

# On TRACK: Trough TRaining, prepAration and Counseling, to better use of inhaled medication

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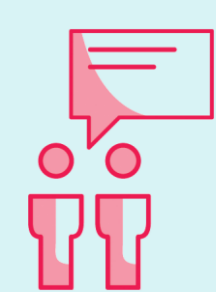
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## Background

Over 70% of patients with asthma/COPD in the Netherlands use their inhaled medication sub-optimally. The community pharmacy plays a vital role in medication education. By providing patients with accurate instructions and addressing their potential concerns, Pharmacy Technicians (PTs) can help patients get on track with their treatment



## Video-taped dispense consultations

Pharmacy technicians video-taped 3-5 dispense consults with patients with asthma and/or COPD, that included an inhaler instruction. A total of 31 consults were videotaped.



## Aim

To explore the interaction in communication between Pharmacy Technicians (PT) and chronic lung patients during dispense counselling sessions including an inhaler technique instruction.

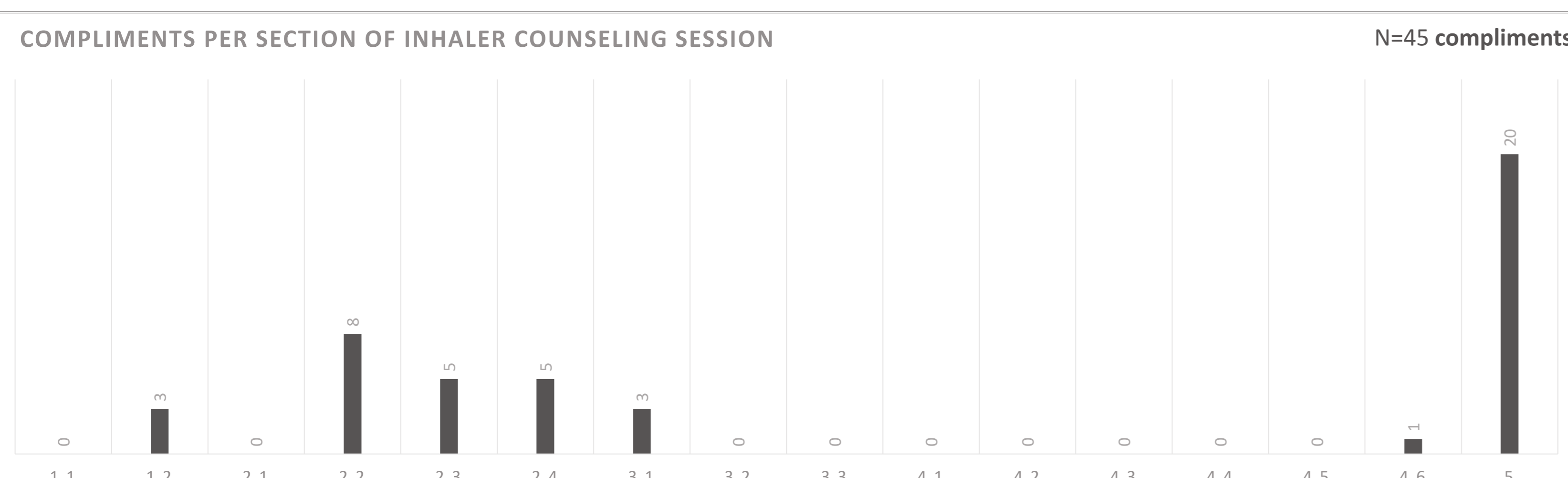
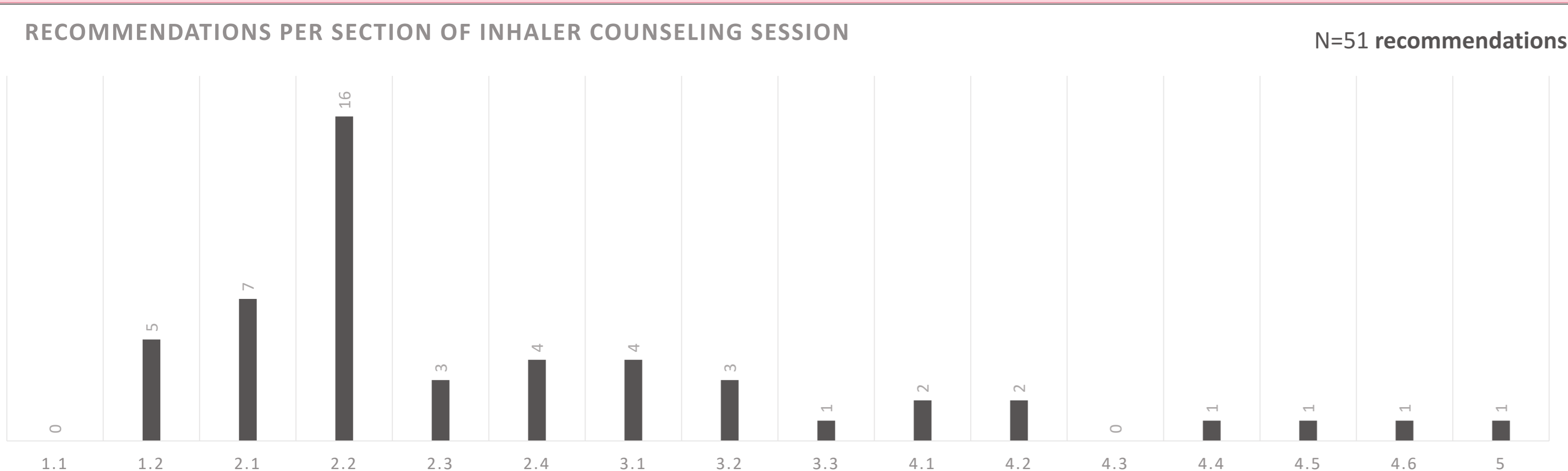


