

# Clinical pharmacist counseling to enhance medication and pathway adherence at discharge.

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## Introduction

Non-adherence to medication/follow-up planning, may be associated with hospitalisation and mortality<sup>1</sup>. Literature shows that pharmacists counseling at discharge may decrease the number of hospital readmissions<sup>2</sup>. 'Professional counseling' needs to in-depth knowledge and skills that must be acquired and appropriately applied in order to optimize the interview. At Mauriziano Hospital of Turin, the clinical pharmacists attended a specific training course in order to improve professional counseling skills.

**Aim:** 1) Analyze pharmacists interviews from communication point of view; 2) Classify the different counseling techniques apply to support/monitoring adherence.

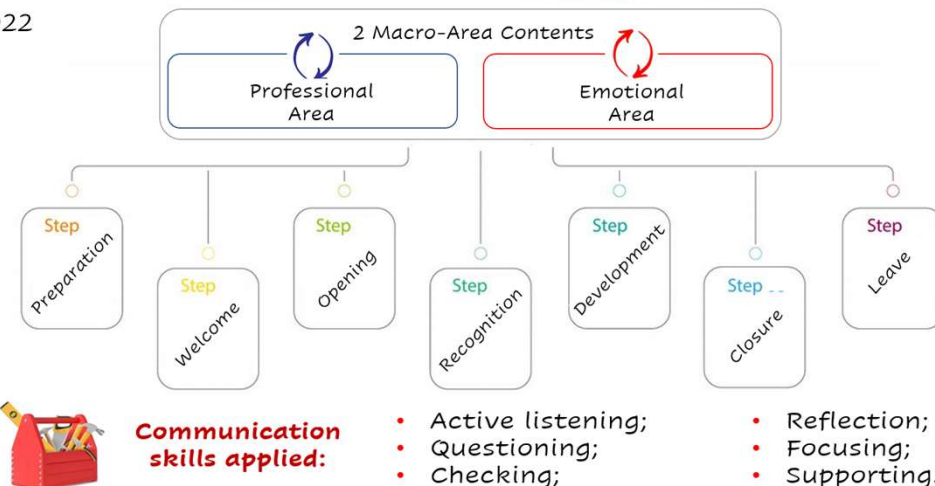
## Methods

- Communicative contents and counseling skills of structured interviews led by pharmacists at discharge were analyzed.
- Particular attention on telepharmacy.
- Focus on communication tools used to identify adherence issues (initiation, persistence, discontinuation phases) and sub-adherence risks (intake errors, drug interactions or adverse drug reactions).

## Results

Structured interviews analyzed : 10.988 (of which 44 teleconsults)

January - June 2022



## Discussion

The analysis of pharmacists counseling skills allowed to improve knowledge, enhance patient centered services and empowerment patients.

## Conclusion

On care transition counseling expertise results useful for pharmacists to identify potential causes of voluntary or involuntary sub-adherence.

## References

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2. Impact of pharmacist counseling at discharge for older people - Davis D, Rogers M, Baker J, Tillery EE. Sr Care Pharm. 2021 Dec 1;36(12):652-673. doi: 10.4140/TCP.n.2021.652. PMID: 34861906

