

# Adherence Resources for Your Practice

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# Adherence Resources for Your Practice

## How to Motivate your Patients

### Motivational Interviewing

- A patient-centered process used to gauge a patient's readiness to act on a target behavior and to apply specific skills and strategies that respect the patient's autonomy and facilitate confidence and decision-making.

#### Tip Sheet



Motivational  
Interviewing Tip She

#### ACCP Motivational Interviewing Document



ACCP Motivational  
Interviewing Docum

#### Motivational Interviewing Online CE Course

Click [Here](#) for Link to website

- If you are a new user, you will need to visit <https://pharmacist.therapeuticresearch.com>, click "create username" in upper right corner, and register your account.
- If you are an existing user, you will need to visit <https://pharmacist.therapeuticresearch.com>, click "login" in upper right corner, and submit your username and associated password.

## How to Help Patients with Financial Barriers

- When patients have financial barriers to medication adherence, the financial hardship can be due to a number of medication reasons: being uninsured, being underinsured, being prescribed non-preferred or brand name agents, or due to polypharmacy, etc. When you have identified that money or cost may be preventing adherence for patients, there are several questions you can ask the patient to better address the specific problem.

### Financial Barrier Solutions and Resources

#### Website Resources

1. General Patient Assistance Programs

<http://www.rxassist.org>

- A database to find current application forms and information on patient assistance program

<http://www.needymeds.org/index.htm>

- This website contains databases such as Patient Assistance Programs, Disease-Based Assistance, Free and Low-cost Clinics, government programs and other types of assistance programs, including manufacturer coupons.

<https://www.pparx.org>

- A database for patient assistance resources

## 2. Patient Medication Assistance Programs

<https://www.dhs.wisconsin.gov/guide/cancer-drugrepo.htm>

- Wisconsin Drug Repository at participating clinics, hospitals, and pharmacies can provide a 30 day supply of medication for free. This can provide additional time while assistance program applications are being processed or while other financial barriers are addressed

<http://www.goodrx.com>

- Find the lowest estimated cash price for a medication in your area. This is also helpful to estimate the cost burden of medications for patients

## 3. Medicaid (Forward Health)

<https://www.forwardhealth.wi.gov/WIPortal/Tab/42/icscontent/provider/medicaid/pharmacy/resources.htm.spage#>

- Pharmacy resources page with many helpful links: Preferred Drug List Quick Reference, diabetic supply list quick reference, and covered OTC medications

# Improving Recall

## Use Key Questions to Identify Recall Barriers

- Could you describe your daily medication routine?
- How often do you feel overwhelmed because of the number of medications you take?
- How often do you forget to take your medication(s), or forget whether you have taken your dose(s) that day?
- Are there some medications, such as eye drops, that you forget to take more often than others?
- Is it more difficult to remember to take medications at a certain time of the day, such as before lunch or in the evening?
- What tools or prompts do you use to help you remember to take your medication(s)?

## Solution Recommendations

- Consolidate medications into combination dosage forms
- Discontinue unnecessary medications
- Use bottle size, colored dots, or pictures to differentiate administration needs
- Initiate unit of use packaging/compliance packaging

- Provide clear medication box
- Store medications in a single location
- Phone/watch alarms, email, or text message alerts
- Schedule medication with regular activities
- Refill service with reminder telephone call
- Personalized medication schedules or calendars
- Ask family members to assist in medication recall

## Recommended Websites to Assist in Recall Barriers

### Pill Card Template

Click [Here](#) for Website Link

- Can be used to either optimize patient's regimen or summarize medication regimens for patients with many medications



Pill Card  
Template.doc

### Teach-back Toolkit

Click [Here](#) for Website Link

- Includes toolkit, interactive learning module, and information for managers looking to promote teach-back with their staff

### Health Literacy

Click [Here](#) for Website Link

- View various health literacy resources on the PSW Clinical Links webpage

### Improving Communication

Click [Here](#) for Website Link

- “Strategies to Improve Communication between Pharmacy Staff and Patients: Training Program for Pharmacy Staff”, developed by the U.S. Department of Health and Human Services, is a formal program for promoting patient - staff communication.

