



Simplify *My* Meds

Health Literacy and Medication Adherence

Lunch & Learn

July 31, 2013

NCPA[®]
NATIONAL COMMUNITY
PHARMACISTS ASSOCIATION

The NCPA logo includes a stylized caduceus symbol to the right of the text.



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- Free NCPA member benefit
- Provides pharmacies with tools to start a medication synchronization program
- Medication synchronization has been shown to:
 - Improve medication adherence
 - Streamline pharmacy operations



Medication Synchronization Revenue Calculator
www.ncpanet.org/revenuecalculator



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NCPA Program Support

- Program Materials
 - Pharmacy Operations Manual
 - Customizable Program Forms
 - Physician Outreach Tools
- Marketing Materials
 - FREE Starter Kit
- Training and Support
 - Tutorials
 - Lunch & Learns

www.ncpanet.org/smm

Now there's one less thing to worry about

Pharmacy Operations Manual
version 1.0 (July 2011)

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Prescriptions... one less thing to worry about means more time to enjoy life.

What will you do with your extra time?
With Simplify My Meds, you can reduce your stress and save time by filling all of your prescriptions, vitamins and supplements on the same day every month. Imagine the convenience of a single trip to the pharmacy!
We will take care of contacting your physician, transferring your prescriptions and making sure you never run out of your medications again!
We can even coordinate refills for multiple family members so that they all are filled on the same day - perfect for those who are caring for a spouse or an aging parent.

How does the Simplify My Meds Program Work?
One week before your scheduled pick-up or delivery, a pharmacy staff member will call you. We will have a monthly consultation where we see how you are feeling, review your prescriptions, vitamins and supplements, as well as look for ways to SAVE you money on your medications.
We will review your order and call your physician if you need a refill. Your order will be ready for pick-up or delivery on your scheduled day.

What if I am not a patient of this pharmacy?
Not a problem! Simply call us today or bring in your prescriptions, and we will take care of transferring everything to our Simplify My Meds program.
Reduces stress... have more time to do what you enjoy!
All with the Simplify My Meds program.

How do I enroll in the Simplify My Meds Program?
1. I need to go to the pharmacy if I have a month I am having your refills and need by having all of my prescriptions ready on the same day?
2. Make an appointment with one of our staff members to enroll in the Simplify My Meds Program.
3. Bring all of your prescriptions as well as your vitamins or supplements to the appointment.
4. Together we will establish your refill date. We will provide you and your physician a history of your drug list.

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Simplify *My* Meds

Health Literacy and Medication Adherence

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Objectives

- Define health literacy
- Review the epidemiology of low health literacy in the United States
- Identify high-risk groups for limited health literacy
- Discuss consequences of limited health literacy
- Describe the current methods for identifying individuals with limited health literacy
- Examine the strategies utilized to improve medication management



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Health Literacy and Medication Adherence

- Health Literacy
 - Healthy People 2020 defines health literacy as “the degree to which individuals have the capacity to obtain, process, and understand basic information and services needed to make appropriate health decisions.”
 - The American Medical Association Council defines health literacy as “ the ability to read and comprehend prescription bottles, appointment slips, and other essential health-related materials required to successfully function as a patient.”



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**HEALTH LITERACY:
A PUBLIC HEALTH PROBLEM!**



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Epidemiology

- In 2003, National Assessment of Adult Literacy (NAAL) surveyed 19,000 adults, and only 12% demonstrated proficient health literacy.
- 9 out of 10 English-speaking adults in the U.S. are affected by limited health literacy.
- 14% of adults (30 million Americans) who are not literate in English cannot perform the basic literacy task, such as reading a chart or instructions.
- 54 million adults with any type of disability are more likely to perform at the lowest literacy levels.
- 36% of Americans have limited health literacy skills.



