# Strategies for anticoagulation safety: National patient safety goals and beyond

Thursday December 11, 2008 ASHP Midyear Clinical Meeting Lori L Schirmer, PharmD, BCPS

#### Objectives

- Describe methods to help enhance patient safety with anticoagulant medications
- Formulate teamwork skills among providers to enhance communication and create a safer patient environment
- Describe how one institution planned and developed an anticoagulation drug therapy management program and reflect on the incorporation of student pharmacists as monitors for anticoagulation therapy

#### NPSG.03.05.01

- "Reduce the likelihood of harm associated with the use of anticoagulant therapy."
  - "Anticoagulation therapy poses risks to patients and often leads to adverse drug events due to complex dosing, requisite follow-up monitoring, and inconsistent [patient] compliance."
  - "The use of standardized practices for anticoagulation therapy that include [patient] involvement can reduce the risk of adverse drug events associated with the use of heparin (unfractionated), low molecular weight heparin, and warfarin."

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### Applicability

- "This requirement applies only to [organization]s that provide anticoagulant therapy and/or long-term anticoagulation prophylaxis where the clinical expectation is that the [patient]'s laboratory values for coagulation will remain outside normal values."
- "This requirement does NOT apply to routine situations in which short-term prophylactic anticoagulation is used for venous thrombo-embolism prevention and the clinical expectation is that the [patient]'s laboratory values for coagulation will remain within, or close to, normal values."

#### Phase-In Deadlines

- April 1, 2008 Responsibility assigned
- July 1, 2008 Work plan in place
- October 1, 2008 Pilot testing started
- January 1, 2009 Process is fully implemented across the organization

## Responsibility Assigned

- Executive Sponsors
  - Sharon Meyer, PharmD, MS, Ex Director Pharmacy
  - Kathie Nessa, Director Clinical Quality
- Team Leader
  - Angela Boord, PharmD, CDE
- Improvement Advisor
  - Linda Smith, PT, CIA

#### **Team Members**

- Nutrition
  - Heidi Mergen, RD
- Pharmacy
  - Gary Clark, PharmD
  - Lori Schirmer,PharmD, BCPS
- Clinical Lab
  - Jackie Ferguson
- Education
  - Mary Wood, RN

- Nursing
  - Erin Gittins, RN
  - Kristi Braafhart, RN
  - Roxanne Ackerson, RN
- Physician Staff
  - Rebecca
     Lachenmaier, MD
  - Michael Luepke, MD
  - David Vittetoe, MD

#### Performance Element 1

■ "The hospital implements a defined anticoagulation management program to individualize the care provided to each patient receiving anticoagulant therapy."

#### Performance Element 1 IHS DSM

- Organization's leadership realizes the importance and supports all expectations with sufficient resources
- Organization's medical staff acknowledges their role in meeting implementation expectations
- The organization has a written plan that addresses all implementation expectations for NPSG 3E
- Performance indicators have been developed and baseline is measured

#### Performance Element 2

"To reduce compounding and labeling errors, the hospital uses only oral unit dose products, pre-filled syringes, or premixed infusion bags when these types of products are available. Note: For pediatric patients, pre-loaded syringe products should only be used if specifically designed for children."

#### Performance Element 2 IHS DSM

- Only unit dose oral anticoagulants including ½ tabs are available for use in the organization
  - Pharmacy will unit dose package 0.5mg tablets, all others commercially available in unit dose package
  - Heparin infusions will be administered with premixed solutions

#### Performance Element 3

■ "The hospital uses approved protocols for the initiation and maintenance of anticoagulant therapy appropriate to the medication used, to the condition being treated, and to the potential for medication interactions."

#### Performance Element 3 IHS DSM

■ There is a written, medical staff approved anticoagulant therapy protocol for each anticoagulant specific to the age of the patient and the condition being treated including potential drug interactions. Protocols address ordering, dosing, administration and monitoring.

#### Performance Element 3 IHS DSM

- Currently approved protocols for warfarin and heparin:
  - Warfarin (also includes order sets that include warfarin)
  - Vitamin K
  - Heparin for ACS
  - Heparin for Stroke or High Risk (no bolus)
  - Heparin (with bolus)

#### Performance Element 3 IHS DSM

- Written policy concerning all other therapeutic anticoagulants includes:
  - Approved order sets must be used for the following anticoagulants:
    - Eptifibatide
    - Bivalrudin
    - Argatroban
    - Abciximab
  - The prescriber shall be contacted if an order for one of the above anticoagulants does not utilize one of the approved order sets

#### Performance Element 3

Measure of success with this element is required

#### Performance Element 4

"For patients starting on warfarin, a baseline INR is available, and for all patients receiving warfarin therapy, a current INR is available and is used to monitor and adjust this therapy."

