



Prescription Counseling & Healthcare Consumerism for Pharmacy Services

STUDENT LEARNING OUTCOMES

Students who received patient counseling by the pharmacist for medications dispensed by the Health Service Pharmacy:

1. Understand why the medication was prescribed for their specific medical condition or symptoms
2. Understand why the Pharmacy staff inquired about history of allergies
3. Understand the directions for taking the medication and why it is important to take it as prescribed
4. Recognize addressed adverse side effects or drug interactions, and the appropriate corrective actions to be taken
5. Acquire skills and information to more effectively use pharmacy services for future personal health and wellness needs.

ASSESSMENT STRATEGY

The Health Service Pharmacy assessed the benefits and knowledge acquired by students who were provided counseling by the pharmacist related to their personal prescription medication(s) to improve management and understanding of personal health and wellness needs.

Students who participated in this assessment were invited to complete a brief web-based survey that collected both quantitative and qualitative data within one week of receiving counseling at the Health Service Pharmacy specific to the prescription medication(s) dispensed.

The assessment was performed during winter and spring quarter of 2015. Wherever possible, the 2015 data is compared to the prior study from 2014.

TEACHING STRATEGY

Individual (face-to-face) counseling was provided by the pharmacist to the student at the Pharmacy with the opportunity for discussion and questions/answers. The interactions that represent learning opportunities for the student occurred either when the prescription was first presented for processing and/or when picking up the prescription after it was filled.

QUANTITATIVE DATA (N=27)

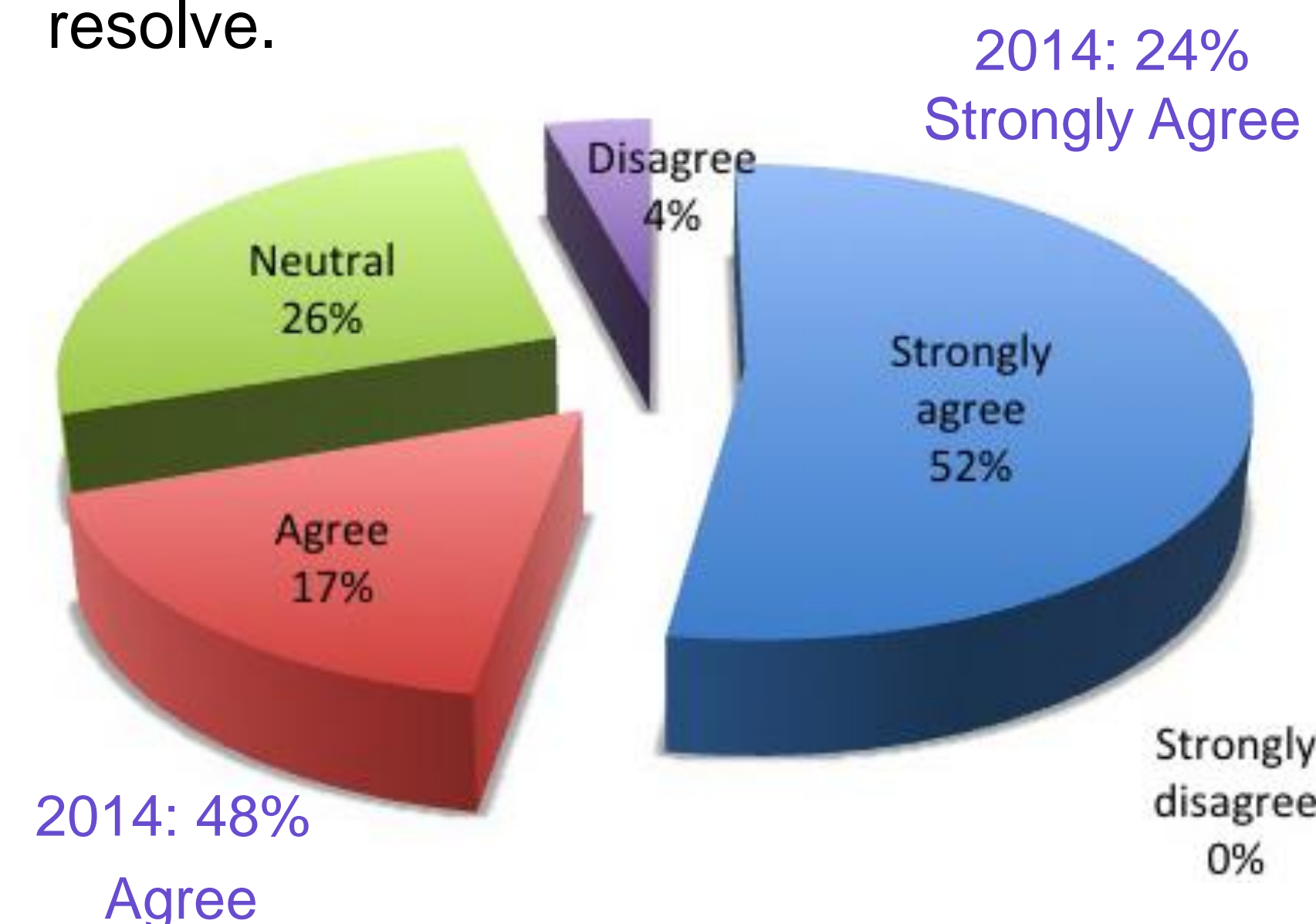
Type of Prescription Medications Filled	
Antibiotic	26%
Cold and flu	11%
Skin conditions	11%
Women's Health (e.g. estradiol, medroxyprogesterone)	11%
All other	41%

