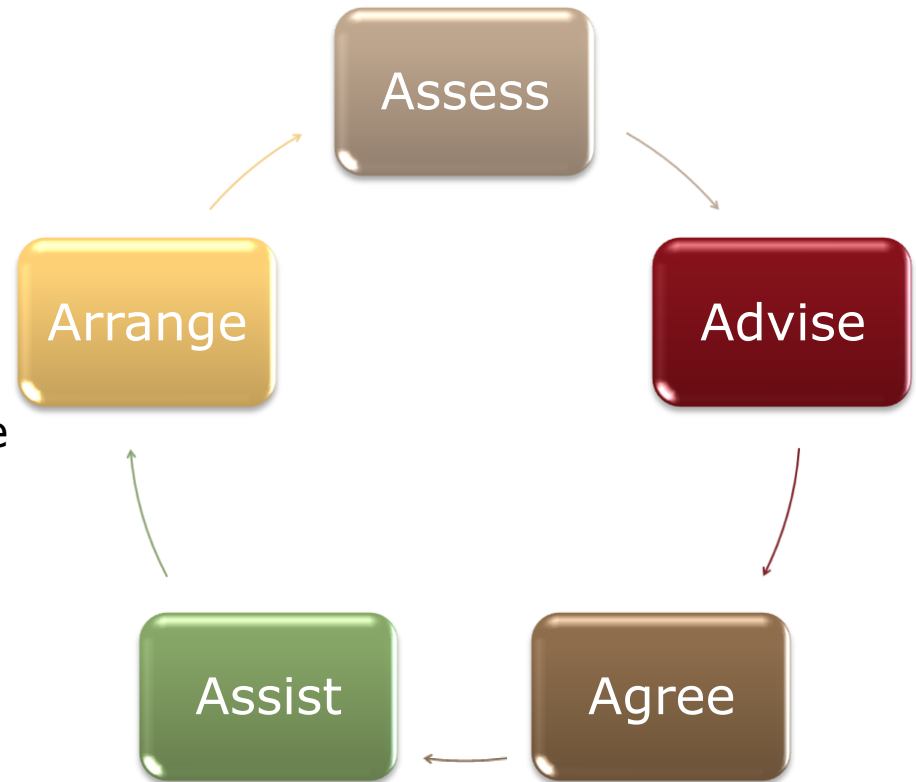


Please reflect while you're waiting...

Welcome. The focus of this webinar is to discuss your role in partnering with patients to promote adherence to their anticoagulant medication plan.

- What do you think might be some challenges you face as you complete the five As (at right) with the patient?
- What might keep the patient from achieving adequate anticoagulation?



Building a Partnership with the Newly Anticoagulated Patient



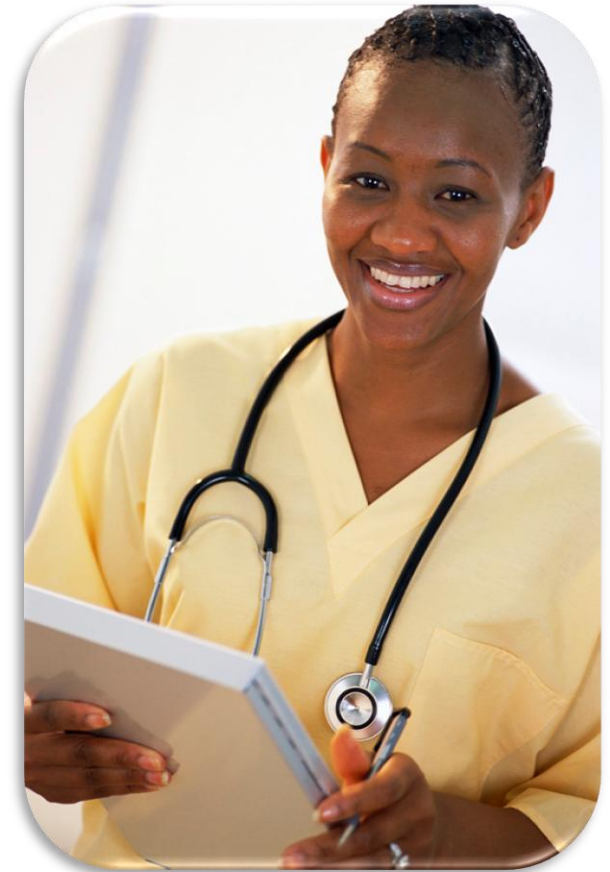
National Blood Clot Alliance
Clinical Pearls Series