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#### Performance Element 4 IHS DSM

- Written policy concerning warfarin includes:
  - Indication for warfarin and goal INR shall be documented in the medical record
  - Required monitoring for all warfarin therapy in acute care areas shall be baseline and daily INR, baseline and every three days Hgb
  - All warfarin orders in acute care areas shall be one time only orders
  - INR results shall be taken into account with doses of warfarin adjusted accordingly

#### Performance Element 4 IHS DSM

- The above may be achieved by:
  - ■Completion of the warfarin order set by a prescriber
  - Prescriber order for Pharmacy to manage warfarin
  - ■Prescriber orders for all of the required elements
- The prescriber shall be contacted if an order does not include all the required elements

#### Performance Element 5

"When dietary services are provided by the hospital, the service is notified of all patients receiving warfarin and responds to its established food/medication interaction program"

#### Performance Element 5 IHS DSM

- Dietary is provided with a list of patients receiving warfarin each day
- Pharmacy is consulted to provide education for new warfarin starts
- Dietary provides education and monitoring of food and nutritional supplements
- Dietary services are documented in the patient's medical record

#### Performance Element 5

Measure of success with this element is required

#### Performance Element 6

"When heparin is administered intravenously and continuously, the hospital uses programmable infusion pumps in order to provide consistent and accurate dosing."

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#### Performance Element 6 IHS DSM

- Written policy requires programmable infusion pumps for all heparin infusions
- Smart pumps will be available in 2009

#### Performance Element 7

■ "The hospital has a written policy that addresses baseline and ongoing laboratory tests that are required for heparin and low molecular weight heparin therapies."

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#### Performance Element 7 IHS DSM

- Written policy concerning heparin includes:
  - Prescribers shall use one of the approved order sets for all heparin infusions
  - The prescriber shall be contacted if a heparin infusion order does not utilize one of the approved order sets

#### Performance Element 7 IHS DSM

- Written policy concerning LMWH includes:
  - LMWH orders shall include baseline and weekly SCr, baseline and every three days Hgb and plt
  - The prescriber shall be contacted if an order does not include all the required elements

#### Performance Element 8

- "The hospital provides education regarding anticoagulant therapy to prescribers, staff, patients and families."
  - Patient and family education includes
    - ■Importance of follow-up monitoring
    - ■Compliance issues
    - Dietary restrictions
    - Potential for adverse drug reactions and interactions

#### Performance Element 8 IHS DSM

- Training is provided to prescribers, staff, patients and families
- Training and competence is documented

#### Performance Element 8

Measure of success with this element is required

#### Performance Element 9

"The hospital evaluates its anticoagulation safety practices, takes appropriate action to improve its practices and measures the effectiveness of those actions on a regular basis."

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#### Performance Element 9 IHS DSM

- Performance indicators are measured and compared to baseline
- Improvements to the program are made based on program evaluation
- Improvements are evaluated for effectiveness

#### Scorecard for IHS DSM

- 1 partially met, ongoing measurements
- 2 met
- 3 partially met, ongoing measurements
- 4 ongoing measurements on pilot units
- 5 partially met, ongoing measurements
- 6 met
- 7 partially met, ongoing measurements
- 8 education tool standardization and development ongoing
- 9 ongoing measurements

#### Measurements to date

- ILH ~450 doses warfarin/month
- IMMC ~1000 doses warfarin/month
- Pilot floors collecting data now
  - % compliance with lab monitoring
  - % compliance with warfarin one-time orders
  - % compliance with documentation

#### What do we need done?

- Monitoring
  - Lab values
  - Communication of abnormal values
- Education
  - Interview patients
  - Provide patient and staff education
- Quality
  - Collect data on performance measures

# Skills/Knowledge required

- Pharmacology anticoagulants
- Communication skills
- Medical record
- Electronic chart
- Laboratory values
- Patient interview skills

#### Student schedule

- 0800 to 1000 MWF
- 1200 to 1400 TR
- 2 P2 students + 1 P4 student IMMC
- 2 P2 students + 1 P4 student ILH

# **Pre Rotation Preparation**

- Syllabus
  - Competencies
- Lecture
- Test

#### **Objectives**

- Demonstrate skills in Drug Therapy Problem-Solving, Communication, and Professionalism.
- Monitor anticoagulation of patients under guidance of P4 students and preceptor at each site.
- Work with the pharmacist or P4 student in order to understand the process of making changes to anticoagulation therapy.
- Utilize charts and/or electronic records to collect subjective and objective information for one patient to enter into PEMS.
- P2 student should understand the process used for the pharmacist to document interventions and the method that the pharmacist uses to request changes in drug therapy.

