

Helping Patients to Know Their Medicines by Heart: Developing a Patient E-learning Module

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Introduction

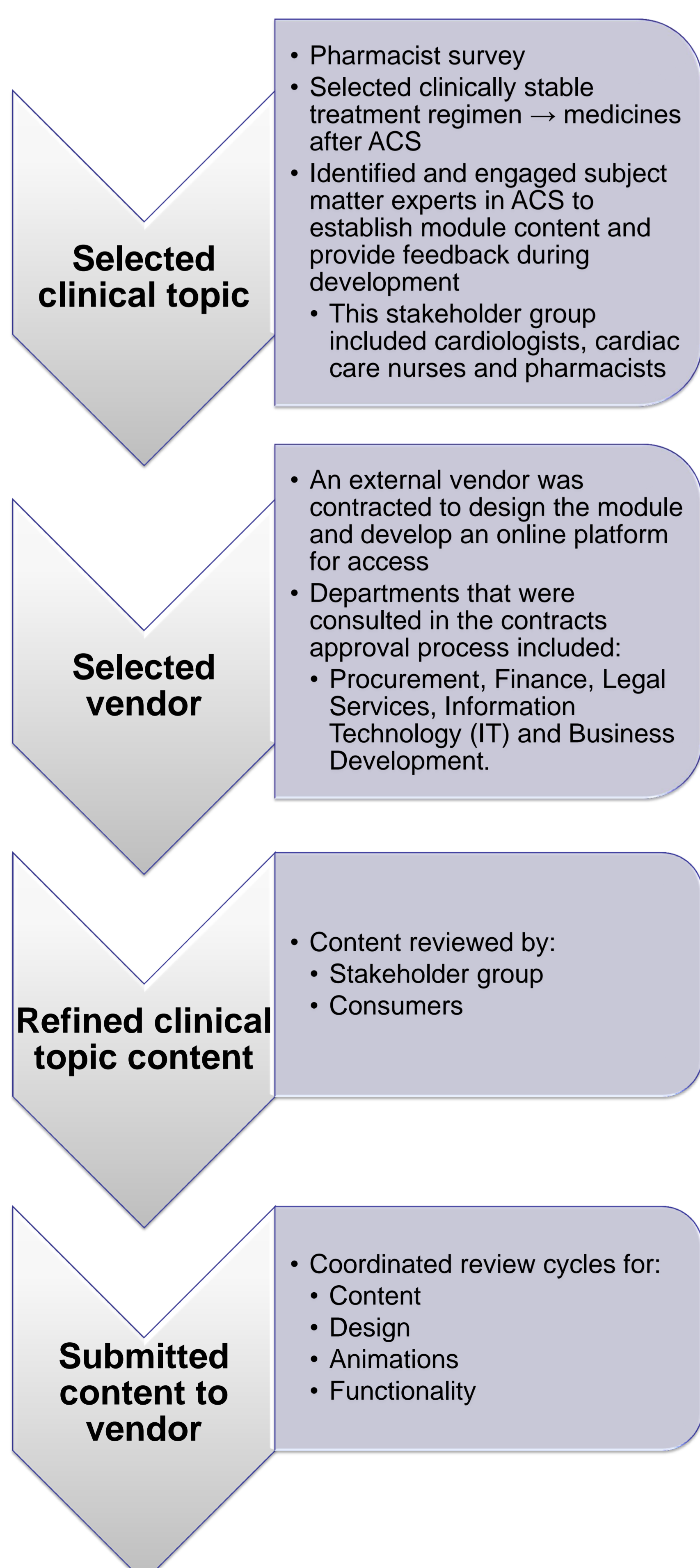
The need for improvement in the provision of medicines information has been highlighted in hospital patient experience survey results, particularly with regard to medicine side effects. The development of electronic education modules or 'e-learning' to deliver medicines information to patients or carers is an innovative way to enhance the patient experience.

Aim

To describe our experience and share our learnings from developing an interactive e-learning module which is designed to deliver medicines education to patients following acute coronary syndrome (ACS).

