

00387 Study on the Impact of Pharmacist-led Medication Review Service on Drug-related Issues in Diabetic Patients in Primary Care Settings

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Aims: To determine the prevalence of drug-related issues (DRIs) in diabetic patients, the effectiveness of Pharmacist-led Medication Review Service (MRS) in resolving these DRIs, as well as the self-perceived impact of recommendations/actions put up by pharmacists to resolve these DRIs.

Methodology: This prospective cross-sectional study was conducted across five polyclinics' pharmacies over a twelve-month period. Patients who met the inclusion criteria were invited to participate in the research study when they turned up at these pharmacies to refill their prescriptions. The recruited participants had their medication reviewed by a pharmacist once. A self-developed questionnaire was administered face-to-face by trained investigators in a standardised manner twice. The pharmacists conducted a self-assessment of the recommendations/ actions put up to resolve the DRIs following the MRS session.

Result: A total of 117 patients completed the study, of which 52.1% had DRIs. The patients had an average of 1.25 ± 1.575 medications with DRIs. This study found that MRS was effective in reducing the average number of DRIs from 1.52 ± 2.116 to 1.02 ± 2.031 ($p = 0.027$). The top 3 DRIs encountered whilst performing MRS on diabetic patients were not knowing the indications of their medications, taking less than the prescribed dose and taking medications at incorrect time/frequency. The top 3 strategies adopted by pharmacists to resolve the DRIs were providing medication counselling, reinforcing adherence to prescribed medications and advising patients on possible side effects to look out for and how to mitigate these side effects. Pharmacists felt 93.0% of the recommendations/actions put up by them during MRS helped to improve diabetic patient's knowledge and/or adherence to their medications. Additional benefit to diabetic care includes avoidance of visits to doctors and Emergency Department as well as enhanced knowledge of disease management.

Conclusion: Pharmacist-led MRS effectively reduced DRIs in diabetic patients seen in primary care.