CDC Cooperative Agreement # 1U27DD000545-01

About This Webinar

For healthcare professionals

- Nurses
- Physician assistants
- Nurse practitioners
- Pharmacists

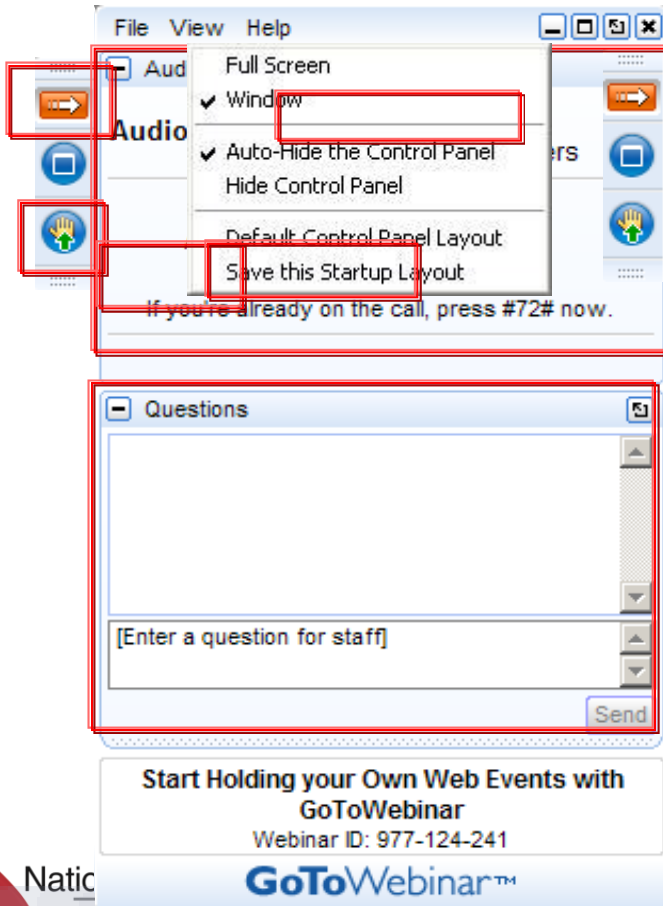


Agenda

- Introduction and Welcome
- Case Study Introduction and Background Information
- Communication Strategies to Influence Patient Behavior:
 - Assess
 - Advise
 - Agree
 - Assist
 - Arrange
- Summary and Case Study Wrap Up

About This Webinar

Using GoToWebinar



- Open and close your Panel
- View, Select, and Test your audio
- Submit text questions
- Raise your hand
- Q&A addressed at the end of today's session
- Everyone will receive an email within 24 hours with a link to view a recorded version of today's session

About This Webinar

Objectives for today

- Describe **common difficulties** healthcare professionals encounter in the newly anticoagulated population.
- Discuss **ways to overcome difficulties** experienced by the newly anticoagulated patient.
- Apply the **5A model** to partner with patients to influence behavior change.

Today's Speakers

Laura Earl

- RN, BSN, CACP
- Staff Nurse, University of New Mexico Hospitals
- Anticoagulation Services Coumadin Clinic since 2002
- LEEarl@salud.unm.edu



Diane Wirth

- ANP-BC CACP
- Senior Manager of Clinical Operations at Grady Cardiac/Coumadin Clinic (GA)
- DWirth@gmh.edu



Case Study Introduction

Ms. Williams arrived at the emergency room with...

