# Fundamental Skills for Patient Care in Pharmacy Practice

# Colleen D. Lauster, PharmD, BCPS, CDE

Clinical Pharmacy Specialist, Ambulatory Care Beaumont Hospital, Royal Oak Royal Oak, MI

# Sneha Baxi Srivastava, PharmD, BCACP

Clinical Assistant Professor Chicago State University College of Pharmacy Chicago, IL



World Headquarters Jones & Bartlett Learning 5 Wall Street Burlington, MA 01803 978-443-5000 info@jblearning.com www.jblearning.com

Jones & Bartlett Learning books and products are available through most bookstores and online booksellers. To contact Jones & Bartlett Learning directly, call 800-832-0034, fax 978-443-8000, or visit our website, www.jblearning.com.

Substantial discounts on bulk quantities of Jones & Bartlett Learning publications are available to corporations, professional associations, and other qualified organizations. For details and specific discount information, contact the special sales department at Jones & Bartlett Learning via the above contact information or send an email to specialsales@jblearning.com.

Copyright © 2014 by Jones & Bartlett Learning, LLC, an Ascend Learning Company

All rights reserved. No part of the material protected by this copyright may be reproduced or utilized in any form, electronic or mechanical, including photocopying, recording, or by any information storage and retrieval system, without written permission from the copyright owner.

The content, statements, views, and opinions herein are the sole expression of the respective authors and not that of Jones & Bartlett Learning, LLC. Reference herein to any specific commercial product, process, or service by trade name, trademark, manufacturer, or otherwise does not constitute or imply its endorsement or recommendation by Jones & Bartlett Learning, LLC and such reference shall not be used for advertising or product endorsement purposes. All trademarks displayed are the trademarks of the parties noted herein. *Fundamental Skills for Patient Care in Pharmacy Practice* is an independent publication and has not been authorized, sponsored, or otherwise approved by the owners of the trademarks or service marks referenced in this product.

There may be images in this book that feature models; these models do not necessarily endorse, represent, or participate in the activities represented in the images. Any screenshots in this product are for educational and instructive purposes only. Any individuals and scenarios featured in the case studies throughout this product may be real or fictitious, but are used for instructional purposes only.

#### **Production Credits**

Publisher: William Brottmiller	Cover Design: Michael O'Donnell
Senior Acquisitions Editor: Katey Birtcher	Composition: Lapiz, Inc.
Associate Editor: Teresa Reilly	Background Cover Image: © artur gabrysiak/
Production Manager: Julie Champagne Bolduc	ShutterStock, Inc.
Production Editor: Keith Henry	Title Page: © ajt/ShutterStock, Inc.
Marketing Manager: Grace Richards	Printing and Binding: Edwards Brothers Malloy
VP, Manufacturing and Inventory Control:	Cover Printing: Edwards Brothers Malloy
Therese Connell	

#### To order this product, use ISBN: 978-1-4496-5272-2

#### Library of Congress Cataloging-in-Publication Data

Lauster, Colleen.

Fundamental skills for patient care in pharmacy practice / Colleen Lauster and Sneha Baxi Srivastava.
p.; cm.
Includes bibliographical references and index.
ISBN 978-1-4496-4510-6 (pbk.)
I. Srivastava, Sneha Baxi. II. Title.
[DNLM: 1. Patient Care—methods. 2. Pharmaceutical Services. 3. Professional Practice.
4. Professional Role. QV 737.1]

615.1068'8-dc23

2012050492

#### 6048

Printed in the United States of America 17 16 15 14 13 10 9 8 7 6 5 4 3 2 1

Preface		ix
Contributors		xi
Reviewers		xiii
CHAPTER 1	The Patient Interview	1
	Learning Objectives	1
	Key Terms	1
	Introduction	1
	Communication Skills	2
	The Patient Interview	8
	Medication History	20
	The Patient Interview in the Community Setting	28
	The Patient Interview in the Acute Care Setting	32
	Chapter Summary	34
	Review Questions	35
	References	35
CHAPTER 2	The Medical Record	37
	Learning Objectives	37
	Key Terms	37
	Introduction	37
	Importance of Proficiency in Navigating the	
	Patient's Medical Record	38
	Components of a Patient's Medical Record	38
	Systematic Approach to Data Collection	49
	Pharmacy-Related Components of the Patient	
	Medical Record	52
	Navigating Choppy Waters: What to Do if	
	Information is Missing and/or Misplaced	54
	Synthesizing Patient Information: Developing	
	a Problem List	56
	Case Study	60

