ADHERENCE:
“The extent that a person’s behavior corresponds with agreed upon recommendations from their healthcare provider.”

PERSISTENCE:
The extent to which a prescription is taken as directed over a period of time.

MEDICATION POSSESSION RATIO (MPR):
The fraction of days in a given span of time that the patient had medication available.

GAP IN THERAPY (GIT):
The number of days a patient was without medication.

CALCULATIONS:
MPR: 
\[
\frac{\text{days supplied}}{\text{days since last refill}}
\]

GIT: 
\[
\frac{\text{days between last two refills}}{\text{days supply dispensed}}
\]

Example:
A 30-day supply of a once daily medication is filled on the first day of the treatment period; the next prescription fill is on the 65th day of the treatment period.

\[\text{Medication possession ratio} = \frac{30}{65} = 0.46\]

\[\text{Gap in therapy} = 65 - 30 = 35\text{ days}\]

References:

POCKETBOOK TOOLKIT

MEDICATION PROFILE/REVIEW

Pre-Visit
1) During drug-utilization review, make note of extended time between refills to identify patterns of non-adherence (MPR and GIT).
2) Make note of all medications that are overdue or close to due to discuss during patient consultation.
3) When reviewing rescue medication refill history, also review controller medication refill history.

Patient Visit
1) Introduce the topic, assess patient willingness to discuss adherence pattern.
2) Reinforce positive adherence behaviors.
3) Use key questions in the Adherence Guide to determine the patient’s adherence barriers.
4) Utilize the additional questions in the Adherence Guide to identify additional contributing factors to the patient’s adherence barriers.
5) Assess the patient’s readiness to change their current behaviors.
6) Work with the patient to select an adherence strategy and follow-up plan.
7) Provide a “My Medication Plan” tear-off form to the patient with this plan.
8) Document your conversation and pursue compensation if available.

Follow-Up
1) Contact patient to reassess device technique, adherence, and satisfaction with adherence intervention chosen.
2) Congratulate patient on changes made; recommend further change as necessary.
3) Continue to monitor for nonadherence and assess satisfaction with intervention(s) used.

General Communication Strategy
1) Build rapport: a. “Part of what I do is to make sure your medicine is safe and effective for you.” b. “I noticed that ___. May I ask about ___?”
   c. “Do you have a few minutes to talk about ___?”
2) Create an atmosphere of open discussion.
3) Show empathy: a. “It sounds like ____.” b. “You seem ___ (upset, angry, overwhelmed, etc.)” c. “In other words ____.”
4) Emphasize the patient’s choice in their healthcare decisions.
5) Listen to and validate the patient’s concerns.
6) Set achievable goals and targets.
7) Praise the patient for improved behaviors and considering positive changes.
### PATIENT QUESTIONS

#### KNOWLEDGE

**Understanding and Ease of Use**

- Can you explain/show me how to take your medication/use your device?
- What did your physician tell you about how to take this medication?
- How difficult is it to follow your medication instructions?

**Health Literacy**

- How difficult is it to read and understand your medication labels and instructions?
- How would you prefer to receive printed information about your medications: as information leaflets, handouts in another language, or diagrams and pictures?

**Effectiveness**

- How satisfied are you with your medication’s effectiveness?
- What differences do you notice in [particular symptom, rescue medication use] when you take your medication?
- If you monitor your response to medications at home, what improvement have you seen in your test results?

**Convenience & Medication Schedule**

- How often do you forget to take your medication, or forget whether you have taken your dose that day?
- Are there some medications, such as eye drops, that you forget to take more often than others?
- In what order do you 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 medications?

- Could you describe your daily medication routine?
- How often do you feel overwhelmed because of the number of medications you take?

#### RECALL

- What are you taking this medication for?
- Do you feel your medication is harming you?
- How important do you feel this medication is for you?
- How important do you feel it is to treat [condition]?

#### MOTIVATION

**Purpose & Importance**

- What bother some effects do you feel are related to your medication?
- Does a particular adverse effect make you hesitant or reluctant to take this medication consistently?

