

## Safe Transitions of Care for Patients Taking Opioids

Alice Watt, R.Ph Medication Safety Specialist, ISMP Canada July 17<sup>th</sup>,2019



### Acknowledgement

- Dr. Michael Hamilton, Medical Director, ISMP Canada
- Sarah Jennings, Professional Practice Associate, CSHP
- Donna Herold, Patient Advocate, Patients for Patient Safety Canada



### Disclaimer

This briefing focuses on patients with acute and chronic non-cancer pain; however, patients with cancer pain and those at the end of life are also at risk of adverse events related to opioids and transitions of care.



## Transformative power of patient narratives in healthcare education

Listening to patients and sharing patient experiences to help us improve our practice.

"What color are your patient's eyes?" - Cathy Lyder

#### Reference:

https://blogs.bmj.com/bmj/2019/07/08/the-transformative-power-of-patient-narratives-in-healthcare-education/

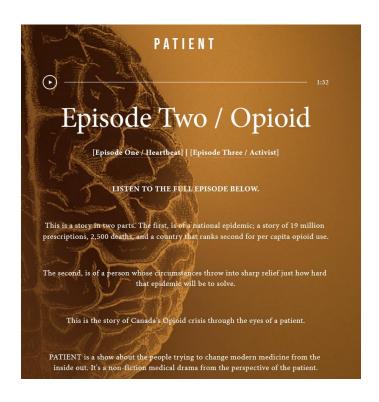


### Patient Experience

"I want pharmacists to ask what opioids I have been on and look at my opioid contract. A treatment agreement with my doctor makes us both accountable, and it's to protect both of us, really. There are other people like me who are taking opioids responsibly and we are terrified they will be ripped out from under us."

- Patients for Patient Safety Canada





### Donna's Experience

https://www.patientpodcastcanada.ca/opioid



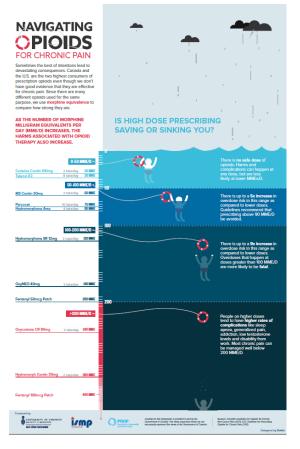
### **Practice Model**

- Consider non-opioid and non-pharmacologic alternatives first.
  - Acetaminophen SCH,
  - NSAIDS, gabapentin and pregabalin (Use with caution)
  - Tramadon't (Juurlink)
  - CHANG (2017): acetaminophen/ibuprofen in short term pain in ER is equally as effective as opioids but with less side effects.
- Start low, go slow
  - Range doses: Add comment: start with lowest dose first
- Duration: 3-7 days for acute pain
  - Opioid exit plan

#### References:

https://jamanetwork.com/journals/jama/article-abstract/2661581 https://emcrit.org/toxhound/tramadont/





Is high dose prescribing saving or sinking you?

Reference: https://www.ismp-canada.org/download/OpioidStewardship/navigating-opioids-11x17-canada.pdf



### Stewardship

- Set up the expectation early on with patients that opioids will lessen the pain but not reduce the pain to zero.
- Learn about slow opioid taper to treat opioidinduced hyperalgesia



Institute for Safe Medication Practices Canada REPORT MEDICATION INCIDENTS Online: www.ismp-canada.org/err\_index.htm Phone: 1-866-544-7672 A KEY PARTNER

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#### **ISMP Canada Safety Bulletin**

Volume 19 - Issue 2 - February 21, 2019

#### Gaps in Interconnectivity of a Hospital's Electronic Systems Create Vulnerabilities at Transitions of Care

- Recognize the need for seamless communication, in real time, among electronic systems housing patient medication data.
- Develop processes to transfer information among stand-alone electronic programs and/or systems.
- Help staff and physicians to recognize gaps in electronic communication that could affect their daily practice and patient safety.
- Consider using the safety tool Hospital to Home: A Medication Safety Checklist for Transitions, including its recommendations for dialogue with the patient and/or family, when preparing patients for discharge.