	Chapter Summary	61
	Review Questions	62
	References	62
CHAPTER 3	Written Communication	65
	Learning Objectives	65
	Key Terms	65
	Introduction	65
	Types of Written Documentation	67
	The SOAP Note	68
	Other Types of Pharmacy-Written Documentation	78
	Effective Written Communication	90
	Chapter Summary	94
	Review Questions	94
	References	95
CHAPTER 4	The Patient Presentation	97
	Learning Objectives	97
	Key Terms	97
	Introduction	97
	Verbal and Nonverbal Communication Skills	98
	Structure of a Patient Presentation	100
	Gathering Information	101
	Different Types of Patient Presentations	102
	Other Types of Patient Presentations	112
	Formal Versus Informal Presentations	113
	Slides and Handouts	114
	The Audience	116
	Practicing Your Presentation	117
	Putting it All Together: Presenting the Patient Case	117
	Chapter Summary	119
	Review Questions	120
	References	120
	Appendix 4.A Sample Case Presentation Evaluation	121
	Appendix 4.B Sample Case Presentation Evaluation	123
CHAPTER 5	Patient Counseling: Patient Factors	125
	Learning Objectives	125
	Key Terms	125

iv

# Contents

	Introduction	125
	Health Psychology and Pharmacy Practice	126
	Cultural Competency	129
	Adherence to Treatment Plans and Cultural Competency	131
	Using Translators	136
	Health Literacy	139
	Chapter Summary	146
	Review Questions	146
	References	147
CHAPTER 6	Patient Counseling: Settings and Techniques	149
	Learning Objectives	149
	Key Terms	149
	Introduction	149
	Laws that Govern Patient Counseling	150
	Communication for Effective Patient Counseling Sessions	153
	Adapting Patient Counseling Based on the Environment	154
	Benefits of Patient Counseling	158
	Challenges of Patient Counseling	158
	Patient Counseling Techniques	160
	Patient Materials to Enhance Medication Education	168
	Chapter Summary	169
	Review Questions	170
	References	170
CHAPTER 7	Patient Counseling: Special Situations	173
	Learning Objectives	173
	Key Terms	173
	Introduction	173
	Stages of Grief	174
	Counseling Terminally Ill Patients	175
	Counseling Patients with Incurable but Treatable Conditions	176
	Counseling Geriatric Patients	179
	Counseling Pediatric Patients	183
	Counseling Angry Patients	186
	Chapter Summary	194
	Review Questions	194
	References	195

 $\mathbf{v}$ 

vi	Contents

<b>CHAPTER 8</b>	APTER 8 Patient Counseling: Motivational Interviewing	
	and Health Behavior Change	197
	Learning Objectives	197
	Key Terms	197
	Introduction	197
	The Significance of Motivational Interviewing	198
	Motivational Interviewing as an Approach	199
	Motivational Interviewing from a Theoretical Standpoint	201
	MI Principles, Microskills, and Strategies and the	
	"Spirit of MI"	205
	Use of MI in Patient Interactions for Facilitating	
	Behavior Change	213
	MI and the Helping Relationship	215
	Implications for Practice	218
	Chapter Summary	218
	Review Questions	219
	References	220
CHAPTER 9	Medication Reconciliation	223
	Learning Objectives	223
	Key Terms	223
	Introduction	223
	Impact of Medication Reconciliation	
	on Patient Safety	224
	Medication Errors	224
	Medication Reconciliation in the Inpatient	
	Acute Care Setting	225
	Medication Reconciliation in the Ambulatory Care Setting	229
	Differences in Medication Reconciliation Between Inpatient	
	Acute Care and Ambulatory Care Settings	230
	Implementing Medication Reconciliation	231
	Identifying Medication Discrepancies	232
	Resolving Medication Discrepancies	237
	Strategies to Improve Medication Reconciliation	239
	Patient Case	239
	Medication Reconciliation and Barriers	
	of System-Wide Changes	241
	Chapter Summary	242

