

Utilizing IT to Improve Medication Adherence

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SPRING FORUM • MARCH 1-3 • *EXPLORING TRENDS & CREATING VALUE FOR PATIENTS*

New York Oncology Hematology in Albany, New York is a community based oncology practice with seven locations in Upstate New York.

- ❖ 31 Physicians

- ❖ 13 Advanced Practice Providers

- ❖ Intraoffice Dispensing Pharmacy opened January 2015

 - ❖ Filling on average 1632 prescriptions monthly

 - ❖ 18% oral chemotherapy or oral targeted therapy

 - ❖ 27% hormonal therapy

 - ❖ 55% supportive medications



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Suggested Reminder Tools:

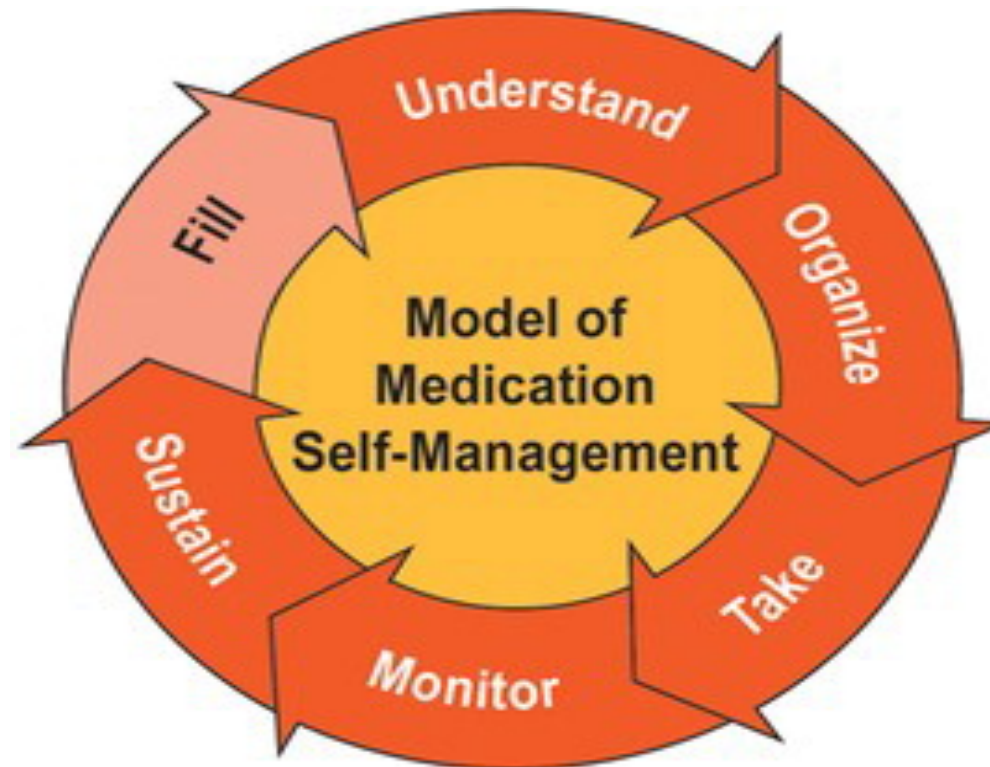
- Calendar or daily medication checklist
- Pillbox – use with caution for OACs!!
- Electronic reminders (patient initiated)
 - Cell phone alarms
 - Alarm clocks or timers
 - Smartphone apps
- Electronic reminders (clinician initiated)
 - Glowing pillboxes
 - Reminders sent to patient via text message or phone call
 - Microelectromechanical systems
- Medication dispensing machines

adapted from Burhenn, P. S., & Smudde, J. (2015). Using tools and technology to promote education and adherence to oral agents for cancer. *Clinical journal of oncology nursing*, 19(3).



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Redefining Adherence as Medication Self-Management



Steps to medication self-management:

- Step 1: Fill – fill and pick up prescription
 - Approximately ¼ of new prescriptions are not filled – possible causes are drug cost, fear of side effects and poor understanding of why the drug is necessary
- Step 2: Understand – learn how to take the drug safely and appropriately
- Step 3: Organize – plan medication use around patient’s daily schedule
- Step 4: Take
 - Estimated that patients take less than 50% of the doses they are prescribed
 - Forgetfulness, unclear directions, side effects, lack of symptoms, taking less than prescribed due to drug cost
- Step 5: Monitor
 - Awareness of potential side effects, risks, and warnings allows patients to connect symptoms to medication use and seek medical assistance prior to ADR
- Step 6: Sustain
 - Sustain safe and appropriate medication use for the duration of treatment

adapted from Bailey SC, Oramasionwu CU, Wolf MS. Rethinking Adherence: A Health Literacy-Informed Model of Medication Self Management. J Health Commun. 2013; 18 Suppl 1:20-30