"Transition of care" is a term describing the movement of patients between healthcare locations, providers, or different levels of care within the same location, as their conditions or care needs change. Fragmentation in the exchange of patient information between sending and receiving practitioners and facilities often makes this a vulnerable time in a patient's journey through the healthcare system.' Transitions of care constitute a priority focus of the World Health Organization's third Global Patient Safety Challenge, entitled Medication without Harm.'

Many acute care hospitals have electronic medication-use systems to facilitate various tasks, including order entry and verification, medication packaging, dispensing, and administration, as well as generation of discharge prescriptions. In some hospitals, a single integrated system is used to nerform all such functions, and there is no need to manually transfer information from one system to another. Other facilities may conduct some tasks using stand-alone electronic systems or may continue to use paper-based methods for certain functions. In the latter 2 scenarios, a human intervention is required to transfer data from one system to another. Even integrated systems may not offer real-time updates (e.g., information in certain fields may be updated only at the time of the daily back-up), which means that outdated medication data will be temporarily available in some parts of the system. This bulletin shares one of several medication incident reports received by ISMP Canada involving an error that resulted from a communication gap between electronic systems within a single organization during a transition of care.

#### INCIDENT EXAMPLE

A patient who was receiving long-acting morphine 100 mg orally twice daily at home was admitted to an acute care hospital. During the hospital stay, the patient's pain medication was intentionally changed to fentany! 25 mcg patch applied topically every

ISMP Canada Safety Bulletin - www.ismp-canada.org/ISMPCSafetyBulletins.htm

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### Case Study

Reference: ISMP Canada Safety Bulletin, Feb 21,2019 https://www.ismpcanada.org/download/safetyBulletins/2019/ISMPCSB2019-i2-GapsSystemInterconnectivity.pdf



### List of the patient's opioid medication regimen at each transition of care.

### HOME AND COMMUNITY PHARMACY

#### AT HOME

 Took long-acting morphine 100 mg orally twice daily

### IN COMMUNITY PHARMACY MEDICATION PROFILE

 Dispensed long-acting morphine 100 mg orally twice daily

### ACUTE CARE HOSPITAL

#### AS AN INPATIENT

- Discontinued long-acting morphine
- Initiated fentanyl 25 mcg patch applied every 72 hours

#### ON DAY BEFORE DISCHARGE

- Discontinued fentanyl
- Initiated long-acting morphine 100 mg orally twice daily
- Copy of MAR sent to rehabilitation hospital

#### ON DAY OF DISCHARGE

 Prescribed long-acting morphine 50 mg orally twice daily, status "unchanged", at discharge; documented in discharge summary

#### REHABILITATION HOSPITAL

### FROM DISCHARGE PRESCRIPTION AND DISCHARGE SUMMARY

 Prescribed long-acting morphine 50 mg orally twice daily, status "unchanged"

### FROM MAR AND HOSPITAL PHARMACIST

 Administered long-acting morphine 100 mg orally twice daily

#### FROM COMMUNITY PHARMACY AND PATIENT

 Received long-acting morphine 100 mg orally twice daily at home

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Reference: ISMP Canada Safety Bulletin, Feb 21,2019 https://www.ismp-canada.org/download/safetyBulletins/2019/ISMPCSB2019-i2-GapsSystemInterconnectivity.pdf



### Transferring organizations

- Outline the rationale for any medication changes on the discharge prescription.
- Engage in dialogue with the patient and/or family about any differences between the medication regimen taken at home before admission, the regimen received while in the hospital, and the regimen to be provided at the receiving facility.

