

# Understanding Families' Roles in Medication Management

Jackie Pinkowitz, M.Ed. – ALR family member

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# Families Caring for Loved Ones

## Safe Medication Use Primary Care thru End-of-Life

Home

Adult Day

Assisted  
Living

Nursing  
Home

Hospice



# **Growing Influence of Baby Boomers on the Healthcare of Aging Parents**

**Approximately 13 million baby  
boomers were actively involved  
in the healthcare of their senior  
parents .... 2006**

**Lori Laurent Smith & David Lockwood, DTC Perspectives March 2006  
(with permission from authors)**

# **Role Boomers Play in Parent's Diagnosis & Treatment**

<b>Very involved in treatment decisions</b>	<b>64%</b>
<b>Prompted parent to discuss symptoms</b>	<b>56%</b>
<b>Called to make appointment</b>	<b>38%</b>

# Specific Assistance Boomers Provide

Pharmacy visits	48%
Medication reminders	44%
Medication dosing	23%

# Frequency of Assistance

<b>At least once a week</b>	<b>56%</b>
<b>A few times a week</b>	<b>34%</b>
<b>Every day</b>	<b>25%</b>

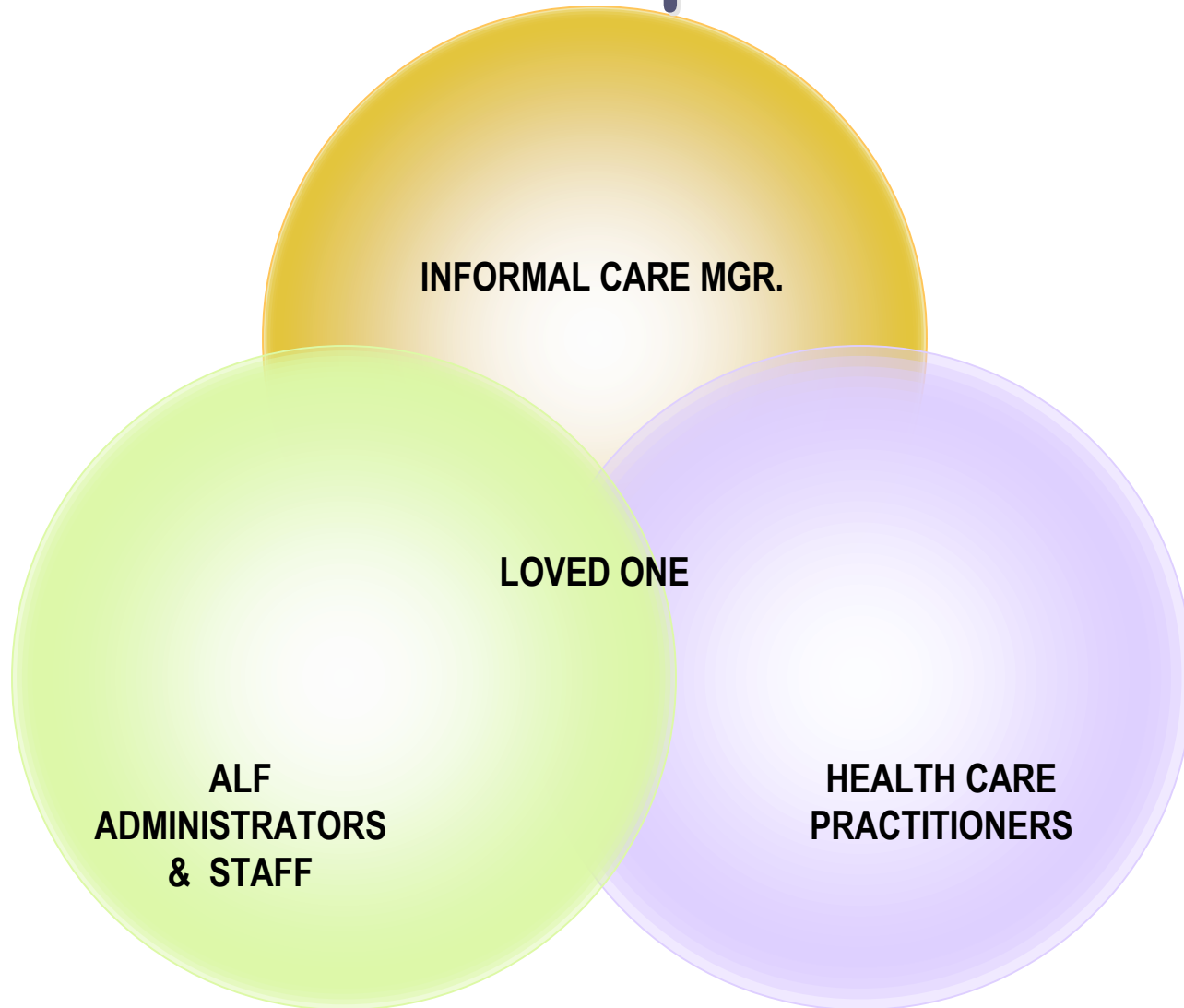
# Boomers and Healthcare

- ❖ **Use internet for information on health & wellness**
- ❖ **Expect greater say regarding our parents' care**
- ❖ **Want to be treated as part of our parents' healthcare team**

*“e-patients: how they can help us heal healthcare”, white paper,  
Tom Ferguson, MD, [www.e-patient.net](http://www.e-patient.net), RWJ Foundation, 2007*



# Boomers' Expectations



**Teamwork to Optimize Care**

# Families' Concerns Medication Self-Management

- Storing
- Administering
- Adherence

**6 or more medications +  
supplements**

# Families' Concerns

## Medication Management

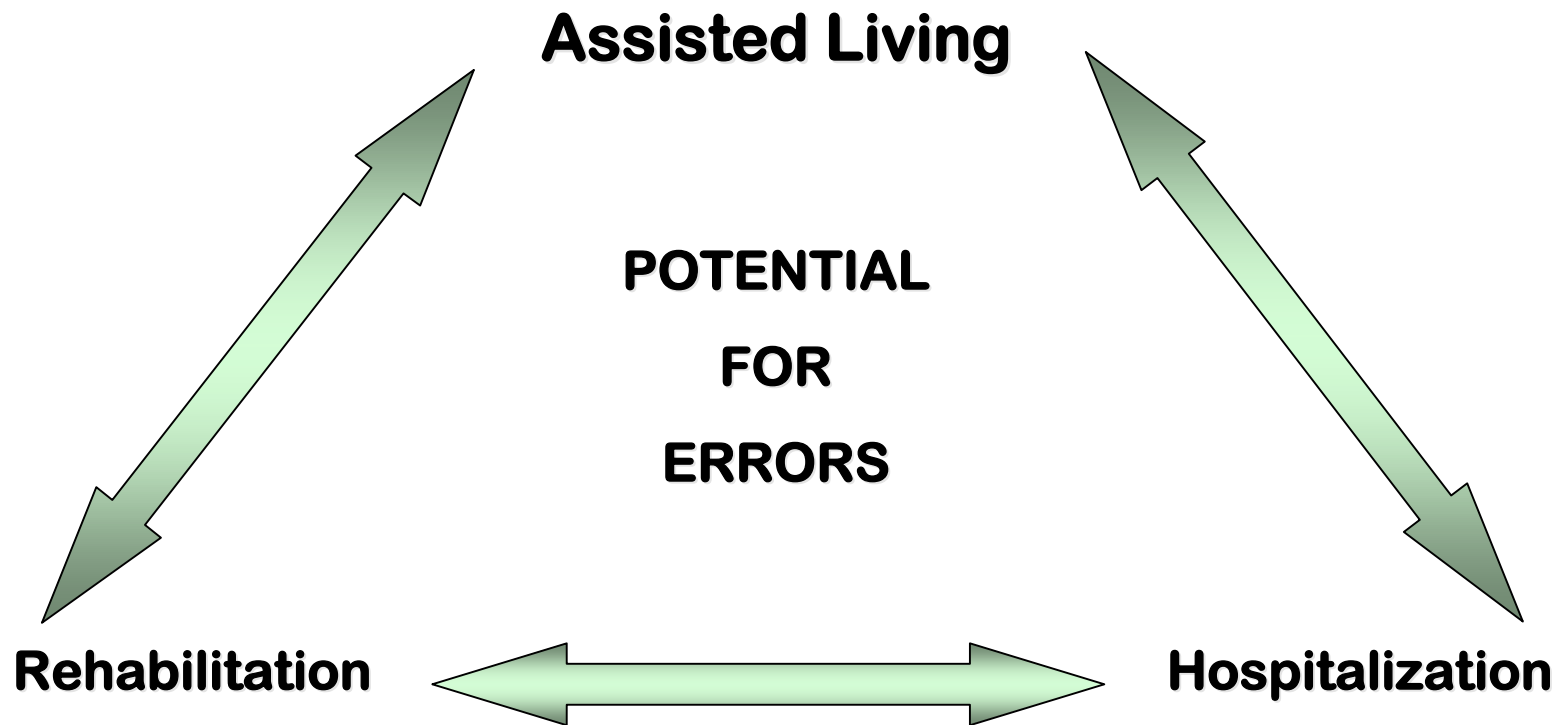
- Changing health & cognitive status
- Multiple physicians prescribing medications
- Staff well-trained in medication tasks; understand risks

