

**Improving Over the Counter Medication Safety for Older Adults
Participatory Design: Pharmacy Personnel**

Meeting 3

Part I. Welcome Statement and Introduction (5 minutes)

Hello and welcome. Thanks for joining us again this week.

Last time we brainstormed solutions for 2 parts of the OTC consultation process – initiating the encounter and gathering info/making a safe recommendation.

This session we are going to focus on the ideas your group and the older adult group brainstormed and start to talk about the pros/cons and feasibility of these ideas, as well as how we might be able to combine some of them.

Once again we'll be 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.

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.

Part I. Paper Clip Exercise – 10 minutes (6:35 – 6:45)

Now let's start to think about solutions... but before we do that we'd like to do a short exercise to help get you thinking outside the box.

Alternative Uses Test (Developed by J.P. Guilford in 1967)

You get two minutes to think of as many uses as possible for an everyday object like a chair, coffee mug, or brick.

Example: List "paper clip" uses:

Hold papers together, cuff-links, earrings, imitation of a mini-trombone, things you use to push that emergency restart button on your router, keeping headphones from getting tangled, bookmark

(each person will write these on the board then we'll have a short discussion)

Part II. Review Solutions and Rank by Feasibility – 1 hour (6:45 – 8:25)

Overall Goal: How well does this solution help you to achieve safe use of an OTC med by an older adult?

Remember safety = no interactions with drugs, health conditions, or age and within usability guidelines of drug

Give overview of the 3 different sections first. 1) Patient self-help section 2) magnetic pull 3) recommendation

For each section we will review the power point slides, ask them add solutions thinking of a “smart OTC system”, and then grade the criteria and discuss.

Smart OTC System

Now we’d like you to imagine a “smart OTC system” that helps you with the analyze/gather recommendation loop you just described for us. This tool was developed on another planet and Shopko has decided to allocate millions of dollars towards using and training people on it. What would this tool do? What characteristics would it have? How could it alert you to whether there is a drug-drug interaction or drug-disease interaction? (high tech and low tech solutions) Think outside the box and don’t worry about feasibility at this point.

(Examples: OTC robot that helps people in the aisles, finger scanner (brings up drug list), page to tech to bring out the patient profile, laminated OTC drug cards with info about interactions, etc)

Make new power point slides for any new ones and add them to the list of solutions that were generated previously. Can also add these to the work sheets

Criteria

- **Technical feasibility**
 - o 1- low feasibility, 3 – highly feasible
- **Anticipated patient buy-in**
 - o 1 – low buy in, 3 high buy in
- **Relative advantage**
 - o better than what is happening now
 - o 1 – low advantage, 3 – high advantage
- **Effectiveness at addressing problem**
 - o 1 – low effectiveness, 3 – high effectiveness
- **Universality**
 - o 1 - low universality, 3 – high universality
 - o works for many different groups of older adults and for a variety of pharmacists
 - High/Low Tech Savvy
 - Low SES
 - Health Literacy level
 - OTC medication knowledge/belief (safe vs. unsafe)
 - Assessment of ailment (low vs. high urgency)

- Medical constraints (absent vs. present)
- **Fit within current workflow**
 - interruptibility, distractibility, disruptiveness
 - 1 - low fit, 3 high fit

Reverse Scored Items

- **Workload**
 - effort/time
 - 1 - low workload, 3 – high workload
- **Complexity**
 - difficult to understand and use
 - 1 – low complexity, 3 – high complexity

Part VI. Combining ideas

Can any of these ideas be combined into larger solution?

Part VII. Wrap Up (10 minutes) 8:25-8:30

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

Now that we have talked about some of the pros and cons of these ideas, we will use this information to help us transition to the next phase of the design sessions.

Our next meeting will be January 29th at 6:30pm.