



NORTHWESTERN UNIVERSITY

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.

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=42)

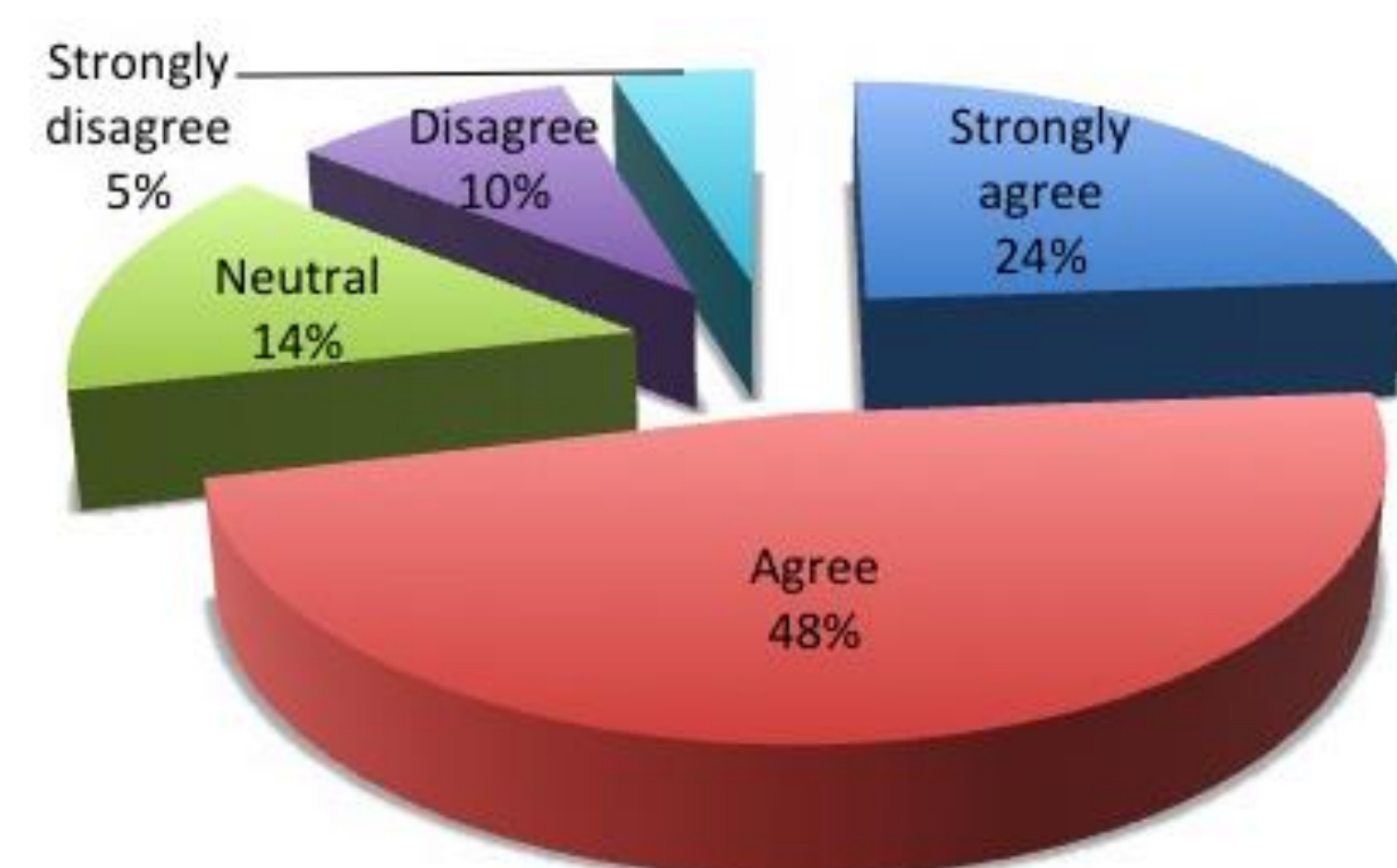
Type of Prescription Medications Filled	
Antibiotic	27%
Cold and flu	16%
Oral contraceptives	12%
Women's Health (e.g. estradiol, medroxyprogesterone)	8%
Mental health	6%
All other	31%