#### **Student Competencies**

- Drug Therapy Problem Solving
  - 1.1-2 compiles patient-specific information
- Communication
  - 2.2-2 asks pertinent and relevant questions for obtaining unknown information from colleagues, health professionals, and patients
  - 2.2-3 uses appropriate formal writing techniques when preparing reports or documents
  - 2.2-4 demonstrates appropriate professional communication when interacting with patients, pharmacists, staff, and other health professionals
  - 2.3-1 uses appropriate literature to acquire new knowledge
  - 2.3-2 organizes material and is understood by target audience

#### **Student Competencies**

- Product and Service Management
  - 3.3-1 retrieve patient information from the computer system to appropriately interpret and analyze medication orders/prescriptions
  - 3.3-4 obtains prescriber information as required
- Professionalism
  - 4.1-1 comprehends and uses appropriate methods for discovering new knowledge
  - 4.1-2 uses initiative in achieving learning goals as identified in the rotation experience
  - 4.2-1 incorporates a holistic view of the patient care
  - 4.2-2 accepts personal responsibility for patient care
  - 4.2-3 makes decisions consistent with current ethical and legal standards of the profession
  - 4.2-4 work habits demonstrate punctuality, the ability to prioritize work and manage time efficiently

#### **Student Activities**

- Identify current patients from Pyxis report
- Fill out initial history form
- Fill out monitoring form
- Communicate abnormal values
- Chart review

Monitoring Forms	
PHARMACY REVIEW (Pg. 1) Today's Date: Reviewer Initials:	
Admission Date:(fill out when discharged)	
Patient Name:	=
Indication for Coumadin/Lovenox (why are they on these drugs?):  Baseline   ab values (labs drawn before   first dose of warfarin or LMWH) (Check Y or N)  Hemoglobin:   Y   N  Hematorit:   Y   N  Platelets:   Y   N  Serum Creatinine:   Y   N  INR:   Y   N	
Height: Weight: Calculated Ideal Body Weight: Calculated Adjusted Body Weight:	

Monitoring Forms	
Home Warfarin (Y or N) Home Dose Regimen:	
Goal INR Range: (Coumadin only)	
Patient education provided on date:	
Please check which drug(s) the patient is receiving  Warfarin (Coumadin)  Policy requirements:  New written order for dose each day e.g. Coumadin 7mg PO today  Baseline, then daily INR  Baseline, then at least every three days Hgb	
□ Enoxaparin (Lovenox) Policy requirements: Baseline, then at least every seven days Scr Baseline, then at least every three days Hgb and platelet count	

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					PHARI	MACY	REVIEW	(Pg. 2)	MR#		Patient I	NameAcct #	_
Date	Physician Name	Coumadin dose (mg)	Daily order or once or today?	INR	Hgb	Hct	Pit count	Lovenox dose (mg)	Daily or q12?	Scr	CrCl	Interventions (describe) May attach additional sheet if needed – please date	initials

#### Student-Identified Interventions

- Drug interaction monitoring at ILH
  - 95 drug interactions were noted with 34 of these interactions classified as major (aspirin, simvastatin, acetaminophen, citalopram, escitalopram, clopidogrel, leflunomide, SMX/TMP)
- Dosage adjustments for CrCl at IMMC
  - 4 patients identified with CrCL <30mL/min</p>

#### Database

- Access database
- Track performance elements
  - Education
  - Lab monitoring
  - Compliance by unit or prescriber

# Reports

- Access database
- Reports
  - Education: who, when
  - Process measures
  - Prescriber education
  - Outcomes: INRs >5 (critical lab)

### Questions?

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#### Anticoagulants

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### **Learning Objectives**

- Identify relative risks associated with anticoagulant medications
- Describe strategies to evaluate the success or areas of improvement in an anticoagulant drug therapy management program

#### Risks Associated with Anticoagulant Medications

- ✓ National Patient Safety Goals (NPSG) of 2009 (from The Joint Commission) outlined changes to effect medication safety through the NPSG.03.05.01 which is to reduce the likelihood of patient harm associated with the use of anticoagulation therapy.
- ✓ Note: This requirement applies only to organizations that provide anticoagulant therapy and/or long-term anticoagulation prophylaxis (for example, atrial fibrillation) where the clinical expectation is that the patient's laboratory values for coagulation will remain outside normal values. This requirement does not apply to routine situations in which short-term prophylactic anticoagulation is used for venous thrombo-embolism prevention (for example, related to procedures or hospitalization) and the clinical expectation is that the patient's laboratory values for coagulation will remain within, or close to, normal values.

http://www.jointcommission.org/PatientSafety/NationalPatientSafetyGoals/09 hap npsgs.htm

#### Rationale for NPSG.03.05.01

Anticoagulation therapy poses risks to patients and often leads to adverse drug events due to complex dosing, requisite follow-up monitoring, and inconsistent [patient] compliance. The use of standardized practices for anticoagulation therapy that include patient involvement can reduce the risk of adverse drug events associated with the use of heparin (unfractionated), low molecular weight heparin, and warfarin.

Accreditation Program: Hospital Chapter: National Patient Safety Goals. *The Joint Commission on Accreditation of Healthcare Organizations*, 2008. pages 10-11.

#### **Experiences Specific to Iowa Health – Des Moines (IH-DM)**

IH-DM is composed of three hospitals:

- ✓ Iowa Lutheran Hospital a community hospital with 219 staffed beds
- ✓ Iowa Methodist Medical Center a level three trauma center with 356 staffed beds
- ✓ Blank Children's Hospital pediatric hospital with 88 staffed beds

The pharmacy department services all three hospitals with a staff of 50 pharmacists.