### **Receiving Organizations**

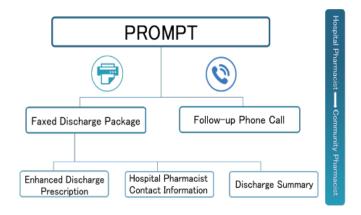
- Conduct admission medication reconciliation in a timely fashion, to identify and clarify ambiguous information. If a discrepancy is identified, communicate directly with the primary prescriber or the pharmacist from the transferring facility, if possible. (e.g. PROMPT program)
- Anticipate that medication or care regimens maybe altered by the sending facility at the time of discharge and develop processes to verify that the discharge prescriptions reflect those changes.
- Ask the patient and/or family if they are expecting any changes to the medication regimen received in the hospital.



### **PARTNERS**

### The Pharmacy Communication Partnership (PROMPT) Program

Study Leads: Lisa McCarthy, Sara Guilcher





### PRO-Tip

Tips for Success

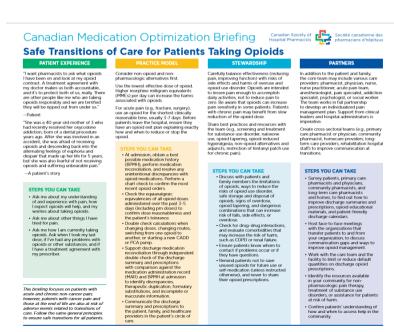
- Check the chart for latest orders before transfer or discharge and that MAR/discharge info reflects all new orders.
- How do you ensure this happens in your hospital?

### Lifestyle Advice

- Let patients know how to store opioids safely in a secure place out of reach of children, teens and pets.
- Let patients know how to dispose of unused opioids safely by returning them to pharmacy.
- www.healthsteward.ca for locations



### Resources



#### CASE STUDY

"Patient transferred from acute to rehab hospital. Discharge summary listed 'morphine SR 50 mg PO BID' indicating to continue medication from home, but MAR listed 'morphine SR 100 mg PO BID'. Patient and community and acute hospital pharmacists confirmed this dose and robab bosnital ordered it. Two days later, the patient was found unresponsive and readmitted to acute care with respiratory depression due to morphine

It was later discovered that the patient was receiving fentanyl 25 mcg transdermal patch in the acute care hospital. The day before discharge, a resident incorrectly switched the fentanyl to 'morphine SR 100 mg PO BID' which therefore appeared on the MAR. After the MAR was sent to the rehab hospital, the order was reduced to 'morphine SR 50 mg PO BID' by the attending physician on the day of discharge. This was changed in the discharge summary, but

-Incident reported to ISMP Canada

#### There was a communication failure leading to unintentional medication

#### TIPS FOR SUCCESS

- · Before any discharge, ensure that prescriptions, discharge summary, and MAR are consistent and reflect current orders in the chart.
- Whenever possible, work with the transferring facility to identify and reconcile medication discrepancies at transitions of care.
- · Engage patients and caregivers starting at admission. Use shared decisionmaking tools to empower patients as partners in care.
- Help patients understand their pain and the goals of opioid therapy. · Partner with patients to develop a pain plan. Explain any changes to pain
- Discuss with patients the danger signs of opioid use: drowsiness, reduced respiratory rate, increasing use. Confirm the patient's understanding before discharge. Discuss the use of naloxone and how to access naloxone kits.
- · Express all oral liquid opioid prescriptions in milligrams (mg), not millifitres (ml.). Include the dose per kilogram for pediatric patients. Encourage family members to review labels and ask questions, especially if the volume differs from what was given
- Pharmacy 365: Opioid Use (resources compiled by Canadian Society of Hospital Pharmacists): www.cshp.
- Navigating Opioids for Chronic Pain (infographic from ISMP Canada): https://www.ismp-canada.org/
- Opioid Prescribing for Acute Pain (quality standards from Health Quality Ontario); https://www.boontar ca/Evidence-to-Improve Care/Guality-Standards/View-all-Guality-Standards/Opioid-Prescribing-for-Acute Date. In particular, see quality statement 3 (opioid dose and duration) and quality statement 8 (tapering an
- Equiphalgesic Dosing of Opioids for Pain Management (data compiled by Therapoutic Research Center, Stockton, California). https://www.nhms.org/kites/dofault/files/Pdfs/Opioid-Comparison-Chart-Prescribe
- CEP website (tools and resources from the Centre for Effective Practice, University of Toronto): https://cee Pain Management & Opioids (nowsletter and mini-book from Raffiles, University of Saskatchewan): <a href="http://www.rsfiles.ca/dodinas/schoolings-pain-2017-blowsletter.adf">http://www.rsfiles.ca/dodinas/schoolings-pain-2017-blowsletter.adf</a>