New prescriptions:	88%
Refills:	12%

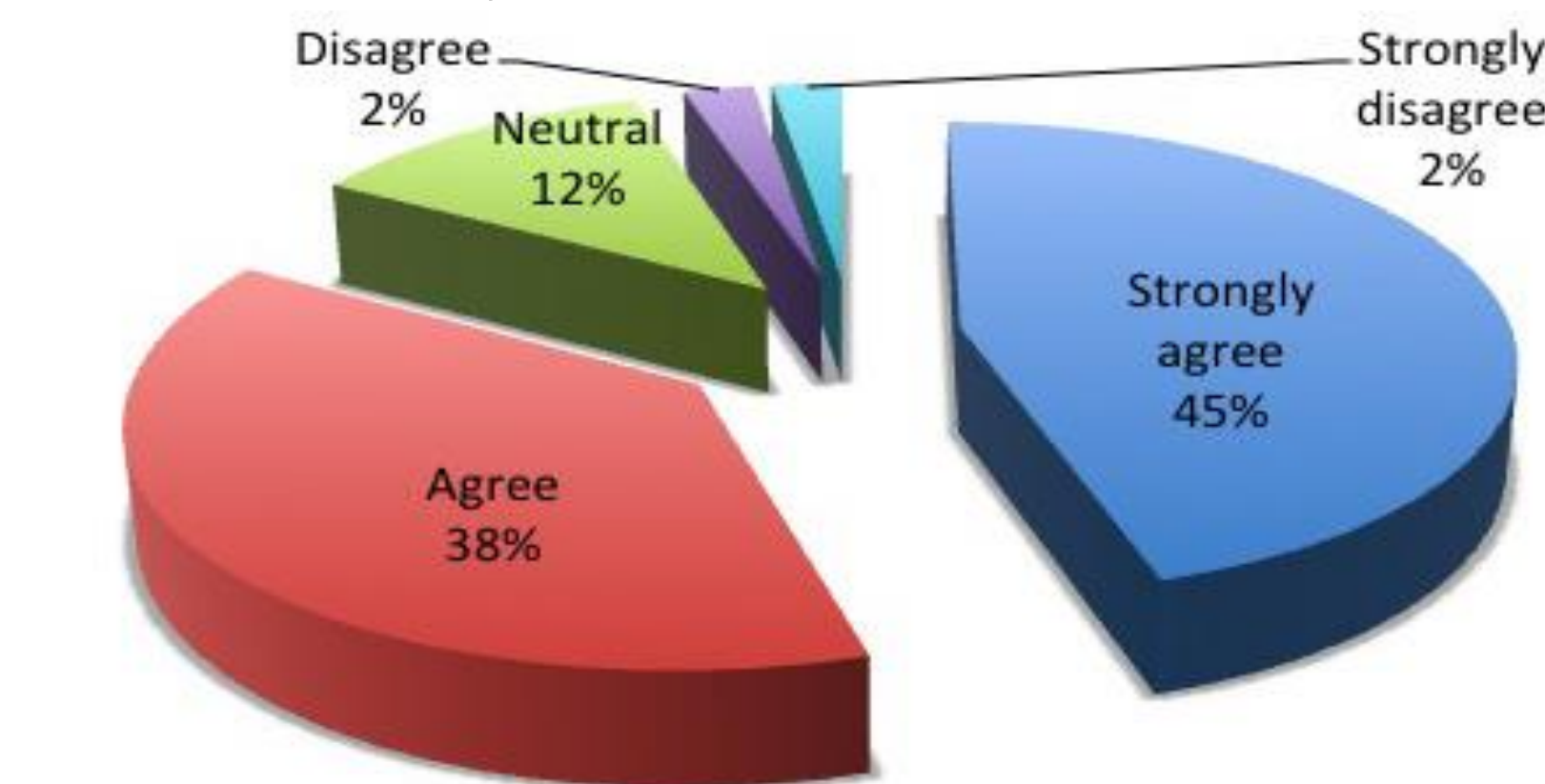
Familiarity with the prescription before coming to the Pharmacy:	
Completely familiar	10%
Somewhat familiar	27%
Neutral	4%
Somewhat unfamiliar	22%
Completely unfamiliar	37%

During the counseling session with the pharmacist...