- Sudden shortness of breath
- Stabbing chest pain
- Coughing with blood-streaked mucus
- Rapid heart rate



Case Study Introduction

- ER diagnosis:
 - Deep vein thrombosis (DVT)
 - Pulmonary embolism (PE)
- Admitted to the hospital
- Currently: Stable



Case Study Introduction

- On discharge:
 - Low molecular weight heparin (LMWH)
 - Warfarin (Coumadin®)



Case Study Introduction

- Now:
 - 5 days since discharge
- Your job:
 - Initial patient education to help Ms. Williams adhere to treatment plan.
- More info:
 - She has no prior experience with anticoagulants.

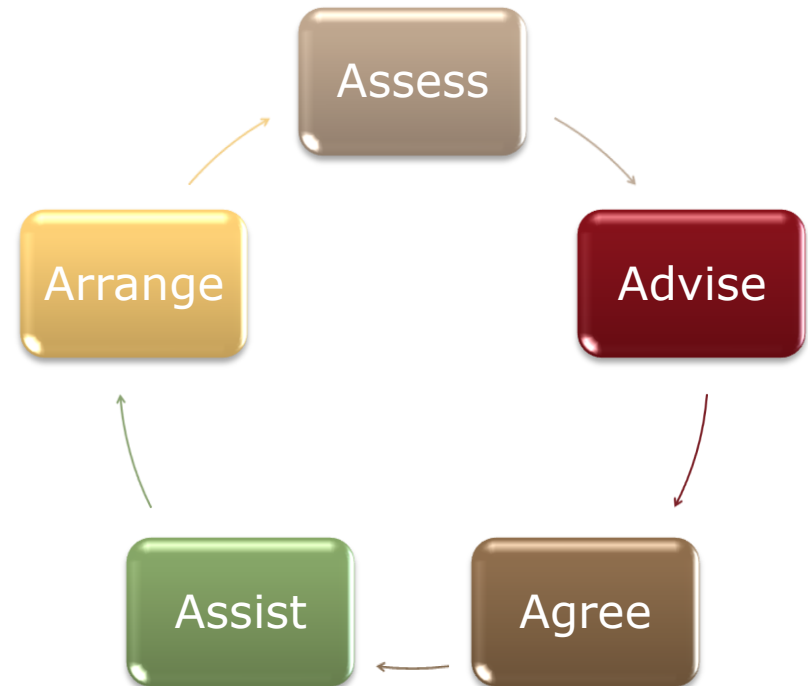


About This Webinar

Why We're Organizing Around the Five As

Organizes an approach to influence behavior change

Source: Whitlock et. al. "Evaluating Primary Care Behavioral Counseling Interventions: An Evidence-Based Approach." *American Journal of Preventive Medicine*. 2002;22(4). P. 267-284.



But it isn't always easy...

- What are some common difficulties we face with patients who are newly anticoagulated?