#### Role of Pharmacist at IH-DM

- Medications are dispensed through Pyxis system with decentralized pharmacists entering scanned orders on floors/units.
- ✓ All floor-based pharmacists are responsible for clinical activity including renal dose monitoring, parenteral nutrition management, IV to PO adjustments, pharmacokinetic dosing, and palliative care recommendations.
- ✓ Three pharmacists are Patient Education Pharmacists and provide diabetic education (all have CDE's) along with patient education for warfarin and low molecular weight heparin (LMWH) injection training.
- ✓ IMMC has two PGY-1 Pharmacy residents and the many of the pharmacists precept experiential students from Drake and Creighton.

# Adverse Drug Reactions (ADR's) Involving Anticoagulants at IH-DM

Pharmacists documented ADR's over a 12 month period (Jul 07 – Jun 08) and found 113 anticoagulant associated reactions.

IH-DM categorizes ADR's into 6 levels with the following results:

- ✓ Level 1- ADR occured but required no change in treatment with suspected drug = 2 (all occurred within the hospital)
- ✓ Level 2 Drug held, dc'd or changed but no additional treatment needed
   = 11 (5 occurred within the hospital)
- ✓ Level 3 Drug held, dc'd or changed AND/OR antidote or other treatment required = 67 (27 occurred within the hospital)
- ✓ Level 4 ADR required patient transfer to an intensive or emergent care setting = 28 (3 occurred within the hospital)
- ✓ Level 5 ADR caused permanent harm to patient = 0
- ✓ Level 6 either directly or indirectly lead to patient death = 5 (one occurred within the hospital)

#### **Anticoagulant ADR's at IH-DM**

ADR's during the 12 month period based on type of anticoagulant:

#### IH-DM Anticoagulation Adverse Drug Reactions 12 Months (July 07 to June 08)

ı.	Level of ADR	Warfarin	LMWH	Heparin	Clopidogrel	ASA	Aggrenox	Total*	Total ADR's
ľ	1	2	0	0	0	0	0	2	2
	2	8	0	3	0	0	0	11	11
	3	55	3	1	4	7	1	71	67
	4	25	2	2	0	2	0	31	28
l.	6	5	1	0	2	0	0	8	5
ľ	Total	95	6	6	6	9	1	123	113

<sup>\*</sup> Note: some ADR's had more than one medication involved

#### **Concerns with Antithrombotics**

Medications that reduce or prevent thrombosis can cause significant bleeding. Those agents that are on the IH-DM formulary include:

- ✓ <u>anticoagulants</u> warfarin, heparin, lowmolecular-weight heparins (enoxaparin, dalteparin), and direct thrombin inhibitors (argatroban, bivalirudin)
- ✓ <u>antiplatelets</u> thienopyridines (clopidogrel) and glycoprotein Ilb/IIIa inhibitors (eptifibatide, abciximab)

Excluding warfarin (reversal agent is vitamin K) and heparin (reversal agent is protamine), there are not specific antidotes to reverse the other antithrombic agents.

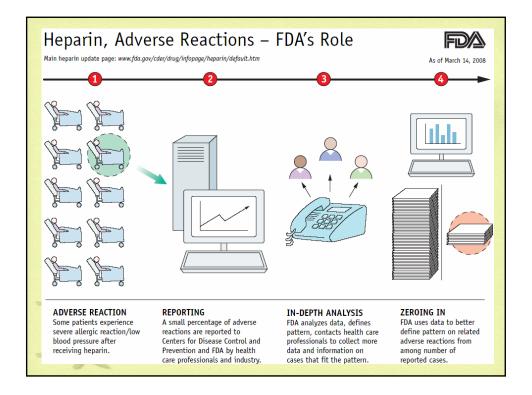
#### **Concerns with Heparin**

Number of Deaths of Patients Receiving Heparin Reported to FDA, January 1, 2006 through May 31, 2008

Quarter the Medical Event(s) Occurred	Number of Reported Deaths*	Reported Deaths with One or More Allergic/Hypotensive Symptom(s)
2006	55	3
1st Quarter 2007	13	6
2nd Quarter 2007	15	7
3rd Quarter 2007	13	9
4th Quarter 2007	56	39
1st Quarter 2008	113	71
Apr-08	7	4
May-08	5	3
Unknown Date	24	10
Total	301	152

<sup>\*</sup>The reports in this table concern heparin produced by any manufacturer.

http://www.tda.gov/cder/drug/intopage/heparin/adverse\_events.htm



#### **Concerns with LMWH**

- ✓ Low Molecular Weight Heparin (LMWH) is an alternative to heparin but is not without risks.
- ✓ The two used at IH-DM, enoxaparin
  (Lovenox) and dalteparin (Fragmin) can
  cause increased risk for bleeding events.
- ✓ Enoxaparin needs to be adjusted for renal function to avoid the risk of significant bleeding and should be adjusted for lower weight or higher weight patients.

