

# Improving Over the Counter Medication Safety for Older Adults Participatory Design: Pharmacists

## Meeting 1

### Part I. Welcome Statement and Introduction (10 minutes)

Hello and welcome. Thanks for joining us. My name is Michelle Chui and I am a professor and researcher in the School of Pharmacy at the University of Wisconsin at Madison. Also with me today is Jamie Stone and Corey Lester, researchers in the School of Pharmacy, and X. We are all part of a team whose work focuses on the safe use of over the counter medications for older adults. This project is funded by a federal grant and we are pleased to be partnering with ShopKo on this project.

[Michelle gives brief description of past research]

Today is the first session in a series of sessions in which you will participate in the development of an intervention to improve OTC-counseling and recommendations for older adults (people over 65). The purpose of this intervention is to ensure safe and effective use of OTCs. Tonight, we will focus on identifying and understanding the problems you encounter and future sessions will be focused on developing and refining solutions. There are no right or wrong answers in this discussion. We just want to learn about your experiences, clarify the process, and identify a list of problems you might encounter.

Your role during these sessions will be to inform our team so that we can work together to make sure the improvements made will be helpful to pharmacists like you.

We are also holding a series of sessions with older adults to gather input from their perspective. The intervention is intended to support both the older adults who select and use OTCs and the pharmacists who help them.

We're audio recording this session because we don't want to miss any of your comments or input. No names will be used in any reports or publications. Your comments are confidential.

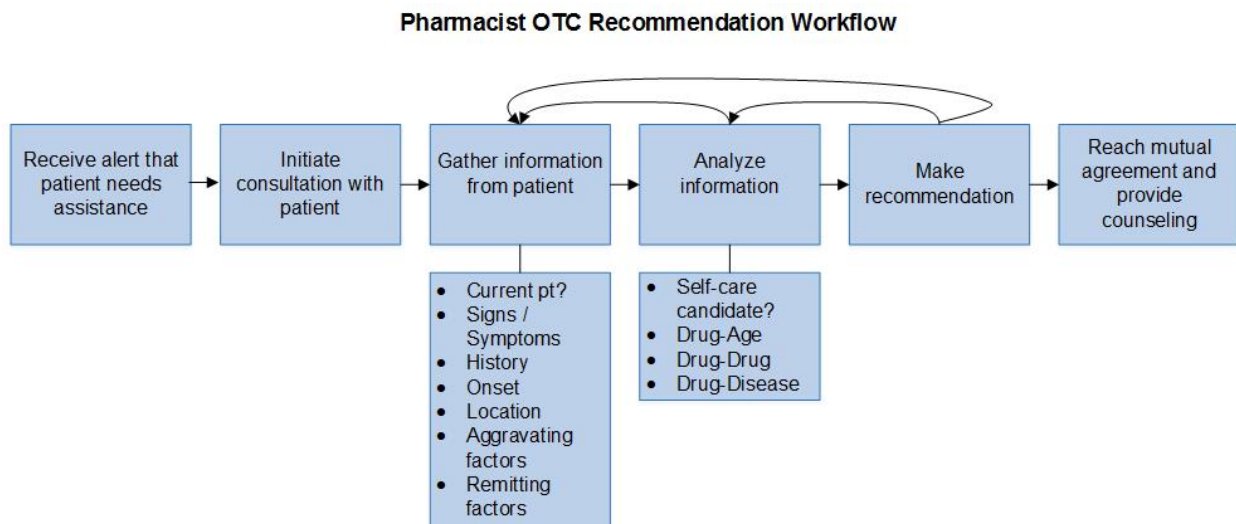
We put name tents around the table. These help me but they can also help you. You shouldn't feel as if you have to direct your comments to us. If you want to follow-up on something someone has said, if you want to agree, disagree, or provide an example, please feel free. We ask only that the conversation remain respectful and that only one person talks at a time. My role is to facilitate the discussions, keep track of time, and make sure everyone has a chance to talk.

If you have a cell phone, please put it on quiet mode. If you need to take an important call, please step out in the hall and rejoin us as soon as you're able. Feel free to get up for more refreshments if you'd like.

With that in mind, let's get started by going around the table one at a time. Please tell us your first name, which ShopKo you work at, and how long you've worked there.

## Part II. Process for Interacting with Older Adults about OTC Medications (20 minutes)

[PLACE THESE PROCESS MAP PIECES ONTO TABLE IN ORIGINAL ORDER]



Based on our previous work, we've developed this map of the process of how pharmacists interact with patients about OTCs from start to finish. Let's go through each of these steps.

[read through each step in the process and point out loops between boxes]

Please keep in mind that we are focused on understanding the steps of the process as you currently experience it first and we'll look at the problems you encounter with this process second.

### Questions

1. Tell me your thoughts about this process?

#### Example Probes

- a. Would you agree with the steps? The flow? The content in each step? What changes need to be made? Is there another way you do it?
- b. Is it clear? What change would you recommend?
- c. What is missing? What would you include?
- d. What does not belong? What would you change?
- e. Do the arrows between steps reflect the process you go through? How would the arrows need to be changed?
- f. Do others agree? If not, what are your thoughts?

[Extra paper, markers, and arrows will be provided if participants want to move or change the description of any of the steps, add, or remove steps]

### Part III. The Ideal Process and Problem Statement Elicitation (1hour 20minutes)

Take a moment to picture the pharmacy you work in, including things like the way the aisles and pharmacy are set up, the people you work with, the organizational policies and procedures, etc. As a way to identify problems that you encounter we'll start by having you describe the ideal situation. Then we will ask you to identify reasons why the ideal situation doesn't or isn't able to happen. We will write down each problem on a sticky note and attach it to the corresponding step in the process.

*For steps **receive alert that patient needs assistance** and **initiate consult with patient** (repeat questions for each step)*

In an ideal situation, how would [INSERT STEP IN PROCESS HERE] happen at your pharmacy?

What prevents this ideal situation from occurring?

#### **Probes**

- a. What barriers do you encounter?
- b. Why doesn't the ideal situation occur?

*For step **gathering information from patient***

In an ideal situation, **how** would you gather this information?

What prevents this ideal situation from occurring?

#### **Probes**

- a. What barriers do you encounter?
- b. Why doesn't the ideal situation occur?

*For steps **analyze information**, **make recommendation**, and **reach mutual agreement/provide counseling** (repeat questions for each step)*

In an ideal situation, how would [INSERT STEP IN PROCESS HERE] happen at your pharmacy?

What prevents this ideal situation from occurring?

#### **Probes**

- a. What barriers do you encounter?
- b. Why doesn't the ideal situation occur?

### Part IV. Wrap Up (10 minutes)

Thank you for your participation in tonight's session. Before we go, I'd like to summarize what we learned today. [Review list of problem statements on the board]. Please take a moment to provide comments on things we missed or need to be clarified.

In the few minutes we have left over, we'd like you to take a sticky note and write down the top 3 problems/items that would be on your "wish list" of things that we could address. [If time, ask if anyone wants to share].

Now that we have a list of problem statements, we will use this information to help us transition to the next phase of the design sessions, brainstorming ideas that will help you address these problems you encounter.

Our next meeting will be at XX at XX.