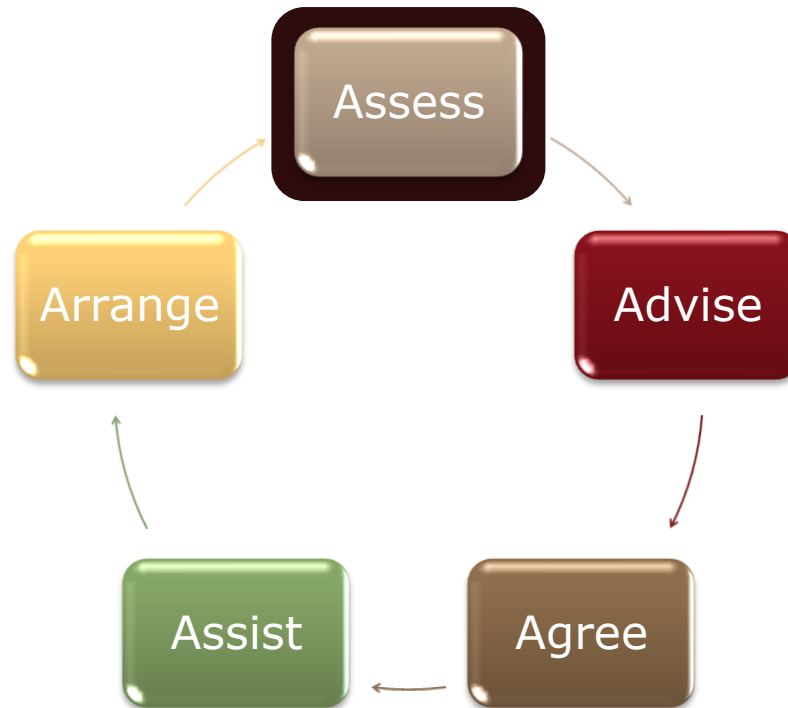
Common Difficulties

- Not taking medications as prescribed
 - Missed doses
 - Extra doses
 - Incorrect dose
- Trouble keeping vitamin K intake steady
- Preconceived misperceptions about warfarin
 - For older patients: “rat poison”
 - Friends/family who had complications with anticoagulants
- Missed appointments for monitoring
 - Transportation
 - Communication
 - Cost



Assess: Key Concepts

- Assess behavioral strengths and limitations affecting adherence.



Assess

Assess level of knowledge

Does the patient know:

- ...about why s/he is taking AC meds
- ...about AC meds in general
- ...about treatment plan (dosage, frequency)

Ask about feelings:

- Concerns, worries

Assess

Assess patient history

If	Then
Previous history of bleeding/clotting	<ul style="list-style-type: none">• Monitor patient adherence and INR more frequently
If allergies to heparin products	<ul style="list-style-type: none">• Use Fondaparinux or Arixtra, rather than low molecular weight heparin
For women of child-bearing age	<ul style="list-style-type: none">• Explore alternative to birth control pill, as needed• Explore alternatives to warfarin if pregnancy is desired
If heavy periods or menorrhagia	<ul style="list-style-type: none">• Know it can worsen on AC medications

Assess

Assess factors that might influence adherence

- Insurance coverage
- Time of day for taking meds
- Day of week for INR testing
- Transportation to appointments
- Communicating INR results
- Coping strategies



Assess

Assess factors that might influence INR

- Alcohol intake
- Other medications (including OTC)
- Diet (vitamin K intake)



Assess

Assess factors that might increase bleeding risk

- Contact sports, extreme sports
- Risk of injuries at home



Assess

Apply what we've discussed to Ms. Williams

- Please type in a sample question you might want to ask Ms. Williams.
- Please enter your questions in the chat pane.



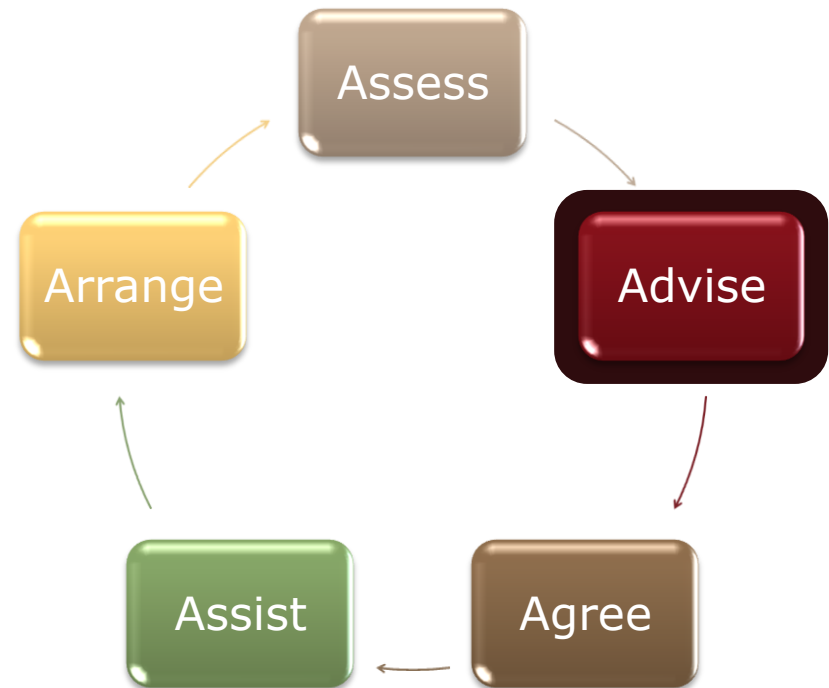
Assessment Findings for Martine Williams