	Review Questions		243
	References		243
	Appendix 9.A Medication Reco	nciliation Admission Form	246
	Appendix 9.B Medication Reco	nciliation Transition Form	248
	Appendix 9.C Medication Reco	nciliation Discharge Form	250
	Appendix 9.D Medication Reco	onciliation Outpatient Form	252
	Appendix 9.E Medication Reco	nciliation Admission Form	254
	Appendix 9.F Medication Reco	nciliation Transition Form	256
	Appendix 9.G Medication Reco	onciliation Discharge Form	258
	Appendix 9.H Medication Reco	onciliation Outpatient Form	260
CHAPTER 10	Presentations and Interprofes	sional Communication	263
	Learning Objectives		263
	Key Terms		263
	Introduction		263
	Topic Discussions		264
	Journal Clubs		267
	Grand Rounds Presentations		275
	Pharmacy Inservices		280
	Interprofessional Communication	n	281
	Chapter Summary		289
Review Questions		290	
	References		291
CHAPTER 11	Medication Therapy Managen	nent	293
	Learning Objectives		293
	Key Terms		293
	Introduction		293
	Practice Setting and Location		294
	Appropriate Patients for MTM		295
	Patient Visits		296
	Core Elements of MTM		296
	Billing		302
	Benefits of MTM		303
	Challenges to MTM		304
	Chapter Summary		305
	Review Questions		306
	References		306

vii

Appendix 11.A Step	pwise Approach of Medication	
Therapy Manager	nent	308
Appendix 11.B San	nple Personal Medication Record	309
Appendix 11.C San	nple Medication-Related Action Plan	
(for the Patient)		311
Appendix 11.D Exa	ample Prescription Profile	313
Answers to Chapter Review Questions		317
Glossary		327
Index		333

We are so excited about the publication of this textbook and to share it with you! As teachers and clinicians, we feel there is not an all-encompassing textbook to match the needs of a practical course in which students learn about patient interviewing, patient counseling, medication histories, journal clubs, and case presentations. We recall that when we were students and residents there was not a guide or reference to lead us in the right direction when we were asked, for example, to write a SOAP note or "work-up" a patient. And now, as teachers, we struggle with the lack of literature and references to support the development of lectures on these practical topics. Most of the available literature and resources for patient interviewing, journal clubs, and case presentations are designed for medical students and medical residents, not for pharmacists. For all of these reasons (and more!), we decided to publish *Fundamental Skills for Patient Care in Pharmacy Practice*, which we feel services unmet needs in pharmacy education.

This textbook provides practical information for a student pharmacist, resident pharmacist, or new practitioner. Each chapter focuses on the various skills of a clinical pharmacist, such as communication, patient counseling, patient interviewing, documentation, medication reconciliation, medication therapy management, and presentation skills. The information is presented and designed in a simple and direct way so that readers can learn the various components, definition, importance, and application of a skill. We have included numerous examples, sample cases, and how-tos to help further the reader's understanding of each skill. The text also includes take-home points and review questions at the end of each chapter to help the readers solidify their knowledge of the material.

We each give a special thank you to our husbands and families—writing a textbook is time consuming, and we appreciate their support and patience. We thank each contributing author for offering his or her expertise, experiences, and time. This textbook is complete because of their dedication to the profession and education. We thank our teachers and mentors who inspired us to be lifelong learners and educators. Additionally, we acknowledge Chicago State University College of Pharmacy for inspiring us to pursue a textbook that can supplement pharmacy education. Lastly, and to whom we dedicate this textbook, we thank our students for continuously challenging us to be the best teachers and practitioners we can be.

—Colleen and Sneha

# Sheila M. Allen, PharmD, BCPS

Clinical Assistant Professor, Department of Pharmacy Practice University of Illinois College of Pharmacy Chicago, Illinois

# Devra Dang, PharmD, BCPS, CDE

Associate Clinical Professor of Pharmacy Practice University of Connecticut School of Pharmacy Storrs, Connecticut

# Kristen L. Goliak, PharmD

Clinical Assistant Professor, Department of Pharmacy Practice University of Illinois College of Pharmacy Chicago, Illinois

# Lisa M. Holle, PharmD, BCOP

Assistant Clinical Professor of Pharmacy Practice University of Connecticut School of Pharmacy Storrs, Connecticut