New prescriptions:	93%
Refills:	7%

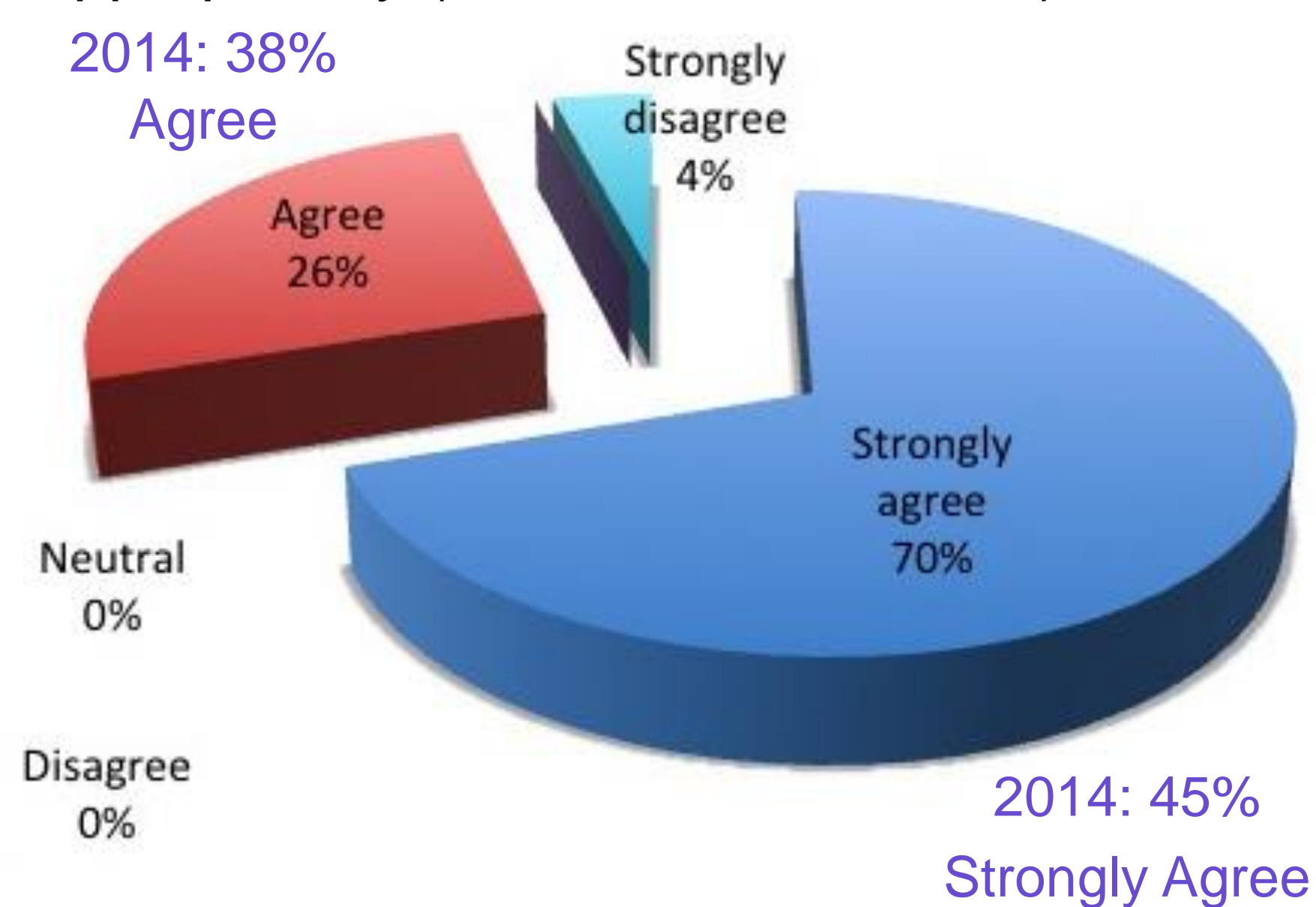
Familiarity with the prescription before coming to the Pharmacy:	
Completely familiar	4%
Somewhat familiar	30%
Neutral	10%
Somewhat unfamiliar	26%
Completely unfamiliar	30%

During the counseling session with the pharmacist...

