

PHARMACY DEVELOPS WARFARIN TEACHING TOOLKIT

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There are many ways pharmacists can support CSHP 2015 goals. At the Doctor Everett Chalmers Hospital (DECH) in Fredericton, NB, pharmacists teamed up with nurses, physicians, and the communication department to develop a warfarin teaching toolkit. This project supports CSHP 2015 GOAL 1 Objective 1.4.

Pharmacists are in short supply at the DECH. To meet the needs of patients receiving high risk medications, innovative solutions were needed to provide medication teaching using existing staff. The answer was a standardized warfarin patient education tool kit which contained a booklet, summary sheet, warfarin dosing calendar and video.

PATIENTS SAY "I'D MUCH RATHER WATCH
A VIDEO THAN READ A BOOK"

The idea for this project came from nurses working on 3SW, one of the family practice units at the DECH. Nurses recognized that warfarin education was not consistently provided in the same way or to the same extent throughout the hospital. Teaching booklets varied, and pharmacists were not always available to provide the education. The nurses suggested that the pharmacy develop a standard teaching tool that anyone could use. Since NB has one of the highest illiteracy rates in Canada, a booklet alone was not enough.

In the summer of 2012, Ellen Somers, pharmacy intern and her preceptor, Carole Goodine, RPH began

working on a warfarin teaching booklet and video. The booklet and video scripts were sent to the Family Medicine, Internal Medicine and Cardiology Programs for stakeholder feedback from physicians, nurses, educators and other allied health. Edits were made and a warfarin calendar and summary sheet was added. The warfarin teaching video was filmed the following summer with the help of Steve Butler, from the Horizon Health Multimedia Department and Fiona Mitchell, pharmacy intern. Staff pharmacist Danielle Steward, was the star of the show with guest parts played by several nurses and pharmacists in the area. Patient and health care provider focus groups reviewed and provided feedback on the toolkit, and a final version was created in both official languages. This project was a creative solution to help meet medication education needs of patients at the DECH who were started on warfarin, a high-risk medication.

Standardization of the teaching materials helps ensure all patients receive the same message. The video format is very popular and allows patients and their families to watch at a time that is convenient, many patients say they would rather watch a video than read a book. Health care providers can verify understanding and reinforce key points more efficiently if the patient has already reviewed the information.

This was truly a team effort that resulted in a consistent and standardized approach to warfarin education at the DECH.

WARFARIN TEACHING TOOLKIT

This project helps pharmacists achieve CSHP 2015 Goal 1, Objective 1.4: 75% of hospital inpatients discharged with complex and high-risk medication regimens will receive medication counselling managed by a pharmacist.