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Epidemiology

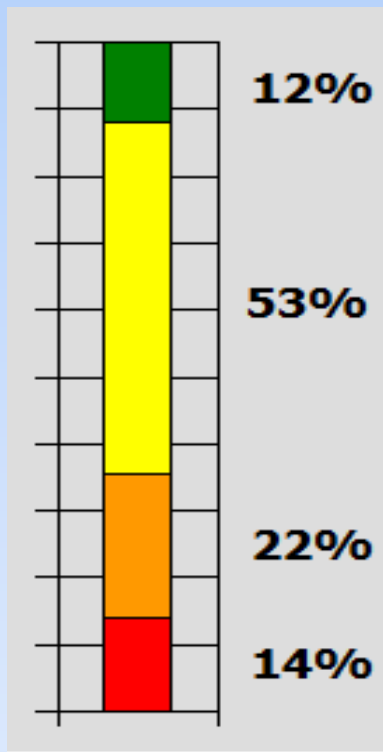
- Studies have shown a strong association between limited health literacy and higher rates of hospitalization and illness.
- Four levels of health literacy
 - Below basic
 - Basic
 - Intermediate
 - Proficient



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Health Literacy in America

National Assessment of Adult Literacy Survey Results:



Proficient: Define medical term from complex document; calculate share of employee's health insurance costs

Intermediate: Determine healthy weight from BMI chart; interpret prescription and over-the-counter drug labels

Basic: Understand simple patient education handout

Below Basic: Circle date on appointment slip, understand simple pamphlet about pre-test instructions

*Approximately 45% of high school graduates have limited health literacy.

SOURCE: 1) Kutner et al (2006) 2) Centers for Disease Control and Prevention Health Literacy Training for Public Health Professionals: http://www2a.cdc.gov/TCEOnline/registration/detailpage.asp?res_id=2074 **Found in:** Kripalani, S. & Jacobson, K. L. (2007). *Strategies to Improve Communication Between Staff and Patients: Training Program for Pharmacy Staff*. Rockville, MD: Agency for Healthcare Research and Quality



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Groups at High Risk

Groups at High Risk of Limited Health Literacy

Age 65 or older

Minorities

Recent immigrants and refugees (and non-native speakers of English)

Have less than a high school diploma or GED

People with incomes at or below the poverty level

Rate their overall health as poor

Have Medicare, Medicaid, or no insurance



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Consequences

- Decreased knowledge and understanding
- Decreased ability for medication and chronic disease management
- Medication non-adherence
- Decrease use of preventive services
- Worse health outcomes
- Increased health costs
- Psychological costs



Medication Errors

“How would you take this medicine?”