## Appendix

Appendix A: Motivational Interviewing Tip Sheet

Appendix B: ACCP Motivational Interviewing Document

Appendix C: Pill Card Template

## I) BACKGROUND AND DEFINITIONS

- Motivational interviewing (MI) is important
  - Motivational interviewing is a theory-based communication skill set with an established evidence base for its potential to affect patient outcomes in comprehensive disease management, even during brief encounters.
  - Motivational interviewing is a patient-centered process used to gauge a patient's readiness to act on a target behavior and to apply specific skills and strategies that respect the patient's autonomy and facilitate confidence and decision-making.
- Transtheoretical model of behavior change

Stage	Description
Precontemplation	No intention to change behavior, and may be unaware of the need to change
Contemplation	Aware of the problem and seriously considering change, but no commitment to take action
Preparation	Intends to take action within one month and makes small behavioral changes
Action	Patient has changed their behavior within the last six months
Maintenance	Patient has changed their behavior more than 6 months ago

- Supporting Self efficacy (SE): defined as one's confidence to engage in a particular target behavior, higher self-efficacy predicts action for change on a target behavior.
- Overall goal: Move patient to a state of change or action by nonjudgmentally exploring ambivalence and resistance with the preaction patient

## II) THE SPIRIT OF MI

- Spirit of MI: A way of being that is foundational to MIadherent intervention. The spirit of MI is collaborative, caring, nonjudgmental, and includes support of patient autonomy in treatment decision-making.
  - The most important thing to remember about MI is that the first priority is building and preserving the relationship, even if the patient leaves without a commitment for change.
  - Be direct and assertive

### III) INTERNAL VERSUS EXTERNAL MOTIVATION

- Each patient contemplating change internally weighs the pros and cons of the decision
  - Decisional balance: pros must outweigh the cons for a patient to move forward with changing their behavior
    - In MI, the process helps the patient think of/voice their “pros” rather than the provider lecturing the patient on the pros.
    - We want to elicit the patient’s internal motivation
      - More likely to be sustained
      - Empowers the patient
    - In MI, internal motivation > external motivation
  - “External motivation” may do more harm than good

### IV) MAINTAINING PATIENT AUTONOMY

- Skills that support patient/autonomy
  - Open-ended questions
    - Also illicit more information than close-ended questions
    - Instead of asking “Did you miss taking any of your doses?” – try asking “About how many doses did you miss last week?”
  - Agenda setting
    - Give the patient a choice about which topic to discuss first
      - Patients may have a topic they want to discuss and may become anxious about forgetting to ask their question or unable to focus
    - Helps to organize and structure the encounter
  - Asking permission before giving advice or information

### V) 5 MAIN COMMUNICATION PRINCIPLES

- Express empathy
  - Helps the patient feel the provider is listening and trying to understand
  - Empathy is not sympathy (e.g., “I am sorry... ”), instead, empathy focuses on the patient and the underlying effect: “It is unfair that your mother died of a heart attack at such a young age.”
  - Examples of proper phrases such as “you seem \_\_\_\_, you sound \_\_\_\_”
- Develop discrepancy
  - Meant to be thought provoking
  - Can help a resistant patient begin to think about change
  - Some things that may help
    - Repeat pros/cons that the patient has already stated
    - Ask about behaviors that do not support the goals that the patient states
    - Ask thought provoking questions
      - What would have to happen to have to get you from a 5 to 6 on the readiness ruler?
  - Remember to always use compassion and nonjudgement tone!
- Support self-efficacy
  - Praise the behavior, not the person
    - “Mr. Y it's great that you have been taking your blood pressure medication regularly”
  - b. Can simply involve noticing, encouraging, and supporting patient attempts, or even thoughts, about change.

- Roll with resistance and avoiding argumentation
  - Treat resistance as information that can be explored
  - Patient may expect pharmacist to engage in an argument...then this does not happen, it leaves opportunity for thought-provoking behavior to occur

## VI) CHANGE TALK

- Definition: a form of intention to change, or intention to think about changing
  - May include the patient expressing acceptance or movement regarding a target behavior
- Eliciting Change Talk
  - We can illicit change talk by asking the patient open-ended (thought-provoking) questions
    - "What do you see as the benefit of taking your diabetic medication more regularly?"
    - "If I were to ask you to write down your pros for monitoring your blood sugar more regularly, what would be your top two?"
  - Another strategy is to have the patient talk about previous successes
    - "When you brought your A1C down previously, what were you doing that helped you achieve this success?"
  - Have patients talk about how they felt during previous successes
    - "How did it make you feel when your A1C fell by half a point?"
  - Get the patient to visualize how their life may be different after the change
    - "How would it feel to you if taking X medication regularly brought down your Y lab, reducing your risk of Z disease?"
- Readiness ruler: a tool used to measure a patient's readiness, importance, or confidence for engaging in a target behavior
  - Scale of 1 to 10: 1 being not at all ready/confident and 10 being completely ready/confident
  - When the patient responds, ask follow-up questions to elicit change talk
    - "6 is great! Why a 6 and not a 7?"
    - "What would have to happen for it to be a 7 or 8?"



