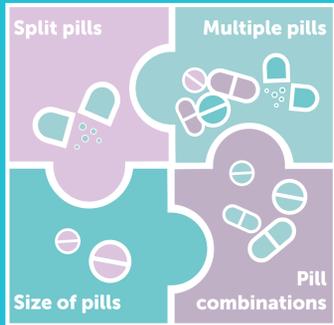


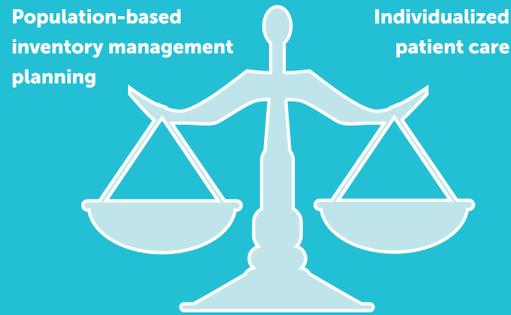
Integrating the BC Cancer Patient Perspective in the Development of an Assessment Algorithm for Stocking Oral Oncology Medication Strengths in Pharmacy

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How do inventory decisions impact patients?



The challenge:



What we did:

- Literature review**
- Patient partner survey: Likert scale & open-ended questions**
- Results review: Leadership team & staff presentations**



Background

BC Cancer is a publicly funded provincial cancer care organization. Cancer drug therapy is delivered via six cancer centres and 32 community hospitals to approximately 37,000 patients annually.

This project is a component of pharmacy quality improvement work to create an assessment algorithm to determine the safest and most cost-effective number of oral medication strengths to be carried at BC Cancer.

Adding patient lens into inventory management process:

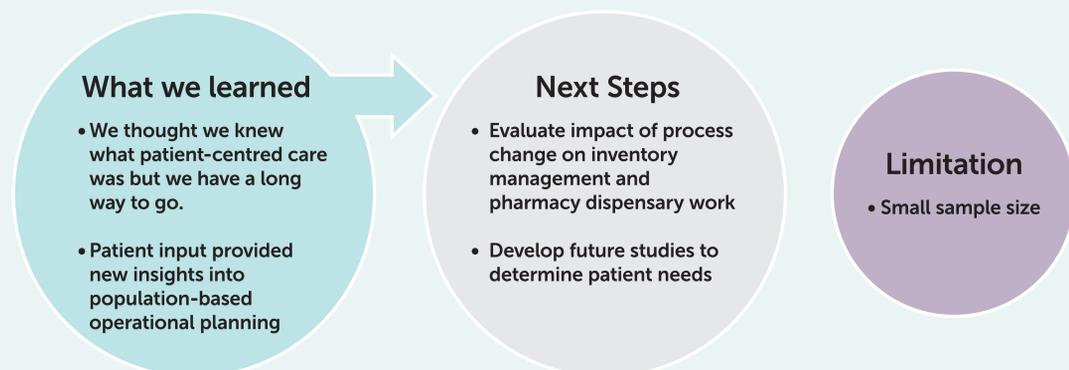


Why this work matters?

Patient feedback:

"This is a job for the pharmacist but QUALITY of LIFE and LIFE ITSELF for the patient."

Conclusions:



Results:

a. Demographics

	134 surveys 51 respondents (38%)
	73% university educated
	80% between ages of 51 and 80
	65% have taken oral cancer medications
	92% take another oral medication regularly
	35% take six or more oral medications

b. Survey results: Specific questions

Questions	Patient Feedback	Pharmacy Action
Take more than two pills per dose?		Review options for other strengths
OK to split tablets for dose?		Avoid splitting (hazardous drugs, avoid manipulation)
Use combination of strengths to make up dose?		Discuss with patient. Pill burden vs more strengths

Open ended question: "What else affects how you take your pills at home?"

Top two patient concerns	Patient comments	Pharmacy action
Timing of pills e.g. time of day, number of times, conjunction with food (35%)	"I set four daily times on my phone to remind me to take my pills." "Evenings are tougher."	Potential areas of focus for conversation with patients
Size of pills (16%)	"Size of pills matter. Too big and I choke on it. Too small and it gets stuck in my throat." "Ease of swallowing. It was easier to take five lower dose pills that were small than two large pills."	

What we did with the results:

- Inventory management**
 - Developed "Inventory Line Item Impact on Patients Algorithm"
- Dispensing process**
 - Updated "Outpatient Prescription Guiding Principles"
 - Added drug strength consideration
 - Guidance on when patient conversation required
- Computer entry**
 - Standardized computer order sentence build
 - Optimized pre-built order sentences to dispense fewest number of tablets per dose possible
- Staff education**
 - Education bulletin