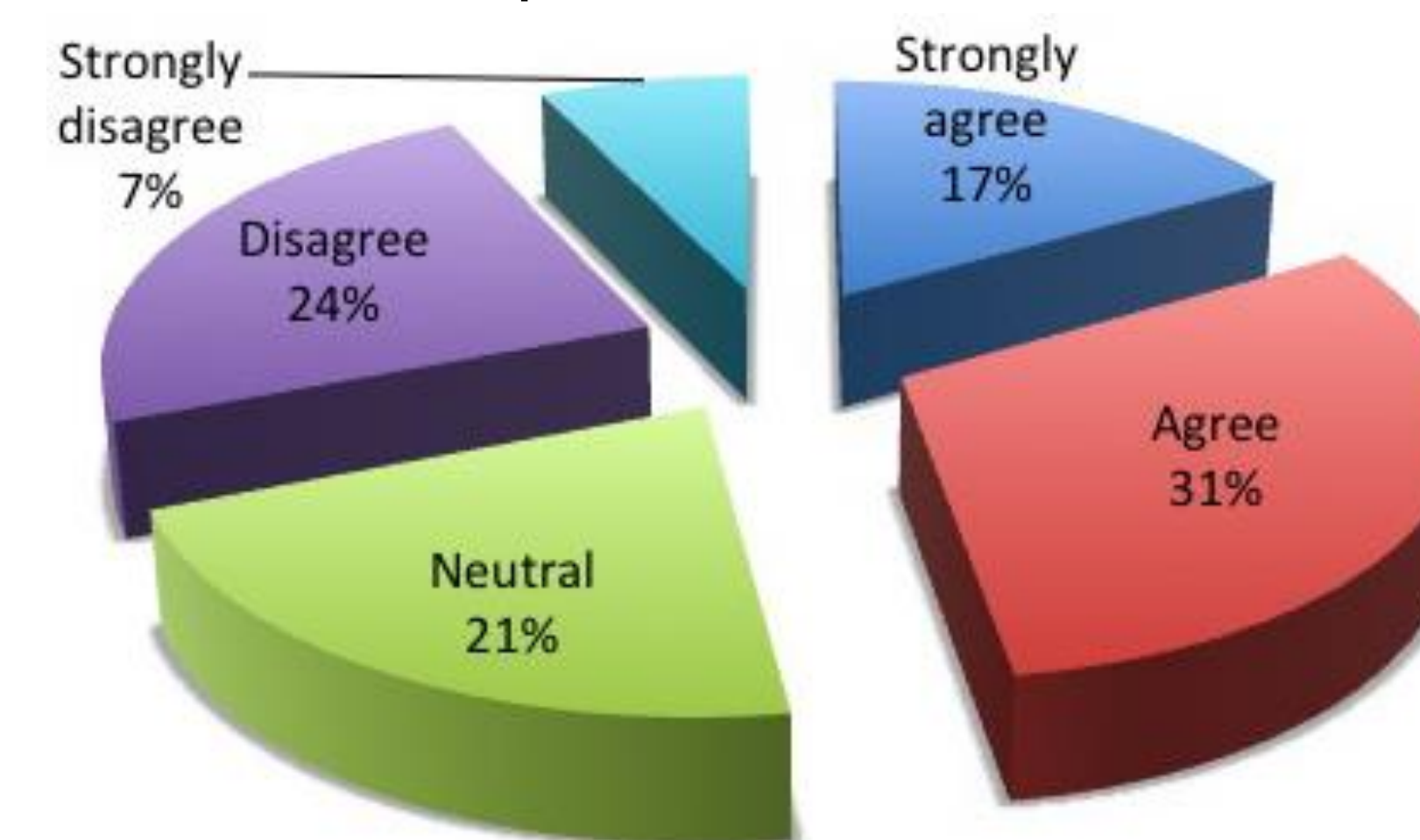
I learned what medical condition my prescription was meant to treat or what symptoms my medication was meant to resolve.