#### **Concerns with Antiplatelets**

- ✓ Injectable antiplatelets, such as the longer acting abcximiab (*Reopro*) and the shorter acting Eptifibatide (*Integrilin*), can cause significant bleeding problems.
- ✓ At IH-DM, initiation of these agents is limited to ED or Cath Lab and can only be ordered by a restricted order form.
- ✓ Due to potential for bleeding, especially with falls, ambulation of a patient is not allowed until at least 2 hours after an infusion has been discontinued

#### **Concerns with Warfarin**

Warfarin (*Coumadin, Jantoven*) accounts for the majority of anticoagulant associated adverse reactions at IH-DM.

The pharmacy department has evaluated the use of warfarin several times and has found concerns with the use of Vitamin K, and with the dosing and monitoring of warfarin.

#### **Current practice at IH-DM**

Heparin – due to the concern about different concentrations of heparin available and the potential for the use of wrong strength vials, IH-DM has limited the use of heparin by allowing only certain heparin concentrations to be used in different areas. IH-DM does not carry 10,000 unit/mL vials, nor 100 unit/mL flush vials (only the syringes for flushes are available), and the 1000 unit/mL 2mL vials were removed from NICU.

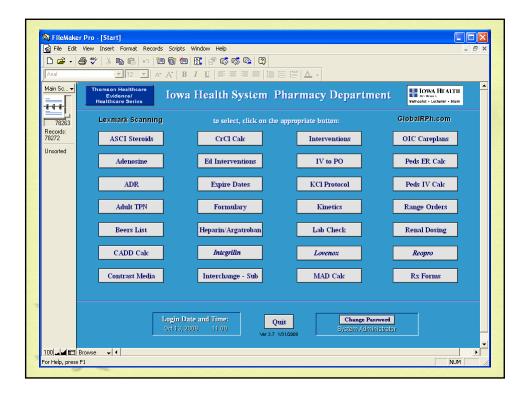
Warfarin – all potential doses of warfarin are available through the pharmacy and are stocked in the automated *Pyxis* machines.

#### **Current practice at IH-DM**

Rx Calc – is a home-grown database program that is used for the heparin orders, Intergilin and Reopro orders, and HIT plus Argatroban orders on all patients.

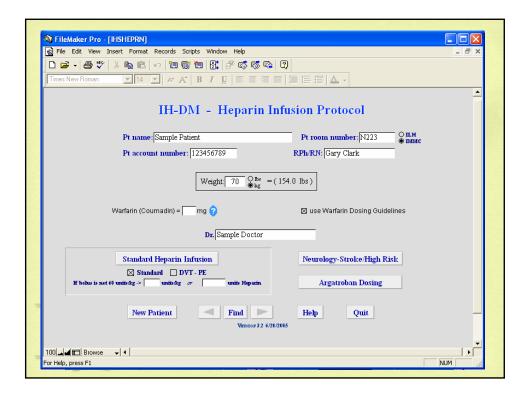
All calculations on infusion adjustments are done by the computer and the orders are clearly printed with all information clear.

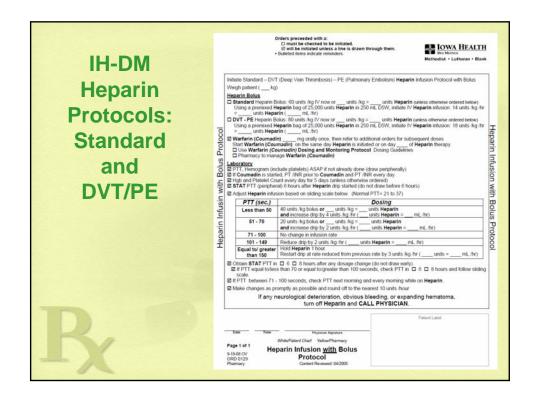
Also is used as database to track all variables associated with the orders.