- Has limited insurance coverage
- Wants to be called on her home phone to find out INR-gives permission to leave a voice mail
- Wants suggestions about how to remember to take her medication
- Post menopause

Advise

Key Concepts

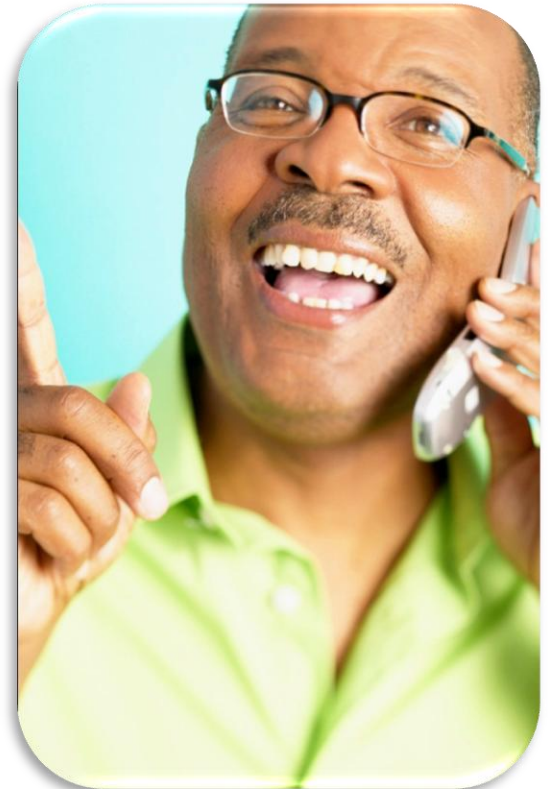
- Give clear, specific, and individualized advice
- Include information about personal health risks/benefits
- Recognize that what patient is ready to hear or do may be different than what HCP thinks is optimal



Advise

Talk to patients about specific ways to address:

- Missed medication
- Unusual bleeding
- Right dose at a consistent time
- Consistent diet (vitamin K)
- What they should tell all providers
- When they should call AC provider
- INR testing and appointments



Advise

Discuss practical matters...

- Transportation method and convenience of appointment schedule
- Projected length of AC therapy
- Options to defray cost
- Stretching food budget to maintain consistent diet
- Reminders to take medications, such as pill box and alarms



More →

Advise

Discuss practical matters...

- Ways to prevent injury
- How to limit or plan alcoholic intake
 - No bingeing
 - No more than two drinks per 24 hours
- How to use patient's previous coping measures or available supports



Advise

Advise patients on the “what ifs...”

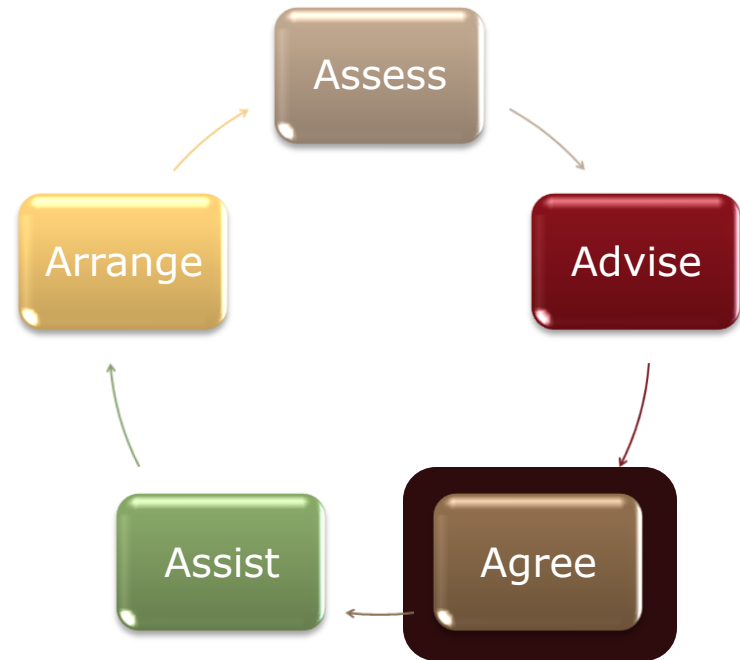
- ... a dose is late or missed
- ... they become ill, have a fall, or have a medical or dental procedure
- ... they start or stop medications, including OTC medications
- ... they plan to travel >4 hours in the first 30 days



Agree

Key concepts

- Partner with patient to select treatment goals and methods based on the patient's interest, ability, and willingness to make behavior changes



Agree on...