Utilizing Care Management Software to Improve Adherence

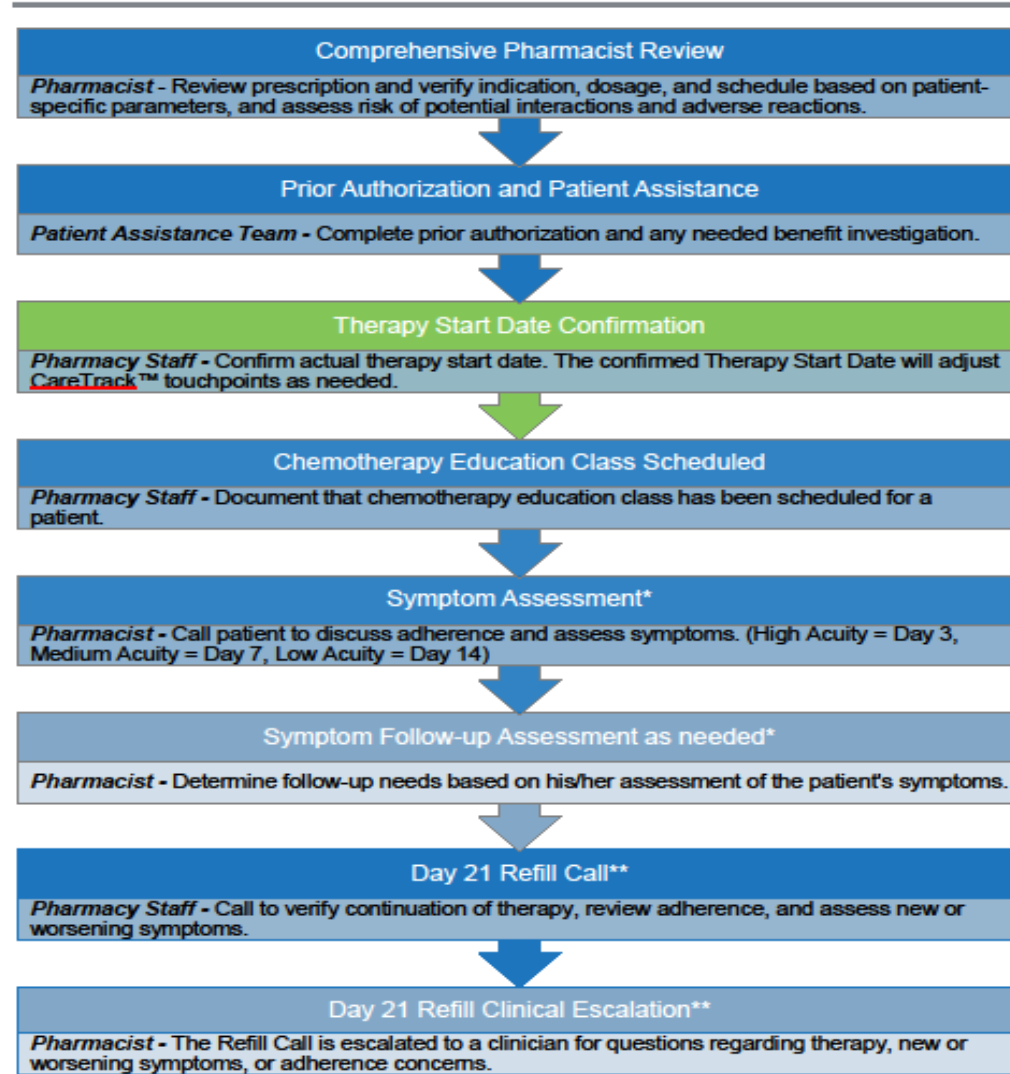
- Care management applications (eg Dromos, Cover My Meds, Therigy, Caret) can be employed to increase compliance and promote medication self-management for our patients, especially when combined with EHR and prescription filling software solutions
- Workflow in care management applications tends to closely mimic the deconstructed steps to medication self management



Caret™
Survey
Touchpoints

- Step 1: FILL
- Step 1: FILL
- Step 2 + 3: UNDERSTAND and ORGANIZE
- Step 4 + 5: TAKE and MONITOR
- Step 5: MONITOR
- Step 6: SUSTAIN

Initiation CareTrack™



* Interval is based on Acuity of therapy. Touchpoints will be adjusted automatically for each acuity level.

QUESTIONS or COMMENTS?

How is your practice using technology to increase patient adherence?

What are the challenges you have encountered?

How have you overcome those challenges?