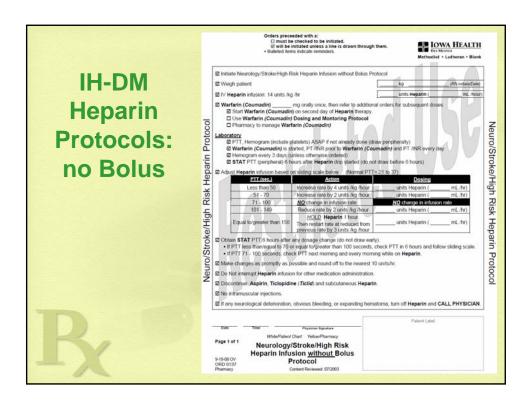


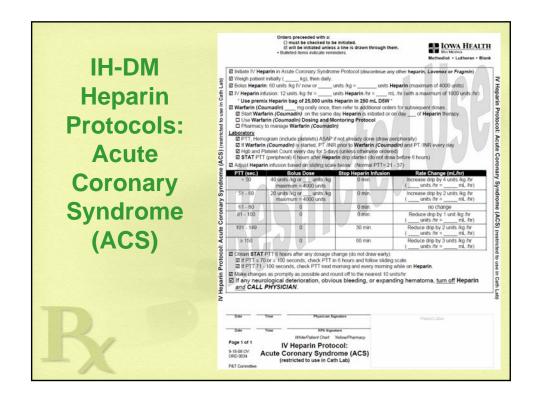
#### **Current practice at IH-DM**

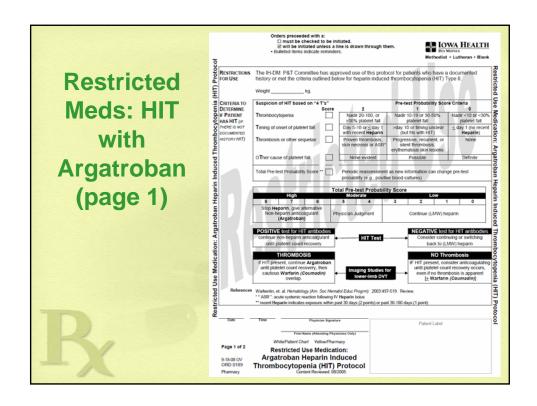
- ✓ Heparin protocol order sets that have been in use for several years and are generated through a program in the pharmacy department (Rx Calc) that calculates changes in drip rates based on aPTT's. There are currently 3 unique heparin orders:
  - Heparin Infusion with Bolus for standard or DVT/PE treatment
  - Neurology/Stroke/High Risk Heparin Infusion without Bolus Protocol
  - IV Heparin Protocol: Acute Coronary Syndrome (ACS) – restricted to use in the cath lab and with the use of Integrilin