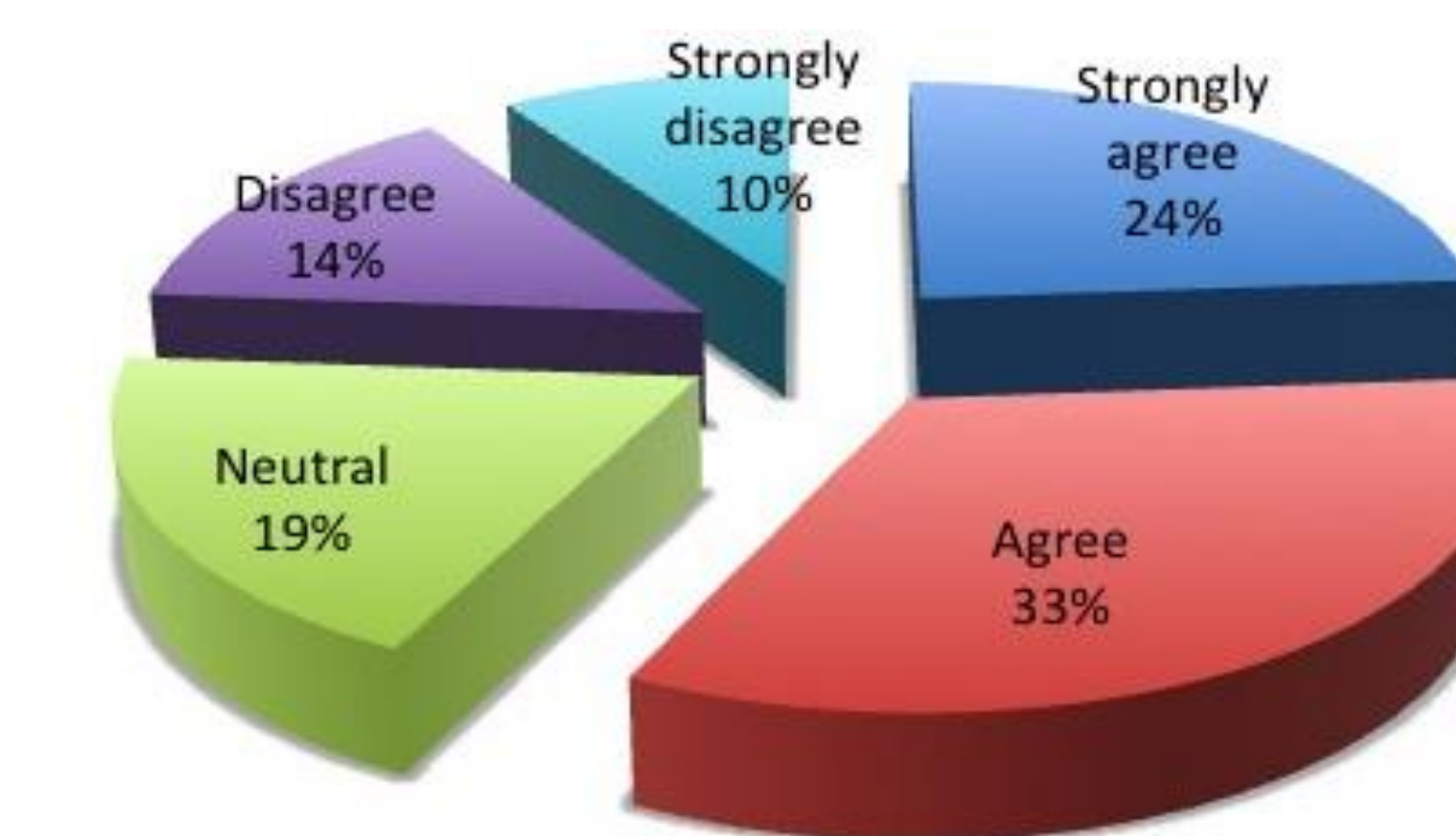
I learned how to take my medication appropriately (the directions for use).