## Methods

A coding scheme was developed to evaluate:

- to what extent PTs provide compliments or recommendations to patients.
- To what extent concerns are expressed by patients, and how PTs react to these concerns.

## Compliments and recommendations



- Preparation:** 1.1 empty mouth control; 1.2 preparing inhaler
- Inhalation:** 2.1 posture; 2.2 breathing patient before/during inhaling; 2.3 inhaler use; 2.4 hold breath after inhaling
- After inhalation:** 3.1 rinse mouth; 3.2 cleaning inhaler; 3.3 Packing up inhaler
- Information:** 4.1 conserve conditions; 4.2 amount of inhalations; 4.3 shelf life; 4.4 repeat medication; 4.5 Inhaler specifics; 4.6 Medicament
- Overall inhaler counseling**

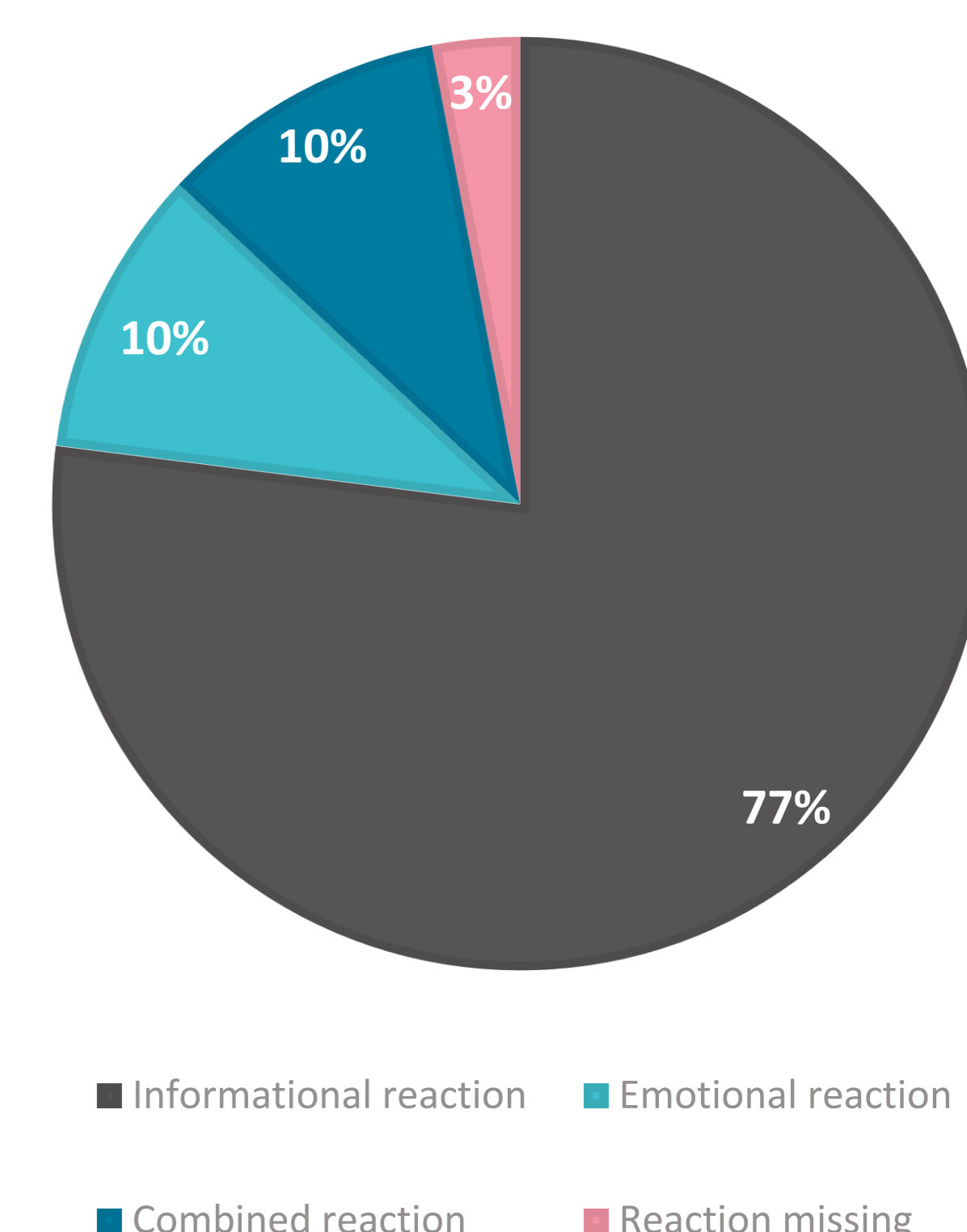
- Most recommendations aimed at inhalation (posture and breathing)
- Few recommendations regarding information and post-inhalation
- Few compliments given for separate aspects of inhalation
- Most compliments after finishing demonstration inhalation technique