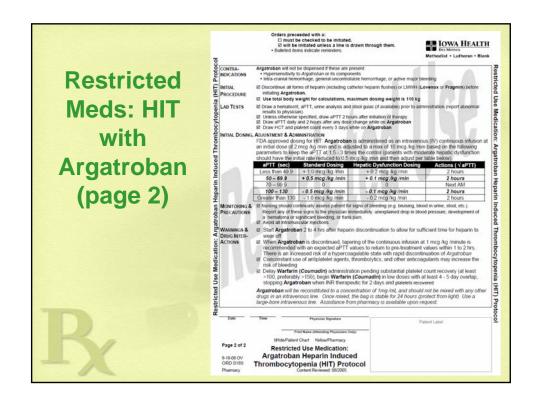


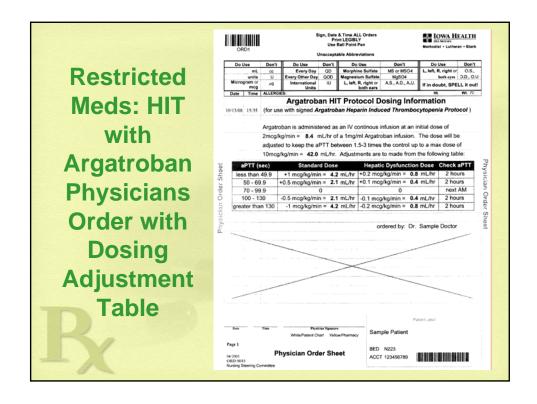


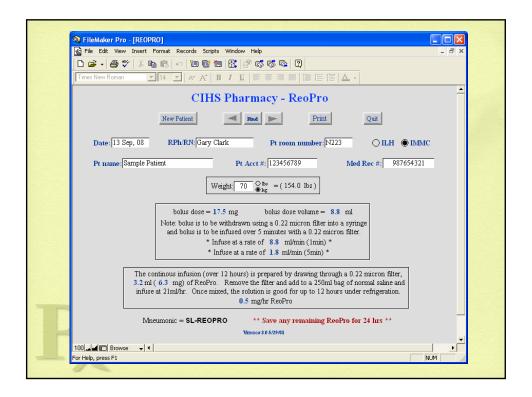


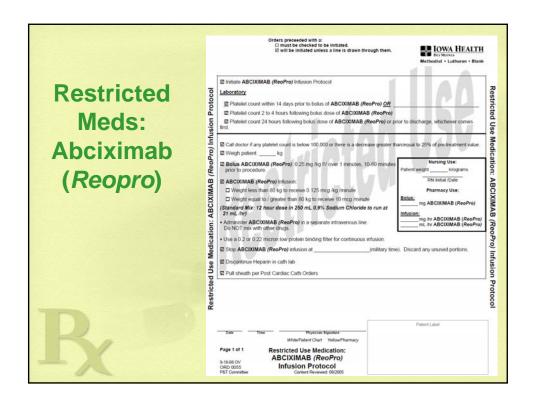


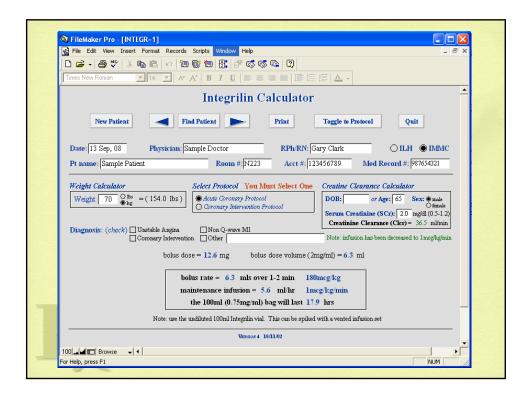




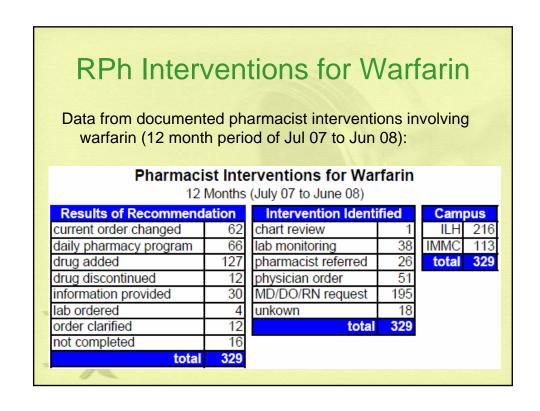


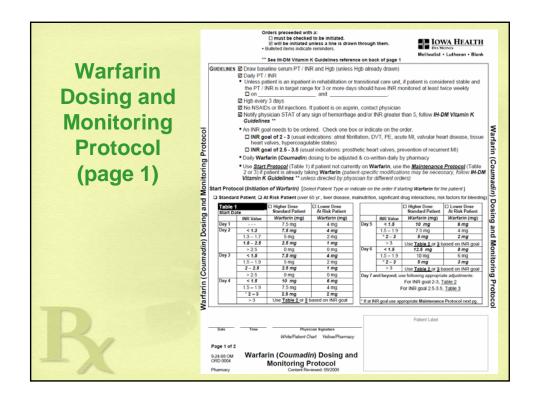


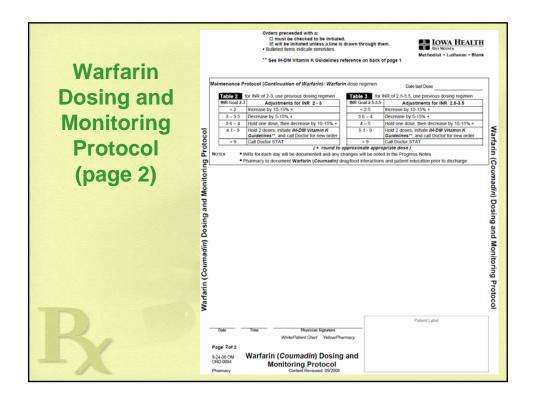












# **Collaborative Practice Agreement** for Warfarin Dosing & Monitoring

The hospital practice protocol was developed to assist pharmacist in providing warfarin dosing and management and is clear to physicians how Coumadin is being dosed and monitored.

Provides rationale, procedures (including ordering drug, specifics of progress notes, ordering labs, assessing other findings, and continuity of care process), quality assurance, and development and training of authorized pharmacists.

Includes guidelines for warfarin management and use of vitamin K, and examples of significant drug interactions.

#### **Patient Education RPh Role**

- ✓ IH-DM has three pharmacists that provide patient education at ILH and IMMC.
- ✓ Work 7 days a week during the day shift.
- ✓ Provide patient education for inpatient diabetics (all 3 have their CDE's), injection training for Lovenox and Fragmin, and warfarin patient education.
- ✓ Have a P4 experiential rotation that provides anticoagulation education experience where the students monitor anticoagulation therapy for patients admitted to the hospital and provide discharge instruction on the proper use of these medications.

#### Patient Education for Warfarin

Data from documented patient education interventions with warfarin (12 month period of Jul 07 to Jun 08):

#### Patient Education Interventions for Warfarin

12 Months (July 07 to June 08)

Education Opportunity Identified						
chart review	11					
pharmacist request	1					
physician request	452					
nurse request	5					
rounds	10					
unkown	21					
total	500					

Campus						
ILH	168					
IMMC	332					
total	500					

# with warfarin teach time	424
# with no time documented	76
average time/interention	27.7 min

#### **Warfarin Drug Use Evaluation**

Over an 18 day period in September, 2001 a total of 99 patients received warfarin at IMMC. Results of the DUE include:

- ✓ initial dose = 3.9mg average (1-15mg)
- √ diagnosis: A. Fib = 17, AMI = 6, DVT treatment = 8, PE treatment = 1, DVT prophylaxis = 27, other = 36, unknown = 5
- √ admitted on warfarin = 34, initiated on warfarin at IMMC = 46, unknown = 19
- ✓ INR draws = 3.88 per patient on average (0 tp 20 per patient)
- √ Vitamin K use = 4 (10mg sq for INR of 2.7, 5mg SQ for INR of 1.79, 5mg PO for IMR of 4.9, and 5mg IV for INR of 8.8)

#### **Warfarin Protocol DUE**

For a three month period in early 2007, a drug use evaluation (DUE) to compare the safety and efficacy of initiating warfarin therapy via the pharmacy-managed warfarin protocol versus physician-managed warfarin was conducted.

