MedScreen Compliance

Protocol
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Service Information

Service objective

The GuildCare MedScreen Compliance program is designed to encourage pharmacist engagement with patients to help ensure that quality use of medicine is achieved and adherence to prescribed therapy is maintained or improved.

Clinical service overview

It is likely that each patient’s conditions and situation will vary. As such, pharmacists must apply their clinical knowledge to the patient’s situation and provide appropriate advice, information and recommendation as they see fit. All equipment/therapeutic devices used for service delivery must comply with the QCPP Standards/Checklist requirements.

The clinical service delivered through the GuildCare MedScreen Compliance program aims to align with the strategies described in the QUM Pyramid; a key component of the National Strategy for Quality Use of Medicines.

The clinical service consists of:

- Identifying patients who may be non-adherent;
- Engaging patients in a brief pharmacist interaction regarding adherence and QUM;
- Selecting the relevant responses in the questions, and recording clinical notes regarding the interaction including any pharmacist recommendations; and
- Assessing whether or not the interaction qualifies as a Clinical Intervention (and select the relevant intervention DOCUMENT drug related problem and recommendations categories).

QUM PYRAMID

Level 1: Awareness

Strategies at this level aim to:

- Raise awareness of medicines as a health issue.
- Explore, inform and change community attitudes and beliefs about the risks and benefits associated with medicines.
- Provide information on resources available to all groups to support quality use of medicines.

Level 2: Knowledge and skills

Strategies at this level aim to:

- Provide opportunities to develop knowledge and skills as well as utilise resources available to make appropriate decisions.
- Provide opportunities for people to discuss quality use of medicines issues and to trial and adopt behaviours that support quality use of medicines and deliver best health outcomes.

Level 3: Action and evaluation

Strategies at this level aim to:

- Reinforce and maintain actions needed to use medicines wisely. These involve issues of monitoring outcomes, quality improvement, problem solving, positive reinforcement and feedback.

Figure 1: Levels of the QUM Pyramid
The GuildCare MedScreen Compliance program is designed to help pharmacies carry out and document clinical notes from the QUM discussion with patient. The skills and knowledge required to conduct a full MedScreen Compliance service in pharmacy are developed through training external to GuildCare (see Resources for more information).

As part of delivering this service, Pharmacists are under obligation to adhere to the relevant professional practice standards. This includes but is not limited to applying professional judgement to identify, record and report potential or actual medication related problems that are likely to be clinically significant for the patient (e.g. interactions, contraindications, incompatibilities, allergies, adverse drug reactions) to the patient’s Medical Practitioner, the Therapeutic Goods Administration and any other relevant entity. See Appendix A: How to report a problem with a medicine or medical device to the Therapeutic Goods Administration.

**Documentation**

Pharmacists are encouraged to use the structure of the program as a guide when conducting the service. During or after the clinical service, the GuildCare software ‘Documentation’ tab is completed and saved by pharmacy staff to record the outcomes and provide recommendations to the patient. The pharmacy may print the completed ‘Documentation’ tab for the patient after each session as a patient handout.

**Staff Roles**

To allow for appropriate workflow and consistent delivery of this service, it is advised to inform and where appropriate, train staff members about the service the pharmacy is providing patients and their role in the pharmacy’s procedure.

**Facilities to support the program**

Each service with a patient should be conducted in an area of privacy where screening and confidential discussions with a patient can be conducted and not overheard by other patients at normal speaking levels. This should not be within the dispensary. Ideally this area would also have access to a computer with GuildCare installed.
Software Information

Program Qualification and Notification

GuildCare will automatically detect and prompt at the point of dispense (prompted) for patients who may be eligible for the service by analysing their dispense history. It analyses all available dispense records of your pharmacy only. Patients cannot be enrolled ‘ad-hoc’ to the MedScreen Compliance program.