# Embedded Secure Document

The file <https://www.accp.com/docs/bookstore/psap/p7b08.sample01.pdf> is a secure document that has been embedded in this document. Double click the pushpin to view.



# How to Create a Pill Card

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For more information about development and use of an illustrated medicine card such as this pill card in a patient population, please consult the following reference:

Kripalani S, Robertson R, Love-Ghaffari MH, et al. Development of an illustrated medication schedule as a low-literacy patient education tool. *Patient Education and Counseling*. 2007;66:368-377.

# How to Create a Pill Card

Use this guide to find out how you can create an easy-to-use “pill card” for your patients, parents, or anyone you know who has a hard time keeping track of their medicines.

## Why Create a Pill Card?

Many people have trouble keeping track of their medicines. A pill card is a simple, visual way to show all of the medicines that a person needs to take on a regular basis. Medicines taken “as needed” should not be included on the pill card since they do not follow a regular daily schedule. The pill card uses pictures and simple phrases to show each medicine, its purpose, how much to take, and when to take it. It is easier to understand than the complicated information and instructions that typically come with medicines.

This guide provides step-by-step instructions for creating a pill card for a pretend patient, Sarah, who takes simvastatin, furosemide, and insulin.

## What You Will Need to Create a Pill Card:

1. A computer with word processing software
2. A color printer (note: the pill card may also be printed on a black and white printer and colored in by hand after printing)
3. Information for all of the medicines that you wish to include on the pill card
4. The actual medicines that you wish to include on the pill card

## Getting Ready to Create a Personalized Pill Card

Before we start to create the actual card, we need to organize the medicine information that we want to include on the card and find pictures to represent the information.

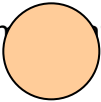








We will create a table to organize all of the information. This table includes:

- the name of each medicine,
- how much of each medicine (the dose) and what it does, which can be found on the package insert or bottle label, and
- suggestions for ways to show this information using pictures.

Use this table as a guide to create your own outline of the information that you want to include on the card for each medicine. The template provided on page 9 includes pictures to represent four different times of day that medicine may need to be taken—morning, afternoon, evening, and night/bedtime. You will also need to find pictures to represent what each medicine is used for (e.g. a blood pressure cuff to represent high blood pressure). You may use the pictures in this guide, if appropriate. It may be helpful to consult the doctor or pharmacist to determine each medication’s purpose.

The graphics used in guide are from the Clip Art library of Microsoft Word.

**Table 1: Organize Information for the Pill Card**





Medicine	Important Information, in Simple Terms	Incorporating This Information into a Pill Card	Possible Graphics Used
Simvastatin 	<ul style="list-style-type: none"> <li>• Take 1 pill at night</li> <li>• For cholesterol</li> </ul>	<ul style="list-style-type: none"> <li>• Picture of one pill at night/bedtime (shown by moon)</li> </ul>	<ul style="list-style-type: none"> <li>• Night/bedtime  </li> </ul>
Furosemide 20mg	<ul style="list-style-type: none"> <li>• Take 2 pills in the morning and 2 pills in the evening</li> <li>• For fluid</li> </ul>	<ul style="list-style-type: none"> <li>• Picture of two pills in the morning (shown by rising sun) and two pills in the evening (shown by setting sun)</li> </ul>	<ul style="list-style-type: none"> <li>• Morning  </li> <li>• Evening  </li> </ul>
Insulin 	<ul style="list-style-type: none"> <li>• Inject 24 units before breakfast and 12 units before dinner</li> <li>• For diabetes (sugar)</li> </ul>	<ul style="list-style-type: none"> <li>• Picture of syringe in the morning (shown by rising sun) and evening (shown by setting sun).</li> <li>• Picture of bag of sugar</li> </ul>	<ul style="list-style-type: none"> <li>• Syringe  </li> <li>• Sugar  </li> <li>• Morning  </li> <li>• Evening  </li> </ul>

# Creating a Personalized Pill Card

## Step 1: Start with a Blank Pill Card

Now that we have simplified the information and found all of our graphics, we can start putting together the pill card. Start with the pill card template (provided on page 9). You may copy this template and customize it to create a personalized pill card for patients, parents, or anyone else you know who has trouble keeping track of their medicines. If you are able to use a word processor, this is the easiest way to customize the pill card. However, you may also print out this template and fill in the information and drawings by hand.