A retrospective chart review of patients receiving warfarin at IMMC was done. There were 15 pharmacy managed and 60 physician managed warfarin. Data was collected from warfarin initiation through discontinuation/discharge or a maximum of 10 days of therapy per patient.

#### **Warfarin Protocol DUE**

Results of the evaluation included:

- ✓ Pharmacy-managed warfarin initiation is at least as safe and effective as physician-managed warfarin at initiating patients to a goal INR range.
- ✓ There was not a difference in time to therapeutic INR between low-risk pharmacy-managed and physicianmanaged patients.
- ✓ High-risk (low-dose) pharmacy-managed patients tended to take ~1.3 days longer to reach therapeutic INR than standard-risk or physician-managed patients but are maintained at goal at least as well as the other groups.
- ✓ Upon review of pharmacy-managed patients who deviated from the protocol, in 100% (4/4) of cases the pharmacist had used appropriate clinical judgment for the deviation. The deviations appeared to be related to analysis of the rate of change of INR rather than just on the INR value alone or drug interactions with the warfarin.

#### **Healthcare Literacy Project**

In 2005, the IH-DM Pharmacy department and Clinical Quality department developed a Warfarin education program with the goal of measuring the effectiveness of healthcare literacy.

Phone call follow-up surveys were made on 69 of the 103 patients educated by pharmacy in the hospital that agreed to be surveyed.

The average age was 69.3 (ranged from 26 to 92 years old). The average time from education to follow phone call was 3.3 weeks (ranged from 1 to 8 weeks).

Iowa Health - Des Moines Health Literacy Warfarin (Coumadin®) Post-education Assessment Healthcare Literacy Coumadin History:

1. Have you taken Coumadin before being in the hospital?

Q Yes Q No 2. (If Yes to #1) Was your Coumadin started in the last 6 months? □ Yes □ No Porject on Warfarin **Education for** Inpatients: Assessment of Pasento-Bamily Uncertaintoing:

Why are you stain Countainfold (Fresponse is "My doctor fold me to "Ask why their doctor wants them to take it.)

Possible correct responses:

a) To thin my blood

b) To prevent a stood did

platent Comments:

c) To prevent a stood of

c) To Follow-up What kinds of foods should you try not to eat too much of?
 Possible correct responses: a) Large amounts of green, leafy vegetables b) Don't know Survey Possible correct responses:

a) Aupren
b) Exporter (Andy, Mohin, Naprin)
b) Reporter (Andy, Mohin, Naprin)
c) Naproxen (Aleve)
c) Naproxen (Aleve) Questions Return completed assessments to Clinical Quality.

## **Healthcare Literacy Project**

The results of the survey questions included:

6 Coumadin Knowledge Related Questions:

Knew About Coumadin

- 92.8% (64) gave correct responses to at least 1 question.
- 34.8% (24) gave correct responses to all 6 questions.

Did Not Know About Coumadin

• 7.2% (5) did not give correct responses to 3 or more of the questions.

Did Not Respond

• 5.8% (4) did not respond to all 6 of the questions.

Most Frequently Answered as Didn't Know:

Q10: Why do you need to take your *Coumadin* the same time each day? 20 (29.0%) didn't know

Q8: What medicines should you NOT take while you are on *Coumadin*? 17 (24.6%) didn't know

Q9: What are some problems you might have when taking *Coumadin* that you should call your doctor about?

12 (17.4%) didn't know

#### **Healthcare Literacy Project**

#### Discussion:

Older patients and those where there was a longer time between the education and survey tended to have a higher number of questions they did not know a correct response to. There did not appear to be a significant difference in the percent of patients who did not know an answer to a question based on the pharmacist who provided the education.

#### Recommendations:

- ✓ Review written materials for content covering 3 most frequently missed questions.
- ✓ Review health literacy aspects of written materials
- ✓ Review how pharmacists are covering this information during education session.
- ✓ Revise written materials as indicated for content and health literacy.
- ✓ Incorporate Ask-Me-3 strategies into written materials and education.
- Continue follow-up phone call surveys through Call Center after materials and education methods are reviewed and revised as indicated.

#### **Conclusions**

The use of anticoagulants has inherent risk associated with them. Information from published reports, FDA safety alerts and documented adverse drug reactions specific to anticoagulants use at IH-DM led the Pharmacy & Therapeutics Committee to develop tools to decrease those risks.

IH-DM has had in place the following tools to assist in the dosing, monitoring and education of anticoagulants:

- ✓ specific order sets for heparin, parenteral antiplatelets, argatroban and warfarin
- √ database program that calculates and prints anticoagulant orders
- ✓ several forms of heparin were removed to eliminate confusion, and all strengths of warfarin were made available to prevent nursing from cutting warfarin tablets
- ✓ a collaborative practice agreement for dosing and monitoring warfarin
- ✓ patient education for warfarin and LMWH's (Lovenox and Fragmin) that includes active learning with the patient and family and with healthcare literacy in mind
- ✓ evaluation of warfarin use (including education) and tracking of adverse drug reactions for all anticoagulants is ongoing