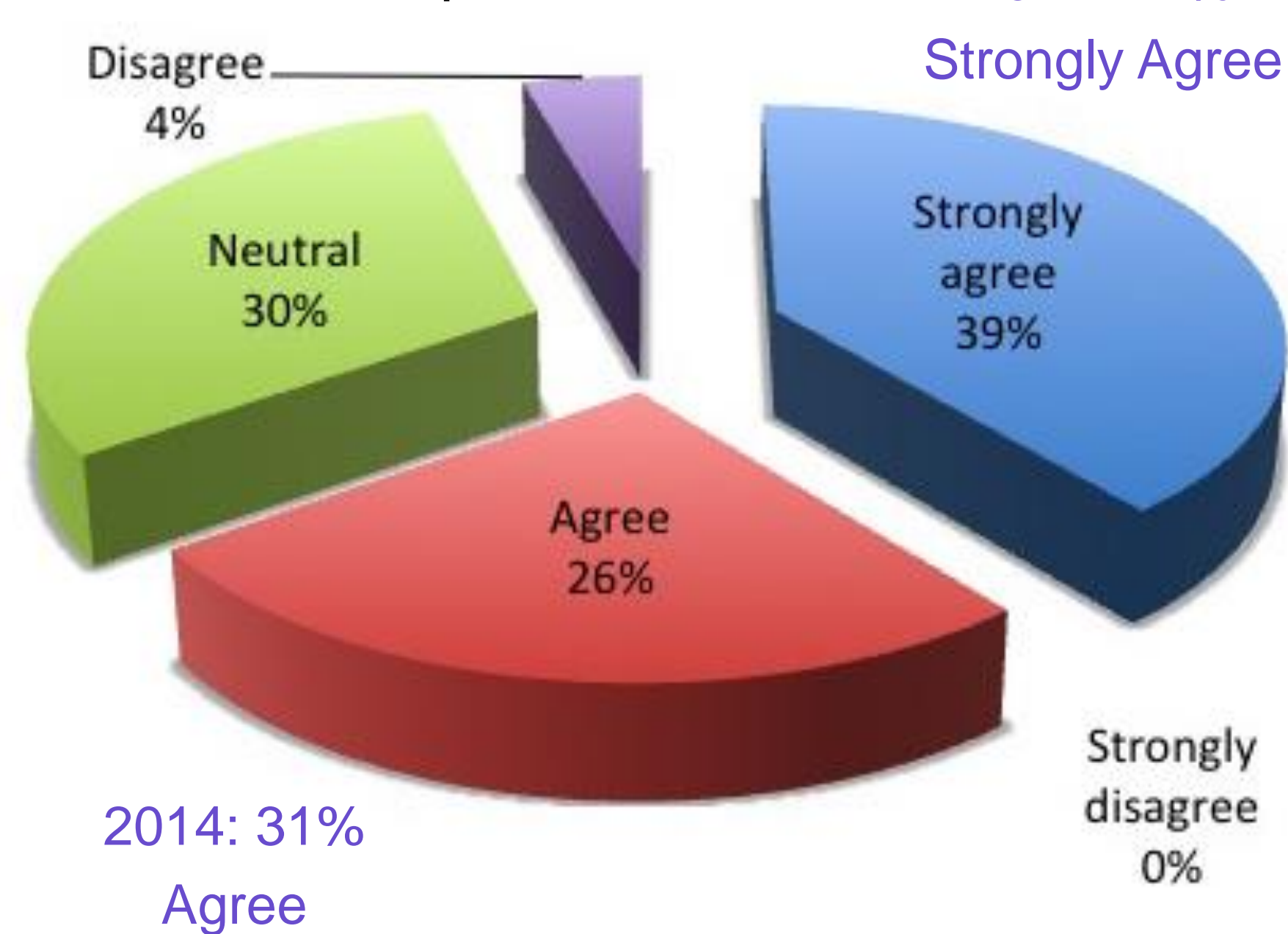
I learned what medical condition my prescription was meant to treat or what symptoms my medication was meant to resolve.



