

Increasing Patient Engagement in the Pharmacy: Rx for Asthma Interventions

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DISCLOSURES: Nothing to declare

Learning Objectives

At the conclusion of this workshop, participants will be able to:

1. Describe problem issues that reduce patient interaction in the pharmacy.
2. Design brief interventions that can increase asthma-related patient engagement in the pharmacy.
3. Develop an approach to deal with formulary changes that ensures patients will not leave the pharmacy without a plan to receive appropriate asthma medications.
4. Identify at least two interventions that can increase asthma-related patient engagement and can be implemented when returning to the pharmacy practice setting.

Outline

- Introductions
- Issues
 - What is patient engagement? Why is it essential in patients with asthma?
 - How often do patients present to the pharmacy with a controller medication that is no longer on formulary? How do most pharmacists handle this situation? How can this challenge in practice be addressed?
 - What is the typical patient encounter when picking up a prescription for asthma medications in the pharmacy? What does an “optimal” patient encounter look like?
- Developing Solutions
 - What are the barriers to “optimal” encounters?
 - How do we identify patients in our practices that warrant added attention?
 - What are possible “intervention time points” where patient engagement can be implemented?
 - How can we break down interventions into smaller “chunks” of “Low Time High Impact” interventions to make them more realistic in the typical busy pharmacy?
- Where do we go from here?
 - The BUSINESS case for patient engagement!
 - Developing patient expectations about pharmacy asthma care
 - Informing prescribers, families, caregivers, patients and payors about our expertise and availability
 - Paradigm shift to expectation of pharmacist-delivered asthma service excellence