# Medication Errors

**Are responsible for**

***25% of all hospital admissions among elderly\****

\* National Association of Chain Drug Stores, 2004



# Proactively Teach Families Safe Medication Practices

**Pre-contemplative**

**Contemplative**

**Committed**



Medication Safety  
for Seniors:  
Self-Storing  
Self Administration  
Adherence  
Potential Interactions

+

ALF  
Med Assessments  
Role of Pharmacist  
Med. Mgmt Services  
Cost of services

+

ALF  
Roles of all parties  
Components of MTMS  
Pharma Provider  
Transitions in care

*Adapted from Prochaska and DiClemente's Transtheoretical Model of Behavior Change,  
1983*

# Proactively Teach ALF

## Families & Residents

- Assessment to determine medication self-administration
- Components of MTMS
- Roles of staff, consultant pharmacist, & contract pharmacy provider
- Safeguards during transitions of care

# Practitioners' Roles

- Treat families as part of care team
- On-going, open communications
- Periodic consultations: review their medications; alert us to side effects & risks; answer our questions



# Families' Roles

- Proactively learn about Medication Management
- Ask practitioners relevant questions
- Open lines of communication
- Be reasonable & realistic
- Influencers & Advocates

# Medication Management Questions

## Families Need to Ask

- Who administers medications?
- How are they trained & supervised?
- What safeguards are in place to ensure that appropriate medications are provided on time & in correct dosage?

# Medication Management Questions

## Families Need to Ask

- Who reviews med. procedures; how frequently?
- What are their qualifications?
- Who is responsible for filling prescriptions?
- Is there a requirement on medication packaging?
- Will we be kept informed of medication-related issues with my loved one?

# Collaborate to Optimize Care

- **Anticipate** changing health needs
- **Integrate** health & lifestyle electronic records
- **Communicate** as a care team
- **Educate** all parties involved
- **Medicate** safely & responsibly

# Resources

- American Society on Aging & American Society of Consultant Pharmacists:  
ADULT MEDUCATION – Improving medication adherence in older adults  
<http://www.adultmeducation.com>
- American Society of Consultant Pharmacists:  
Fact sheets & senior care pharmacist locator for consumers  
<http://www.seniorcarepharmacist.com>
- Center for Excellence in Assisted Living Clearinghouse  
searchable database  
<http://theceal.org/clearinghouse.php>
- Consumer Consortium on Assisted Living  
[www.ccal.org](http://www.ccal.org)