## Concerns & reaction

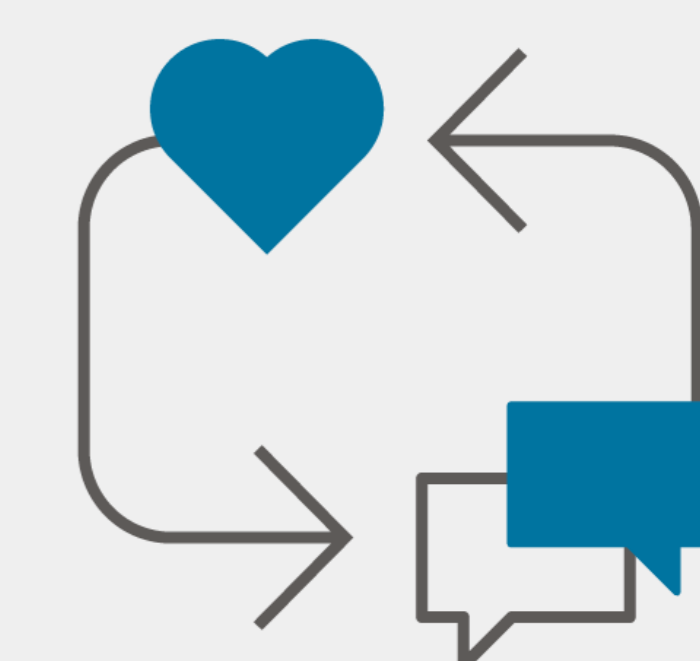
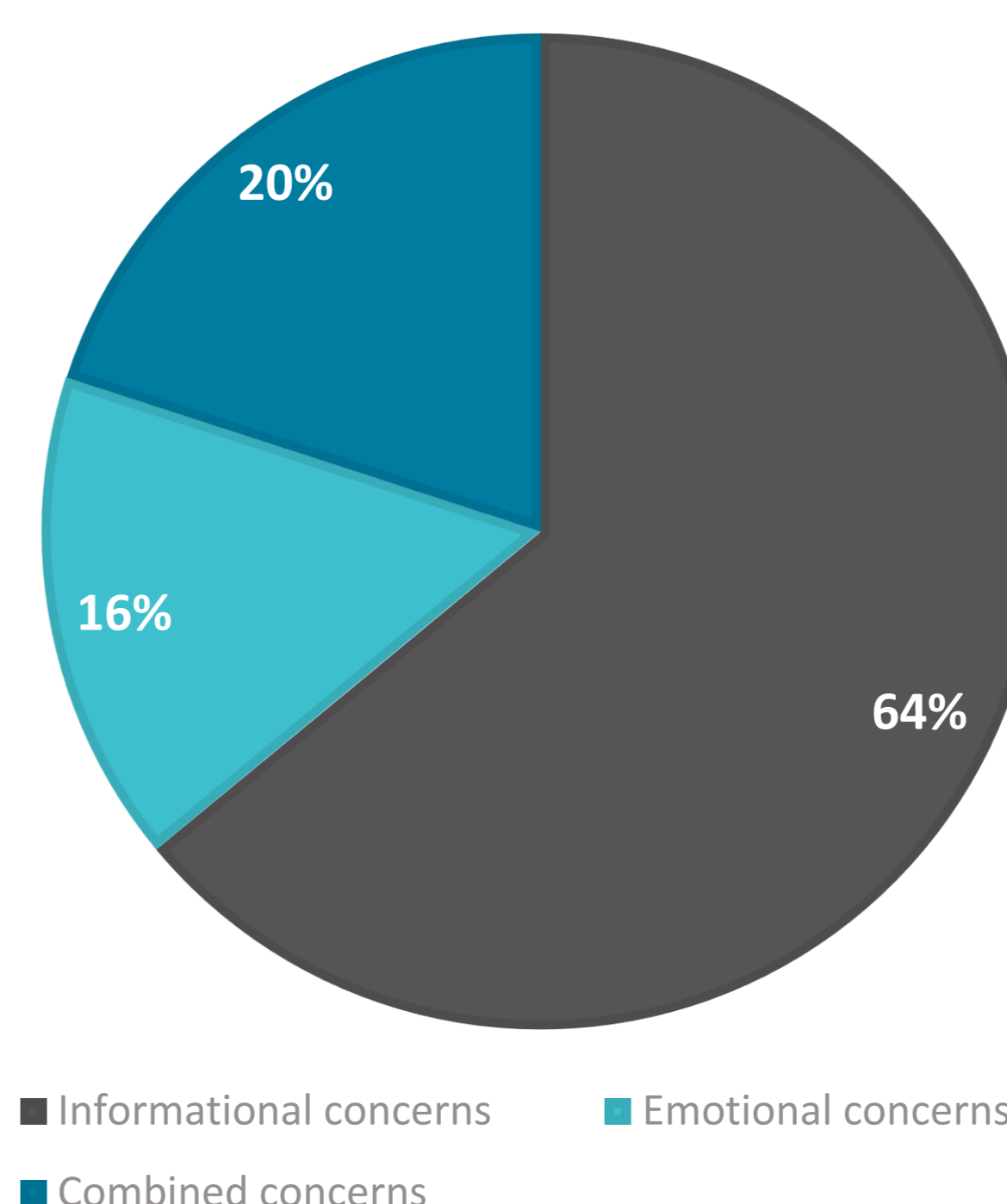
- Patients mainly expressed informational concerns during inhaler consultation, still 1/3 of the concerns is emotional
- PTs mainly responded to patients' concerns with providing information, also to emotional ones.