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#### Canadian Medication Optimization Briefing

Safe Transitions of Care for Patients Taking Opioids

#### RESOURCES FOR PATIENTS

#### Reporting opioid incidents: Safemedicationuse.ca

Tapering opioids: http://www.rxfiles. ca/rxfiles/uploads/documents/Opioid Patient-Booklet-Taper-RxFiles.pdf

Safety disposing of medications, including opioids: www.healthsteward.ca Opioid Stewardship: Patients and Families

(resources compiled by ISMP Canada): www.Opioidstewardship.ca

Question Opioids (video series produced by ISMP Canada): https://www.youtube. :om/playlist?list=PLvQDf5LHFSkM0l6nM FN9s2-vduDODTC2N

Five Questions to Ask about Your Medications (patient resource produced by Canadian Patient Safety Institute): http://www.patientsafetyinstitute.ca/ en/toolsResources/5-Questions-to-Asl about-your-Medications/Pages/default.

Information about opinids (website maintained by Health Canada); https:// www.canada.ca/en/health-canada/ services/substance-use/problemati prescription-drug-use/opioids/about.html

Canada's opioid crisis through the eyes of a patient (podcast from Canadian Patient Safety Institute): https://www. patientpodcastcanada.ca/opioid

Live Plan Be (online self-management tool from Pain BC): www.liveplanbe.ca

Patient experiences with opinids (multimedia resource from Ontario Drug Policy Research Network and the Healthy Debate website): https://www. theopioidchapters.com/

Encourage patients to take the following actions to avoid opioid-related adverse

- . Keen an un-to-date medication list that includes opioid, prescription, and nonprescription medications (e.g., cannabis, herbals, alternative medicines acetaminophen, ibuprofen).
- . Try non-opioid and non-pharmacologic interventions (e.g., physiotherapy, massage, mindfulness, ice) to treat pain.
- · Store opioid medications in a secure
- place, out of reach of children and pets . Dispose of unused opioids safety by
- returning them to a local pharmacy. . Follow up with the care team if they experience changes in mood, bearing in mind that patients with pain have a higher risk of mental health problems.
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- Migliore CK. The box. Ann Intern Med. 2018;169(1):58. Hasak JM, Roth Bettlach CL, Santosa KB, Larson EL, Stroud J, Mackinnon SE. Empowering post-surgical patients to improve opioid disposal: a before and after quality improvement study. J Am Coll Surg. 2018;226(3):285-240-83.
- Joint statement of action to address the opioid crisis: a Journ Statement in Journal of Journal Floring Confection (CRS), a confection response Annual report 2016 - 2017. Toronto (ON): Health Canada, Caracian Cenfer on Substance Use and Addiction; 2017 Celed 2018 by 2017. Available from: <a href="http://www.ccs.aca/Bissourcol@2008.bisrapicCcsA-Joint-Statement-of-Action-Opened Crisis-Annual Bisport-2017-on-pdf">http://www.ccs.aca/Bissourcol@2008.bisrapicCcsA-Joint-Statement-of-Action-Opened Crisis-Annual Bisport-2017-on-pdf</a>
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Canadian Society of Hospital Pharmacists