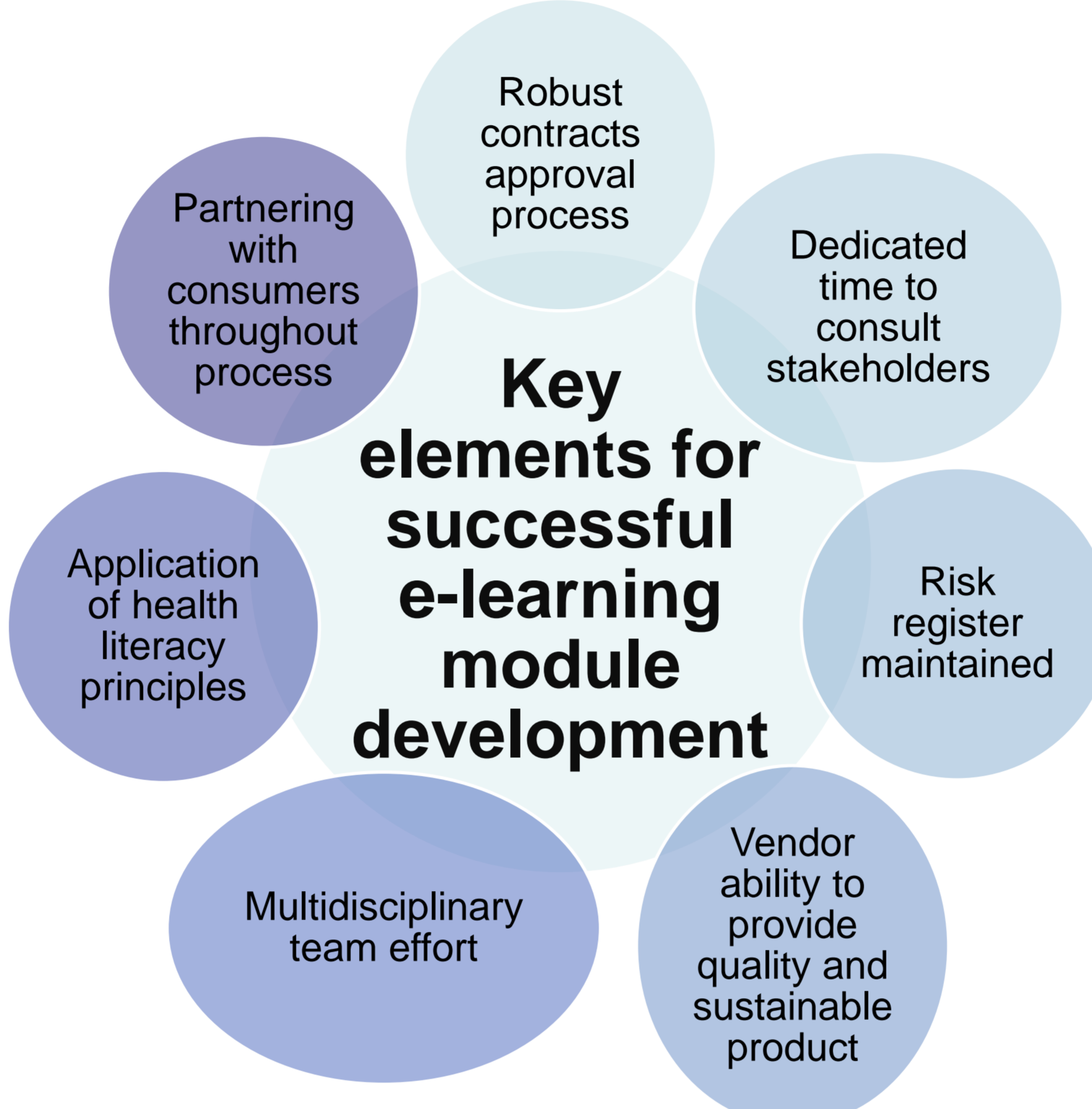
Methods

Key steps in developing our interactive e-learning module:



Results

Our experience developing the *Know Your Medicines by Heart* module:

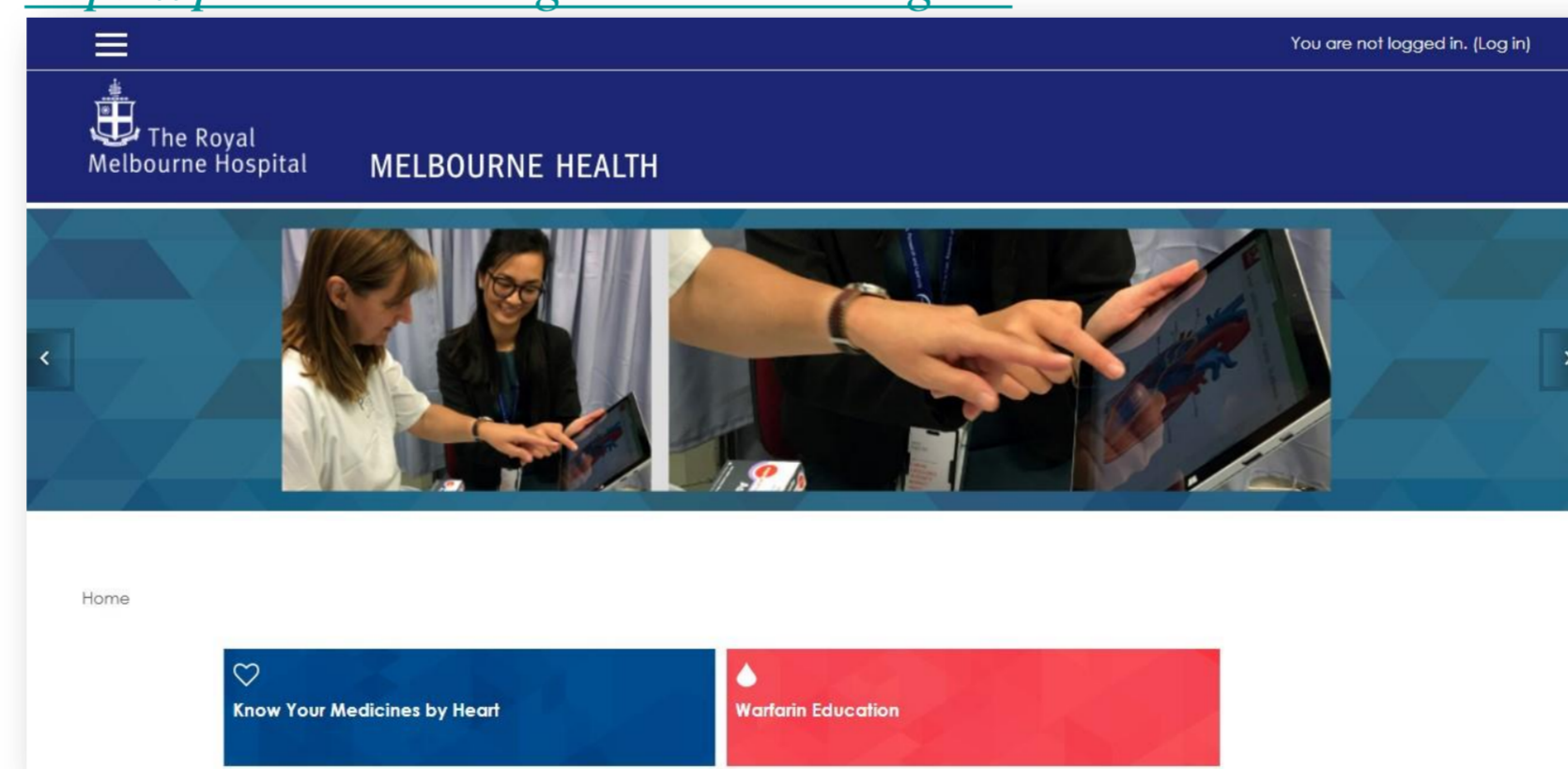


Ensuring the robust contract approval process was adhered to and dedicating time over several months to obtain expert advice ensured module functionality with our organisation's IT system and helped us to anticipate and address potential implementation issues.