Patients may qualify if they:

1. Are dispensed one of the qualifying medications; and
2. Have a MedsIndex* score for <70

The current MedScreen medications are:
- Desvenlafaxine
- Olanzapine
- Irbesartan and Irbesartan + Hydrochlorothiazide
- Rosuvastatin
- Latanoprost and Latanoprost + Timolol

*MedsIndex score

**Definition:** An indicator of patient medicines compliance. It is calculated from how much medicine the doctor intended the patient to take compared to the actual interval between the patient’s dispense dates. E.g. Prescribed: Rosuvastatin (30 tablets) 1 dose daily:

\[
\text{Pack size 30 doses ÷ 1 dose daily} = 30 \text{ days of medicine} \\
\text{Patient’s actual interval between repeats} = 45 \text{ days} \\
\frac{30}{45} = 0.67 = 67\% : \text{MedsIndex} = 67
\]

Recording Interaction as a Clinical Intervention

As part of the clinical service, the pharmacist is able to assess whether or not a clinical intervention (CI) was conducted as part of the MedScreen Compliance interaction with the patient. The program contains a simplified CI recording section to help streamline the workflow.

To record a CI in MedScreen Compliance:

1. Select the relevant DOCUMENT category (C0, C1, C3, C5);
2. Select the Recommendation(s) required; and
3. Complete the ‘Gender’ and ‘Age range’ fields (some of this information may have been prepopulated from your dispense software).

Please note: If the required intervention coding(s) are not available from the simplified CI recording section, please create a new Clinical Intervention case.
Patient Decline

If the patient does not wish to participate, the pharmacist selects ‘Declined’ as the status. The patient will no longer be prompted at point of dispense to participate in this program.

Resources

<table>
<thead>
<tr>
<th>Title</th>
<th>Author/Source</th>
</tr>
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<tbody>
<tr>
<td>QCPP Template T15B – Training Record</td>
<td>QCPP Pharmacy Guild of Australia</td>
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Appendix A: How to report a problem with a medicine or medical device to the Therapeutic Goods Administration

Information for health professionals


The Therapeutic Goods Administration (TGA) is a division of the Australian Government Department of Health and Ageing and is responsible for regulating medicines and medical devices. The work of the TGA is based on applying scientific and clinical expertise to ensure that the benefits to consumers outweigh any risks associated with the use of medicines and medical devices. The TGA relies on the public, healthcare professionals and industry to report problems with medicines or medical devices so that the TGA can identify and respond to safety matters.

When to report

If a patient has experienced or you suspect they may be experiencing an adverse event relating to a medicine or medical device, report the adverse event to the TGA. Suspected adverse events should be reported the first time they occur, as well as any time they occur thereafter.

What to report

Please report any suspected adverse event that your patient(s) may be experiencing, in particular:

- serious reactions (e.g. resulting in hospitalisation)
- unexpected reactions (reactions not consistent with consumer medicine information or labelling)
- all suspected reactions to medicines recently introduced in Australia
- all suspected adverse events that may be caused by combinations of medicines (drug interactions)
- faults with medical devices resulting in an adverse event (keep the faulty equipment until you have contacted the TGA).

What to include in your report

In your report include (if applicable):

- basic details of the patient experiencing the adverse event – initials, date of birth, gender
- details of the adverse event or reaction – date it occurred, symptoms experienced (including duration), description of device fault resulting in adverse event, treatment required and outcome (if known)
- details of the medicine or device involved – name, description, dose, for a complementary medicine include AUST L number
- details of any other medicine(s) the patient experiencing the adverse event may be taking.

Report a medicine or medical device adverse event to the TGA

How to report

Report a suspected adverse event directly to the TGA using:

- GuildCare’s Adverse Events Recording module, sent electronically via a web service portal direct to the TGA

Alternatively:

**Medicines**

Phone: 1300 134 237 or 1800 044 114

Email: adr.reports@tga.gov.au

**Medical devices**

Phone: 1800 809 361

Email: iris@tga.gov.au