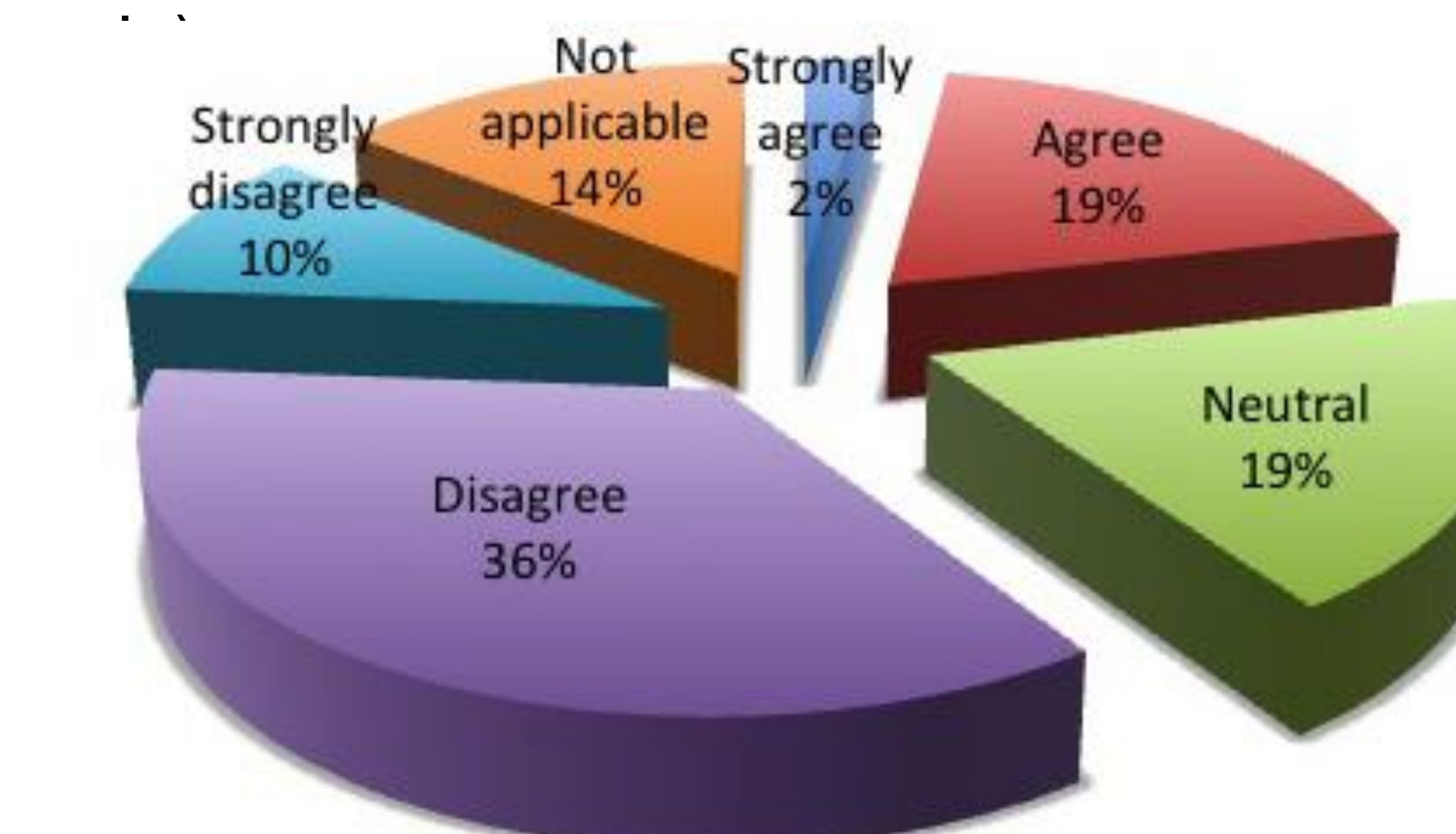
I learned why it was important to take my medication as prescribed.



I learned the potential side effects (e.g. stomach upset, sun sensitivity, drowsiness) of the medication and what actions may be taken to avoid them.



I learned (if applicable) what actions I should take if I experience an adverse event (e.g. rash, difficulty breathing, unexplained joint



QUALITATIVE DATA

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

"Because allergies can lead to complications with my symptoms and overall health."

"So that the prescribed medication doesn't cause an allergic reaction."

"To confirm that I would not have an adverse reaction to the medication being prescribed."

"To know if there is any conflict with allergies and the medication."

"To make sure the medication prescribed would be safe for me."

NEXT STEPS AND CONTINUOUS IMPROVEMENT

- Have discussions with healthcare providers and the pharmacists to focus on consistency of 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.
- Adapt this learning outcomes project to be documented as a quality improvement study to be reviewed by the Health Service Quality Management Study and included as part of the greater collection of quality improvement studies presented and reviewed during the upcoming accreditation survey in Spring 2015 as conducted by the Accreditation Association for Ambulatory Health Care.
- Considering repeating this assessment again in 2015 but with revisions to certain questions to combine related issues (e.g. how to take medication and why it is important to take it as prescribed).