**Effectiveness**

- How well is this medication working for you?
- What difference do you notice in [particular symptom, rescue medication use] when you take your medication?
- If you monitor your response to medications at home, what improvement have you seen in your test results?

#### FINANCIAL

**Copayment & Cost**

- How difficult is it for you to pay for your medication?
- How often do you skip doses of your medication because of how much it costs?

#### SYSTEM

**Social Support & Transportation**

- How do you travel to your physician’s office or the pharmacy for appointments or refills?
- Do you have someone that helps you with your medications?
- Do you make one or multiple trips per month to the pharmacy for your medications?

### SOLUTIONS

#### Solutions to KNOWLEDGE BARRIERS

1. Explain and have the patient demonstrate how to use difficult devices.

2. Review and paraphrase instructions.

3. Utilize graphics/visual aids, provide translations of informational leaflets, or use a larger font size.

#### Solutions to RECALL BARRIERS

1. Consolidate medications into combination dosage forms.
2. Discontinue unnecessary medications.
3. Use bottle size, colored dates, or pictures to differentiate administration needs.
4. Initiate use of unit packaging/compliance packaging.
5. Provide clear medication box.
6. Store medications in a single location.
7. Phone/watch alarms, email, or text message alerts.
8. Schedule medication with regular activities.
9. Refill service with regular telephone calls.
10. Personalized medication schedules or calendars
11. Ask family members to assist in medication recall.
12. MyMedSchedule.com – free service, provider email or text reminders in both English and Spanish
13. MedDose.com – reminder device; available for a fee, provides refill reminders, monitors adherence

#### Solutions to MOTIVATIONAL BARRIERS

1. Discuss patient’s health condition and risk of under/non-treatment
2. Discuss expected benefits from adherence to therapy
3. Develop discrepancy between the patient’s health goals and their behavior
4. Develop a self-monitoring strategy
5. Recommend administration techniques, OTC products, or non-drug strategies to manage adverse effects
6. Recommend alternative(s) to both/another medication
7. Involve caregivers and family members as needed
8. Connect with local patient- or caregiver-oriented support groups

#### Solutions to FINANCIAL BARRIERS

1. Therapeutic interchange, tablet splitting, combination product
2. Manufacturers’ coupons, savings cards, free/low cost clinics
3. Prescription discount and assistance websites pparx.com (Partnership for Prescription Assistance) and needymeds.org
4. Dispense medication on a weekly or biweekly basis.
5. Improve adherence to controller medications to decrease utilization of rescue medications.
6. Low-cost clinic programs offered in community (Access Community Health Center in Madison)
7. Social worker, United Way (2-1-1 in Dane County), Wisconsin Medicaid Program member services (1-800-362-3002)

#### Solutions to SYSTEM BARRIERS

1. Align prescription refill dates.
2. Deliver or mail-out services
3. Community shuttle
4. Recruit the help of family members or friends

### Adherence Barriers

**KNOWLEDGE**

- Space

**RECALL**

- Space

**FINANCIAL**

- Space

**SYSTEM**

- Space
ADHERENCE KIT
MORE CLINICAL POCKET TOOLKITS

Topics covered on each card typically include:

- Stages of condition (if applicable)
- Treatment guidelines and algorithm (if applicable)
- Typical patient medication profile
- Dosing chart (if applicable)
- Pearls
- Comprehensive medication review guidance (initial & follow up visits)
- Links to guidelines and supporting materials

Each toolkit is coated for durability and the four panels fold the toolkit down to a convenient size of 4.5” x 7.5” which effectively fits inside a lab coat or can be conveniently stored in your drawer for easy access.

ORDER YOUR TOOLKIT TODAY!

PSW Members: $10 for each Pocket Card or $70 for a set of eight.
PSW Non-members: $20 for each Pocket Card or $140 for a set of eight.

The Adherence Kit contains: One Adherence Tool Card and two 50 sheet Action Plan tear off pads to better guide the medication adherence consultation.

PSW Members: $15-kit (Additional Tear Off Pads $5/ea)
PSW Non-members: $30-kit (Additional Tear Off Pads $10/ea)

www.pswi.org/membership/toolkits.htm

Quick reference resources developed by pharmacists for pharmacists