395 primary care patients in 3 states

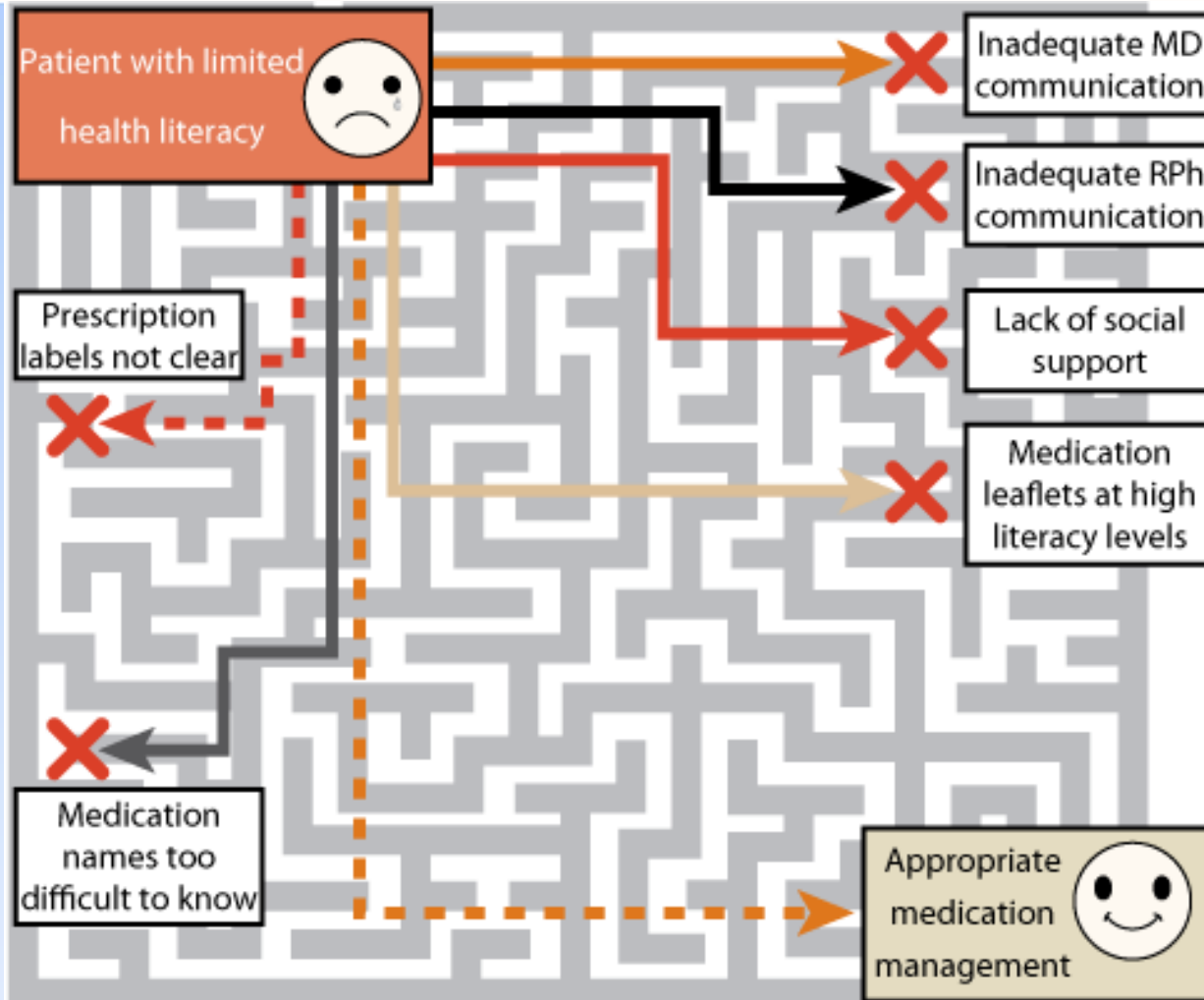


- 46% did not understand instructions ≥ 1 labels
- 38% with adequate literacy missed at least 1 label



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Limitations of Current Safe Medication Practices



Source: DiPiro JT, Talbert RL, Yee GC, Matzke GR, Wells BG, Posey LM: *Pharmacotherapy: A Pathophysiologic Approach, 8th Edition*: www.accesspharmacy.com

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Methods for Identifying Patients with Limited Health Literacy

- Common Signs
 - Reads slowly
 - Fills out forms incorrectly or incompletely
 - Brings a friend or family member
 - Misses appointments
 - Has difficulty following instructions
 - Nods in agreement but does not truly understand
- Formal Measures
 - National Assessment of Adult Literacy (NAAL)
 - Rapid Estimate of Adult Literacy in Medicine test (REALM)
 - The Test of Functional Health Literacy in Adults (TOFHLA)



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A Great Website

AHRQ Pharmacy Health Literacy Center

www.ahrq.gov/professionals/quality-patient-safety/pharmhealthlit/tools.html#tool

REALM-SF Form

Patient name _____ Date of birth _____ Reading level _____

Date _____ Examiner _____ Grade completed _____

Menopause

Antibiotics

Exercise

Jaundice

Rectal

Anemia

Behavior

<http://www.ahrq.gov/professionals/quality-patient-safety/quality-resources/tools/literacy/realm.pdf>



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Three Question Health Literacy Assessment

1. How often do you have problems learning about your medical condition because of difficulty understanding written information?

Always Often Sometimes Occasionally Never

2. How often do you have someone help you read hospital materials?

Always Often Sometimes Occasionally Never

3. How confident are you filling out medical forms by yourself?

Always Often Sometimes Occasionally Never



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Strategies for Clear Communication on Medication Management

- Increase health literacy awareness
- Obtain a complete medication history
- Conduct a pharmacy health literacy assessment
- Improve medication counseling skills
 - Take the time to counsel
 - Create a relaxed environment
 - Use plain language
 - Show the patient each medication while counseling
 - Focus on one to three main points and repeat frequently
 - Have patient restate the instructions
 - Encourage patient to ask questions
 - Use pictures or illustrated medication schedules
 - Review complete regimen and consolidate all medicines into their daily schedule



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- Jeppesen, K., Coyle, J., & Miser, W. Screening Questions to Predict Limited Health Literacy: A Cross-Sectional Study of Patients with Diabetes Mellitus. *Ann Fam Med* 2009;7:24-31.



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QUESTIONS!!!!!!!!!!!!!!

07/31/2013

Ah-ha Moment

Thoughts

Ideas

Questions