Société canadienne des

pharmaciens d'hôpitaux www.cshp.pharmacy

https://www.cshp.ca/system/files/Publications/CMOB/CSHP%20C MOB%20Transitions%20of%20Care%2012 27 2018.pdf



### Resources for Patients



You may be at risk if you are taking

### opioids/narcotics for chronic pain

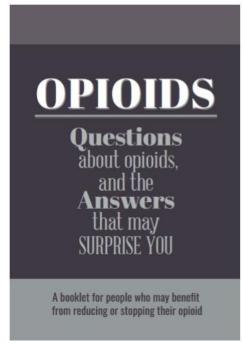
Are you taking one of the following medications?

- Buprenorphine (Butrans®)
   Codeine (Tylenol NO. 1®)
- Codeine (Tylenol NO. 1®, NO. 2®, NO. 3®)
- Fentanyl (Duragesic®)
- Hydrocodone (Hycodan®)
- Hydrocodone (Hycodan®)
   Hydromorphone (Dilaudid®)
- · Meperidine (Demerol®)

- Methadone (Metadol®)
- Morphine (MS-Contin®, M-Eslon®, Kadian®, Statov®)
- Oxycodone (OxyNeo®, Percocet®, Supeudol®)
- · Tramadol (Tramacet®, Ralivia®)



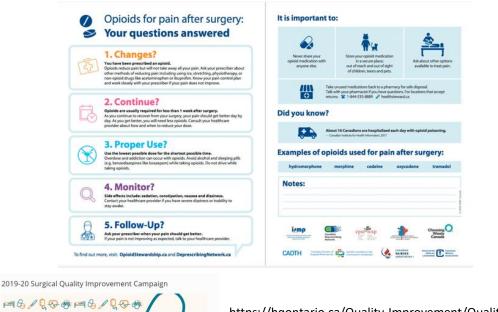
Canadian Deprescribing Network: http://www.criugm.qc.ca/fichier/pdf/OpioidsEN.pdf

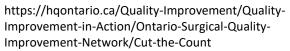


*RxFiles:* https://www.rxfiles.ca/rxfiles/uploads/documents/Opioid-Patient-Booklet-Taper-RxFiles.pdf



### What's Happening?





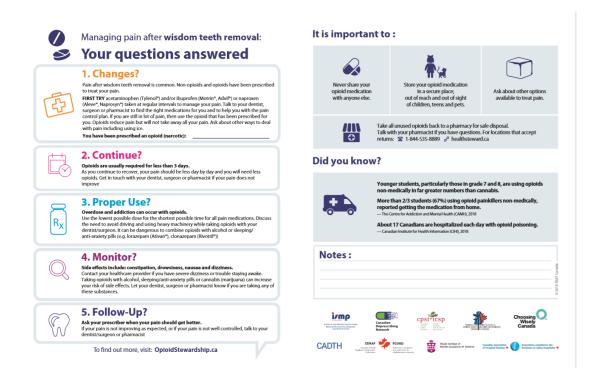




### What's New?



### What's New?





### What's Next?

- Acetaminophen and Ibuprofen for short term pain: Your Questions Answered
- Methadone/Suboxone: Your Questions answered

### Medication Safety Exchange

#### **REPORT · SHARE · LEARN · IMPROVE**

Join your colleagues across Canada for complimentary bimonthly 50-minute webinars to share, learn and discuss incident reports, trends and emerging issues in medication safety!



Next Session: September 18<sup>th</sup>, 2019



## Hospital pharmacists have an important stewardship role to address opioid crisis



**NEWS RELEASE 3-JUL-2019** 

Hospitals address opioid crisis via stewardship with strong pharmacist involvement

ASHP national survey explores pharmacists' role in managing opioids, medication therapy monitoring, and ambulatory clinics

ASHP (AMERICAN SOCIETY OF HEALTH-SYSTEM PHARMACISTS)





# What Questions Do You Have? Share your experience! Let's keep the conversation going

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FB: MedRec Network