TYPES OF REACTION BY PT (N=88 CONCERNS)

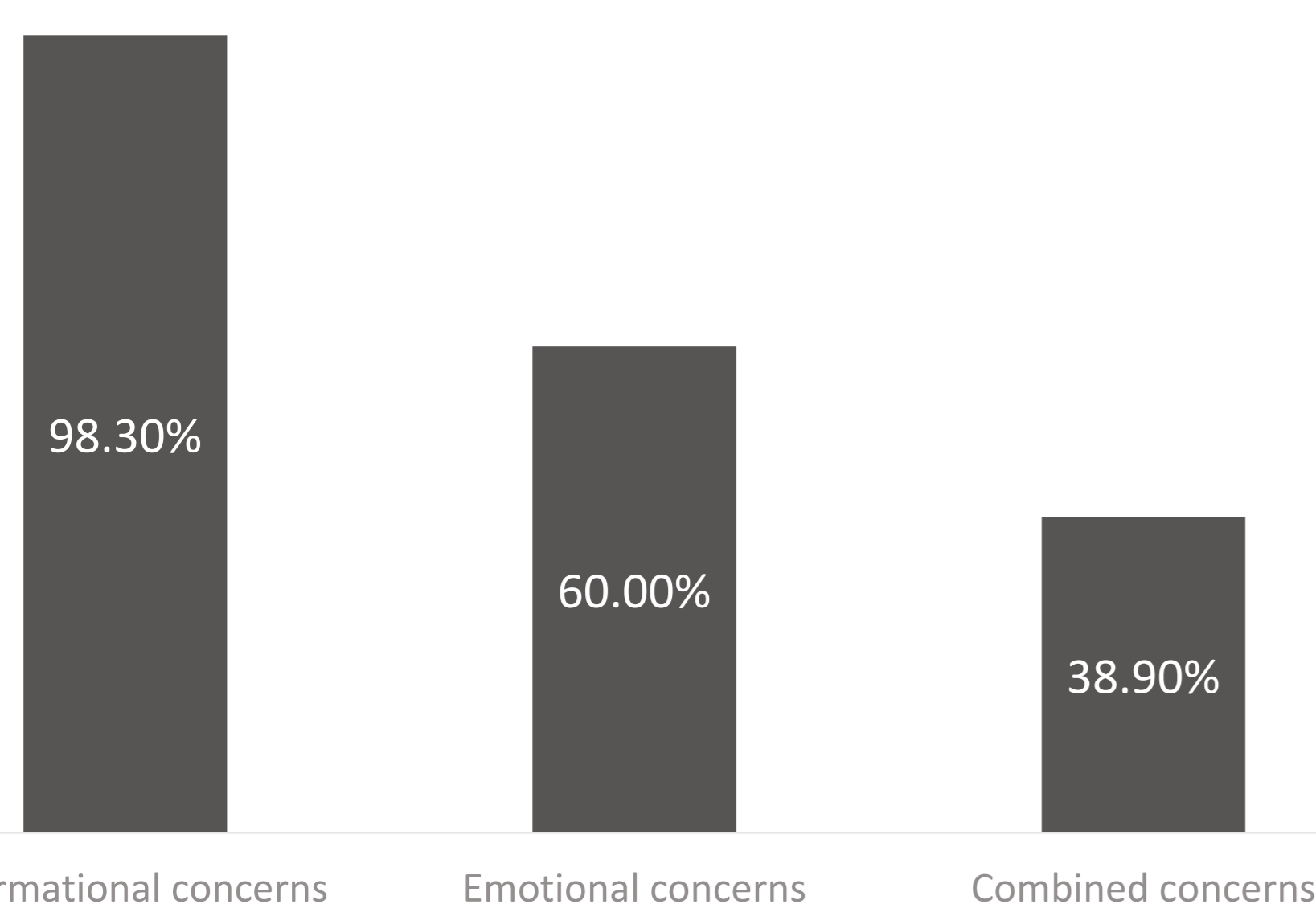


TYPES OF CONCERNS EXPRESSED (N=91 CONCERNS)



## Matching type of concerns & reaction

Percentage of matching type of response with concerns expressed.



There is a mismatch in the way feedback is provided by PTs to their patients, especially regarding emotional concerns.

58 informational concerns - 57 informational responses  
15 emotional concerns - 9 emotional responses  
18 combined concerns - 7 combined responses

## Conclusion

PTs can improve:

- the balance of recommendations versus compliments provided during inhaler counselling
- how to deal with emotional concerns expressed by patients

Giving compliments and recommendations during all phases of inhaler consultation contributes to a patient-oriented approach.

A better fit between expressed concern and reaction may result in better initiation, implementation and persistence of inhaled medication adherence.

## On TRACK study

Please contact [Roland te Paske \(R.tePaske@nivel.nl\)](mailto:R.tePaske@nivel.nl) to know more about the On TRACK study.