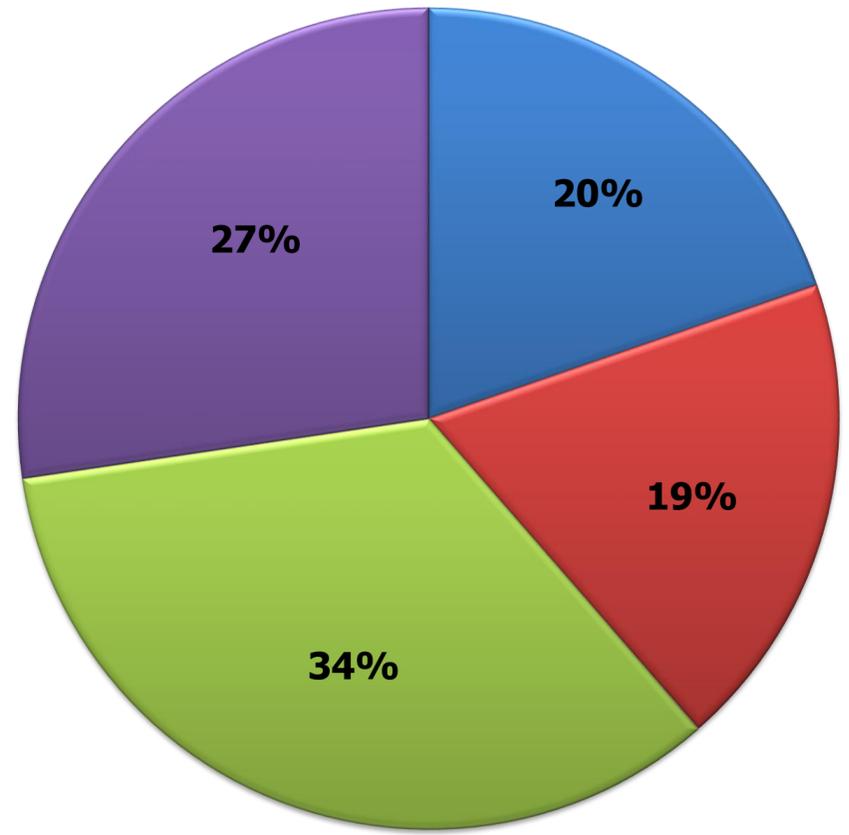


N= 826 consultations

Consult a pharmacist about your therapy, even if it seems that everything is clear and that you know how to take the medicine

Pradaxa - Dabigatran

- adjustments of dosage to kidney function / importance of kidney function follow up
- drug interactions
- Instructions for proper drug intake
- Instructions for frequency of drug intake and dosage



N= 355 consultations

183 medications errors or problems were detected among 4145 consultations

Clexane-Enoxaparin	Coumadin-Warfarin	Eliquis- Apixaban	Xarelto-Rivaroxan	Pradaxa-Dabigatran
43/873	30/648	58/1443	38/826	14/355

“In Outpatient Settings Anticoagulants have been shown to be the most frequently implicated drug classes in ADEs that contribute an emergency departments visits and hospital admissions”

- J Gen Intern Med 2010
- Ann Intern Med. 2007
- JAMMA 2006
- Ann Pharmacother 2002

The Joint Commission’s National Patient Safety Goal (NPSG): “Reduce the likelihood of patient harm associated with the use of anticoagulant therapy”

“pharmacists can play “a significant role in educating the patient in terms of what to expect with the use of anticoagulants” and ensuring that medication regimens and laboratory evaluations are appropriate. “



A few examples from the field - "Pharmacists speak"

- The patient mistakenly thought that the new drug she was receiving was to replace Eliquis, and that she should stop taking Eliquis because she now gets an alternative. It turned out that the new drug was to treat cancer and the patient has atrial fibrillation and must continue using Eliquis.
- The patient was taking Xarelto at a dose of 15 mg twice a day. I asked about the high dose that she is taking, as it is a dose usually given for a limited period after surgery. It turns out that she has been taking this dose for two months and that she did not know that she should decrease it. I contacted the doctor who changed the dose to once a day.
- A patient took the INR test and the result was 3.5. He was at the doctor who told him the result was fine. I instructed the client about warning signs of bleeding, not to start any new drug without consulting a pharmacist or a doctor, and to see a doctor to get a safer alternative for the NSAIDs pain relievers that he was taking. These drugs significantly increase the risk of bleeding, in particular if he has to be balanced with an INR above 3.
- A patient came to consult about medicines for the digestive system because his stool was black. He thought he might have eaten something wrong. After clarifying, it turned out that he was taking Coumadin. I referred him to the clinic immediately for an INR test. I explained that there may be mild bleeding in the digestive system because of too much Coumadin. I asked to update the attending physician immediately.

In summary or "Take home messages"

The basis for the safe use of anticoagulants is the patient's ability to know the exact answer to each of the following questions:

1. Why did I get this medicine? What is it for? How long will I have to take it?
2. Are other drugs safe to take along with my medicine? Are there any medications to avoid?
3. How should I take the medicine? Morning or evening? With food or on an empty stomach?
4. Are there foods that I should avoid?
5. Are there activities that I should avoid?
6. Are there any side-effects that I should be careful about, and what should I do if I experience a side-effect?
7. What are the side-effects that I should see the doctor for immediately?
8. If I am taking Coumadin, what is the frequency of the INR tests I have to perform?
9. If I take Coumadin, what is the desired INR result for me?
10. If I have been switched from one anticoagulant to another, when should I stop the old drug and start taking the new one?



In summary or "Take home messages"

The pharmacist has all the knowledge needed to identify "red flags"



Our recommendation to all patients is to be involved in the treatment you receive, understand the purpose of the treatment and how to take the drugs.

Before you take your bag of medications and leave the pharmacy, stop and make sure that you have all the answers to all your questions.

And if not, remember that there is a healthcare professional, right in front of you, who can answer these questions!



Thank you for your attention

Any Questions?