# Diana Isaacs, PharmD, BCPS

Assistant Professor of Pharmacy Practice Chicago State University College of Pharmacy Chicago, Illinois

# Sonali G. Kshatriya, PharmD

Residency Program Director Dominick's Pharmacy Oakbrook, Illinois

# **Rupal Patel Mansukhani**

Clinical Assistant Professor, Department of Pharmacy Practice and Administration Rutgers Ernest Mario School of Pharmacy Piscataway, New Jersey

#### xii Contributors

#### Kimberly A. Pesaturo, PharmD, BCPS

Assistant Professor of Pharmacy Practice Massachusetts College of Pharmacy and Health Sciences Worcester, Massachusetts

## Elena Petrova

Specialist in Clinical Pharmacy Counseling Center, Student Success Center University of Wisconsin Oshkosh Oshkosh, Wisconsin

#### Tatjana Petrova, PhD

Assistant Professor of Pharmacy Practice Chicago State University College of Pharmacy Chicago, Illinois

## Marissa C. Salvo, PharmD

Assistant Clinical Professor of Pharmacy Practice University of Connecticut School of Pharmacy Storrs, Connecticut

# Elizabeth Seybold, PharmD

Patient Care Services Manager Safeway Pharmacy, Dominick's Division Oak Brook, Illinois

#### Linda M. Spooner, PharmD, BCPS

Associate Professor of Pharmacy Practice Massachusetts College of Pharmacy and Health Sciences Worcester, Massachusetts

## Karen Steinmetz Pater, PharmD, BCPS, CDE

Assistant Professor of Pharmacy and Therapeutics University of Pittsburgh School of Pharmacy Pittsburgh, Pennsylvania

# Dean L. Arneson, PharmD, PhD

Academic Dean, Concordia University Wisconsin School of Pharmacy Mequon, Wisconsin

# J. Nile Barnes, EMT-P (LP), PharmD, BCPS

Clinical Assistant Professor The University of Texas at Austin Austin, Texas

# Gayle A. Brazeua, PhD

Dean and Professor, College of Pharmacy University of New England Portland, Maine

# Rebecca K. Cantrell, PharmD, RPh, CFTS

Assistant Professor of Pharmacy Practice Appalachian College of Pharmacy Oakwood, Virginia

# Emily K. Flores, PharmD, BCPS

Assistant Professor of Pharmacy Practice, Bill Gatton College of Pharmacy East Tennessee State University Johnson City, Tennessee

# Jason Glowczewski, PharmD, MBA

Manager, Pharmacy and Oncology, UH Geauga Medical Center Affiliate Assistant Professor of Pharmacy Practice, University of Findlay Findlay, Ohio

# Yolanda M. Hardy, PharmD Associate Professor, Department of Pharmacy Practice

Chicago State University College of Pharmacy Chicago, Illinois

#### xiv Reviewers

#### Leah K. Hollon, MPH, ND

Assistant Professor, Pharmacy Practice Appalachian College of Pharmacy Oakwood, Virginia

#### Timothy Howard, PharmD

Assistant Professor, Director of IPPEs Harding University College of Pharmacy Searcy, Arkansas

#### Tommy Johnson, PharmD, CDE, BC-ADM, FAADE

Chair, Professor of Pharmacy Practice Presbyterian College School of Pharmacy Clinton, South Carolina

#### Mary S. Klein, PharmD, BCACP

Assistant Professor of Pharmacy Practice Health Sciences Center School of Pharmacy Texas Tech University Abilene, Texas

#### Charles D. Ponte, BSc, PharmD, DPNAP, FAPhA, FASHP, FCCP

Professor of Clinical Pharmacy and Family Medicine Schools of Pharmacy and Medicine Robert C. Byrd Health Sciences Center West Virginia University Morgantown, West Virginia

#### Kayce M. Shealy, PharmD, BCPS

Assistant Professor, Presbyterian College School of Pharmacy Clinton, South Carolina

#### Andrew A. Webster, PhD

Professor and Chair, Department of Pharmaceutical, Social, and Administrative Sciences Belmont University College of Pharmacy Nashville, Tennessee

#### Antonia Zapantis, MS, PharmD, BCPS

Associate Professor Nova Southeastern University College of Pharmacy Fort Lauderdale, Florida