Approaches to Educating Patients on Oral Anticoagulation

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Objectives

- List the elements of the National Patient Safety Goals related to outpatient anticoagulation
- Review patient education approaches used by Brigham and Women’s Anticoagulation Management Service
- Design a plan to document and report patient education using Dawn AC

I have no financial conflict of interest related to this talk.
Anticoagulants are the highest risk outpatient drug treatment in older adults.

In 2015 the FDA received:
- 34,765 adverse drug event reports related to oral anticoagulation therapy
- 2,997 of these resulted in patient deaths
- 9,523 of these required hospitalization

The Joint Commission

National Patient Safety Goal 03.05.01

- Provide education regarding anticoagulant therapy to prescribers, staff, patients, and families. Patient/family education includes the following:
  - Importance of follow-up monitoring
  - Compliance
  - Drug-food interactions
  - Potential for adverse drug reactions and interactions

- Evaluate anticoagulation safety practices, take action to improve practices, and measure the effectiveness of those actions in a time frame determined by the organization.

What is the Best Method?

“We remember:
10% of what we read,
20% of what we hear,
30% of what we see,
50% of what we see and hear,
70% of what we say and write,
And 90% of what we do.”

-Edgar Dale
Studied have shown...

- Quality education leads to:
  - ↑ patient knowledge of disease and treatment
  - ↑ TTR
  - ↓ major bleeding events
  - ↓ composite bleeding and thrombotic events
  - ↓ hospital readmission rates

A structured, multi-modal approach is key to quality education

Structured

- Checklist
- Discussion Technique
- Patient contract
- Reinforced:
  - Teach-back method
  - Questionnaires:
    - Oral Anticoagulation Knowledge Test
    - Anticoagulation Knowledge Assessment
Multi-Modal

Audio – Visual – Written Communication

- Telephone or face-to-face
- Booklet
- Articulate online course

Brigham and Women's Hospital Anticoagulation Management Service

Warfarin Education
For New Patients

Please make sure your volume is turned on

A Guide to Taking Warfarin
(Brand names: Coumadin® or Jantoven®)
How does this tie into Dawn AC?

- Can we use Dawn AC to help in the educational process?

- Is anyone in this room currently using it to help with the process?
Dawn AC for Documentation!

- Places to document patient education:
Utilizing Coded Comments

- .nped
  - New Patient Education Completed: Patient/family member verbalized understanding of indication, target INR range, importance of INR monitoring, compliance, diet/medication interactions, clotting risks associated with their disease state, and bleeding risks associated with anticoagulants.

- .ed10, .ed20, .ed30
  - Used for ongoing re-education
Coded Comments can be Tracked

- Tracking Coded Comments
Future of Education at BWH?

- Structure a similar plan for DOACs:
  - Update check lists, patient contracts
  - Create a new Articulate module
  - Develop new written materials
- Updates to Dawn AC to assist:
  - Patient education checkbox?
  - Patient education tab?
  - Develop questionnaires?
- What other resources can provide help?
  - Apps?
  - Telemedicine?
Open Discussion

How do you educate patients and document?

Do you do things similar to us? Different? How so?
Summary

- The Joint Commission mandates all patients and/or family members receive education related to anticoagulant medications.
- The best approach has been proven to be one that is structured and includes multiple modes of teaching.
- Dawn AC is helpful in ensuring patients are educated and provides space for documentation.
- Best practices for documenting in Dawn AC include utilizing a trackable coded comment in a location in the profile that is easily accessible.
THANK YOU!