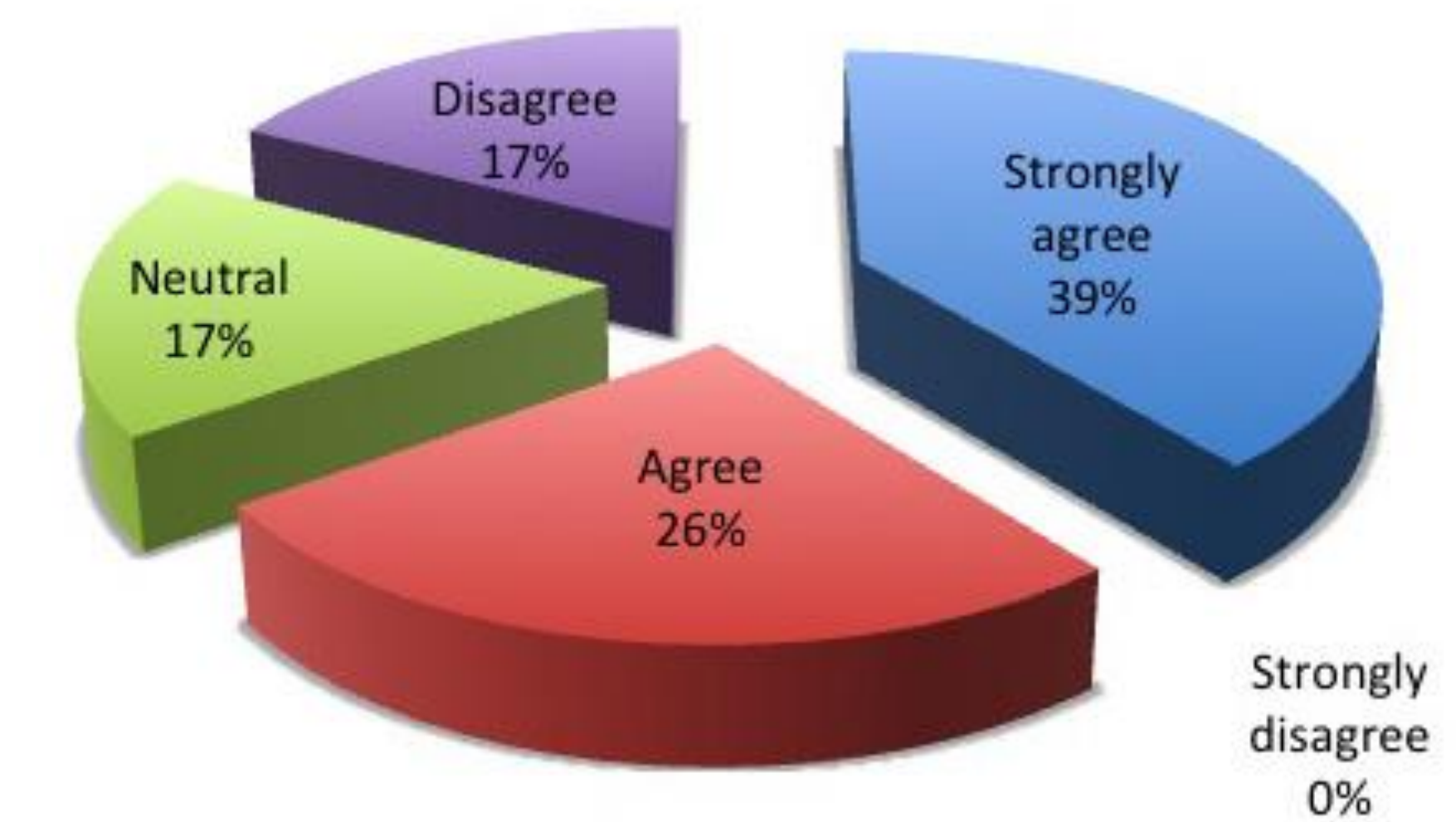
I learned how to take my medication appropriately (the directions for use).



I learned why it was important to take my medication as prescribed.



If the pharmacist indicated there are common side effects and/or potential adverse events associated with the medication, you feel confident you know what steps to take to avoid or address the situation. For example, the pharmacist indicated your medication may cause stomach upset and that to avoid that issue, the medication should be taken with food.



QUALITATIVE DATA

Why did the pharmacy staff inquire about your allergy history when you begin using the pharmacy? (sampling of responses)

“As a double check to make sure that the prescribed medication does not initiate an unwanted allergic reaction.”

“Because allergies can be deadly and they need to know my medication allergies so that nothing they provide me will harm me.”

“Safety.”

“So they can see if a medication they might give me might give an allergic reaction. I like when they do this. It makes me have less chance of dying.”

“So they don't give you anything that will cause an allergic reaction.”

“They ask in order to ensure I am not allergic to any medication.”

NEXT STEPS AND CONTINUOUS IMPROVEMENT

- Present and discuss this study with NUHS healthcare providers and the pharmacists to focus on the key discussion points to be covered in the process of patient counseling on medications. In particular, a student should know their diagnosis and why a medication was prescribed before presenting a prescription to the Pharmacy.
- This learning outcomes project will be documented and presented as a quality improvement study to be reviewed and discussed by the Health Service Quality Management Committee.