- ... system for follow-up
- ... specific follow-up steps
- ... duration of current agreement
- ... consequences of breaking agreement or “contract”

A red scroll graphic with a white border, containing the text "Put it in writing!". The scroll is positioned in the lower right quadrant of the slide.

Put it in
writing!

Agree

Apply what we've discussed to Ms. Williams

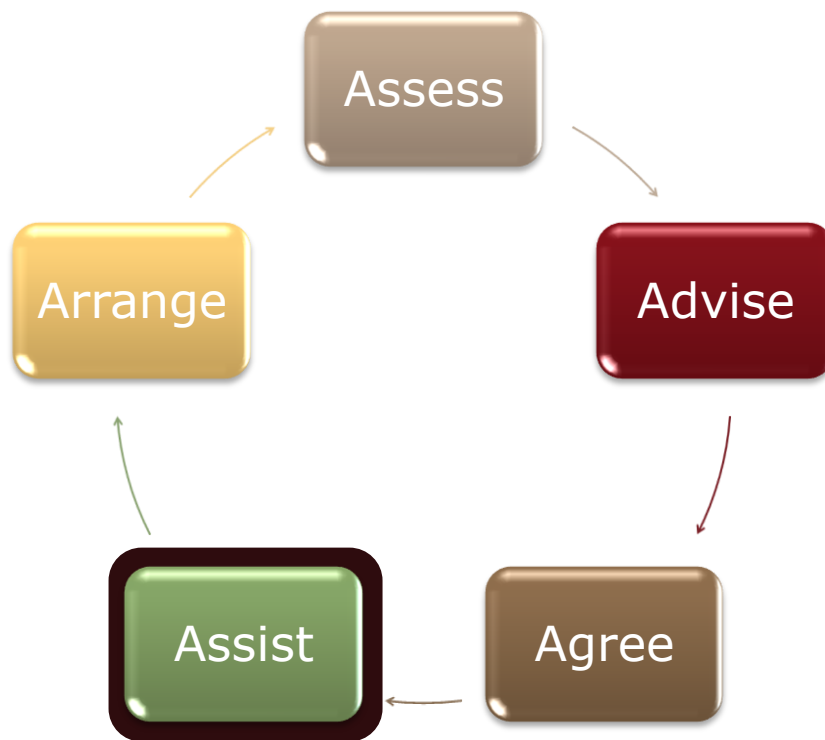
- Listen as we role play a discussion between a healthcare professional and Ms. Williams.
- Have we covered the items we discussed earlier?
 - ... system for follow-up
 - ... specific follow-up steps for provider and patient
 - ... duration of current agreement
 - ... consequences of breaking agreement or "contract"