### Step 1:

Name	Used For	Instructions	Morning 	Afternoon 	Evening 	Night 






## Step 2: Enter Patient Information

Enter the name and other important information in the top row for the person who will use the pill card. If you are making a card for your mother, you might just want to put her name and her doctor's or pharmacist's phone number. If you are making cards for several patients in a clinic, you might want to include their name, address, phone number, medical record number, and the name and phone number of the clinic distributing the cards, or the doctor or pharmacist's name and phone number. **Be certain to include the date that you created or updated the card.**

## Step 3: Fill in Medicine Information

Fill in information about each medicine. Enter the name of each medicine and the amount of medicine in each pill (e.g., 20 mg) in the left hand column. Each row should have one medicine. In the second column, titled "Used For," enter the condition that the medicine is used for (e.g., cholesterol). It's OK to use non-medical words like "sugar," if that is how the medicine is known. In the third column enter simple instructions for each medicine—how much to take and when to take it. We will fill this in on Sarah's card for her medicines, simvastatin, furosemide, and insulin. You should include the brand name for each medicine in addition to the generic name.

### Steps 2-3:

Name: Sarah Smith Pharmacy phone number: 123-456-7890			Date Created: 12/15/07			
Name	Used For	Instructions	Morning 	Afternoon 	Evening 	Night 
Simvastatin 20mg	Cholesterol	Take 1 pill at night				
Furosemide 20mg	Fluid	Take 2 pills in the morning and 2 pills in the evening				
Insulin 70/30	Diabetes (Sugar) 	Inject 24 units before breakfast and 12 units before dinner				





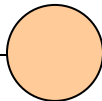
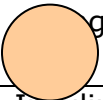
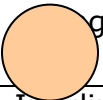
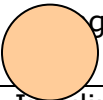




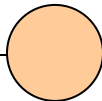
### Step 4: Add Pictures of the Medicine

Using the pill image templates on page 10, copy and paste the correct shape for each medicine into the “Name” and time of day columns as shown below. Color each shape to represent the color of the pill. For example, we used the circle shape and colored it light orange for Sarah’s simvastatin, and inserted this drawing into the “Name” and “Night” columns for simvastatin.

Make sure the number of pills in the column corresponds to the number of pills that should be taken at that time of day. For example, since Sarah takes her furosemide twice a day, two pills each time, we put two drawings of each of those pills in the “Morning” column and two in the “Evening” column.

If you are including multiple pills with similar shape or color, you can write in any markings on the pill to help distinguish one pill from another.

### Step 4:

Name: Sarah Smith Pharmacy phone number: 123-456-7890			Date Created: 12/15/07			
Name	Used For	Instructions	Morning 	Afternoon 	Evening 	Night 
Simvastatin 20mg	Cholesterol	Take 1 pill at night				
Furosemide 	Fluid	Take 2 pills in the morning and 2 pills in the evening				
Insulin 70/30 	Diabetes (Sugar) 	Inject 24 units before breakfast and 12 units before dinner	 24 units		 12 units	





Now all of Sarah's medicines and instructions are on the card. This provides an easy reference for her to remember each of her medicines, what she takes them for, when she takes them, and how many she takes at a time.

Because the card is intended to be very simple and include only the most important information, it should be used in conjunction with the other medicine information provided by a doctor or pharmacy. For example, if Sarah wants to know the possible side effects of her simvastatin, she will need to check the information leaflet that came with her medicine.

### **Step 5: Print the Card**





Print the card on a color printer, preferably on a heavy-weight paper that will not be easily lost or damaged.

### **Using a Personalized Pill Card**

Sarah can easily see all of the important information about her medicines on her pill card. She can:

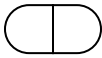



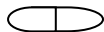
- Hang this card on her refrigerator or keep it with her medicines.
- Bring the card with her the next time she visits her doctor, in case she wants to ask a question about one of her medicines, or if she has trouble keeping them straight.
- Take the card with her if she travels somewhere, to help her keep track of her medicines while she's away from home.

# Pill Card Template

Name	Used For	Instructions	Morning 	Afternoon 	Evening 	Night 



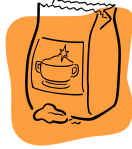



## Common Pill Shapes

Use these shapes to represent each of the pills that you are including on the pill card. Shapes are included for whole and half pills. You will need to copy the shape that you need and paste it onto the pill card. You will then need to color the shape to match the color of the actual pill. You can do this by double-clicking on the shape to bring up the Format AutoShape box. In the Colors and Lines tab under Fill, click on the Color drop-down menu to choose the appropriate color. You may also color in the shapes by hand after printing out the card.

Rounded rectangle 	Round pill 	Diamond pill 	Oval pill 	Two-tone capsule 
Half rounded rectangle	Half round pill	Half diamond pill	Half oval pill	Square pill



## Common Images for Medication Uses

<b>Heart</b> 	<b>Blood Pressure</b> 	<b>Diabetes/Sugar</b> 	<b>Pain</b> 
<b>Depression</b> 	<b>Sleep</b> 	<b>Asthma/Breathing</b> 