Assist

Key Concepts

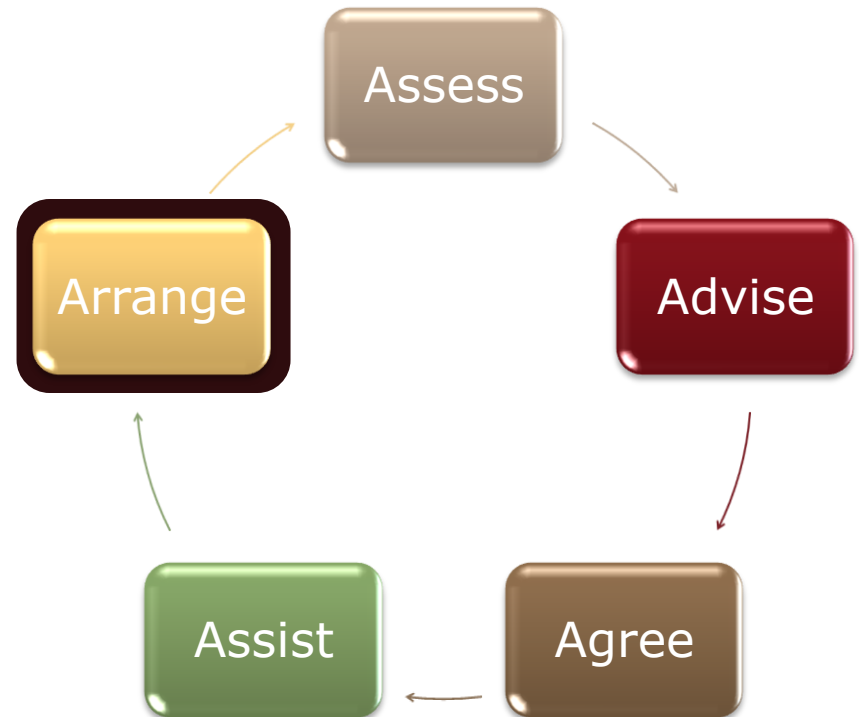
- Help patient build skills, confidence, and supports for behavior change or adherence
- Supplement with adjunctive treatments as appropriate (e.g., pharmacotherapy for tobacco dependence or depression)



Arrange

Key Concepts

- Schedule follow-up contacts (in person or by telephone)
- Provide ongoing assistance/support
- Adjust treatment plan as needed
- Help patient obtain medic alert



Arrange

Analyzing INR

- Talk about dosage in previous week, THEN figure out if there is a need to adjust dose
- Create system for tracking the monitoring schedule and following up with “no shows”
- Consider alternative to warfarin if INR is out of range



Summary and Wrap Up

Key Messages

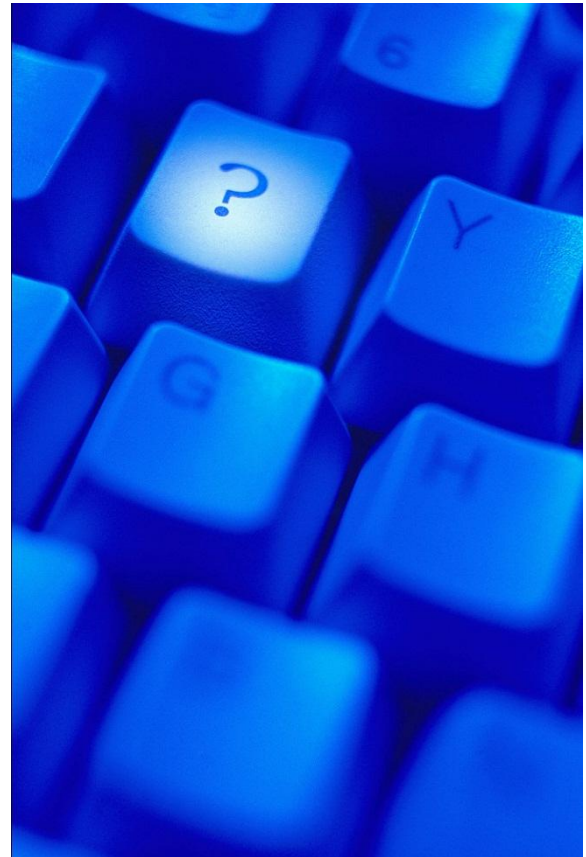
- Build rapport in the first visit
- Listen to the patient's concerns and what s/he wants
- Promote mutual agreement to improve adherence

Reaching common ground is the key to long-term success.



Q&A

Questions?



Upcoming Webinars

Part of a Series

- 👉 Getting Started with Anticoagulant Medications
 - Overcoming the Headache of Fluctuating INRs
 - Preventing Complications of Blood Clots



Additional Resources

- Content resources:
 - Assessment questions
- Recording of this session
- Copy of the PowerPoint slides used in this webinar
- Article on the 5 As
- Additional citations

All available at
http://www.stoptheclot.org/webinars/webinar_resources.html

Help Us Help You

- Please complete the very brief survey that will immediately follow the webinar.



Thank you. Join us Again!



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