The multidisciplinary team effort in development has strengthened our department's relationships within the organisation and demonstrated our commitment to improving patient education, using a novel delivery method.

Embedding consumer involvement throughout the process helped to ensure that the module is patient-centred and meets their needs.

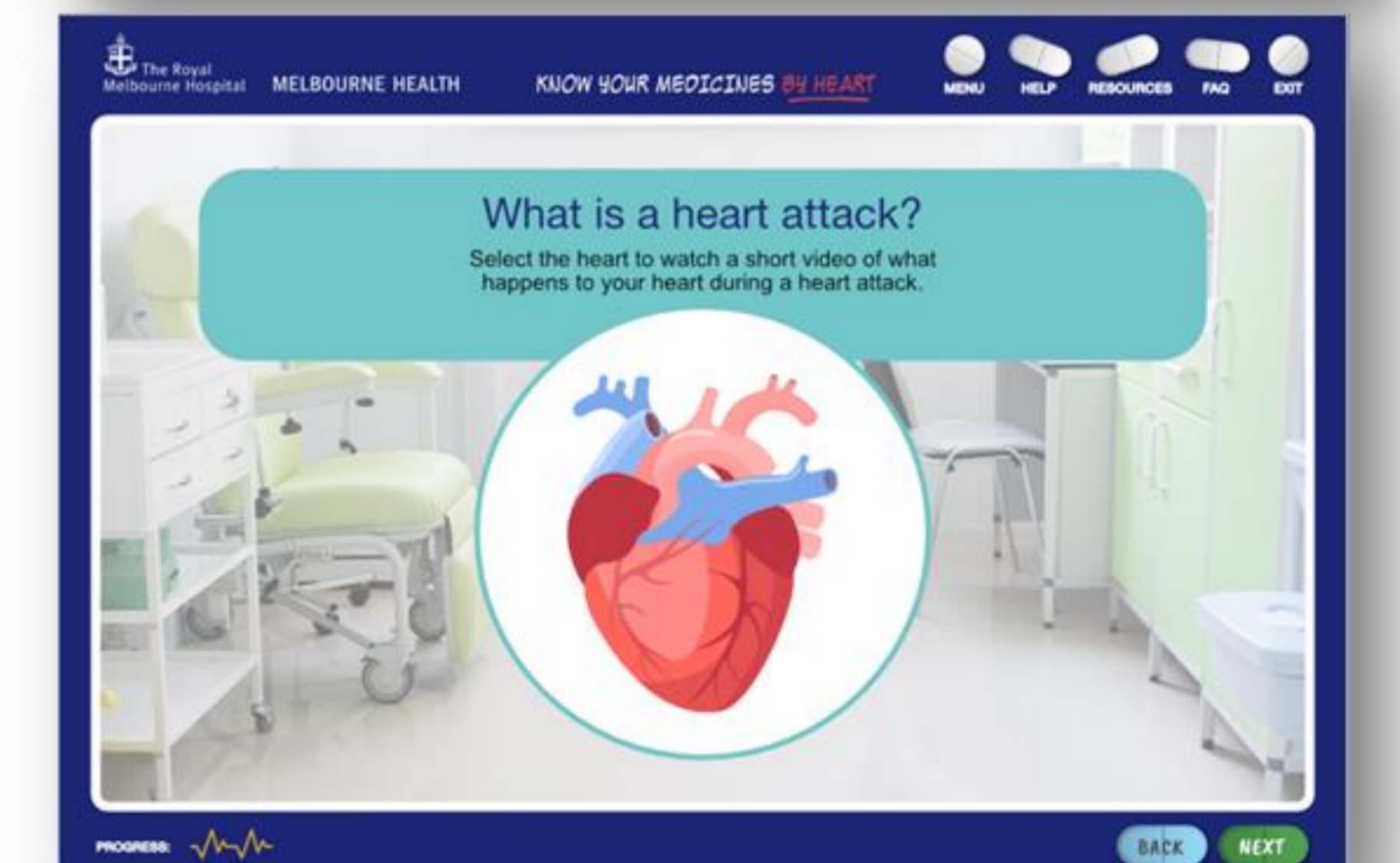
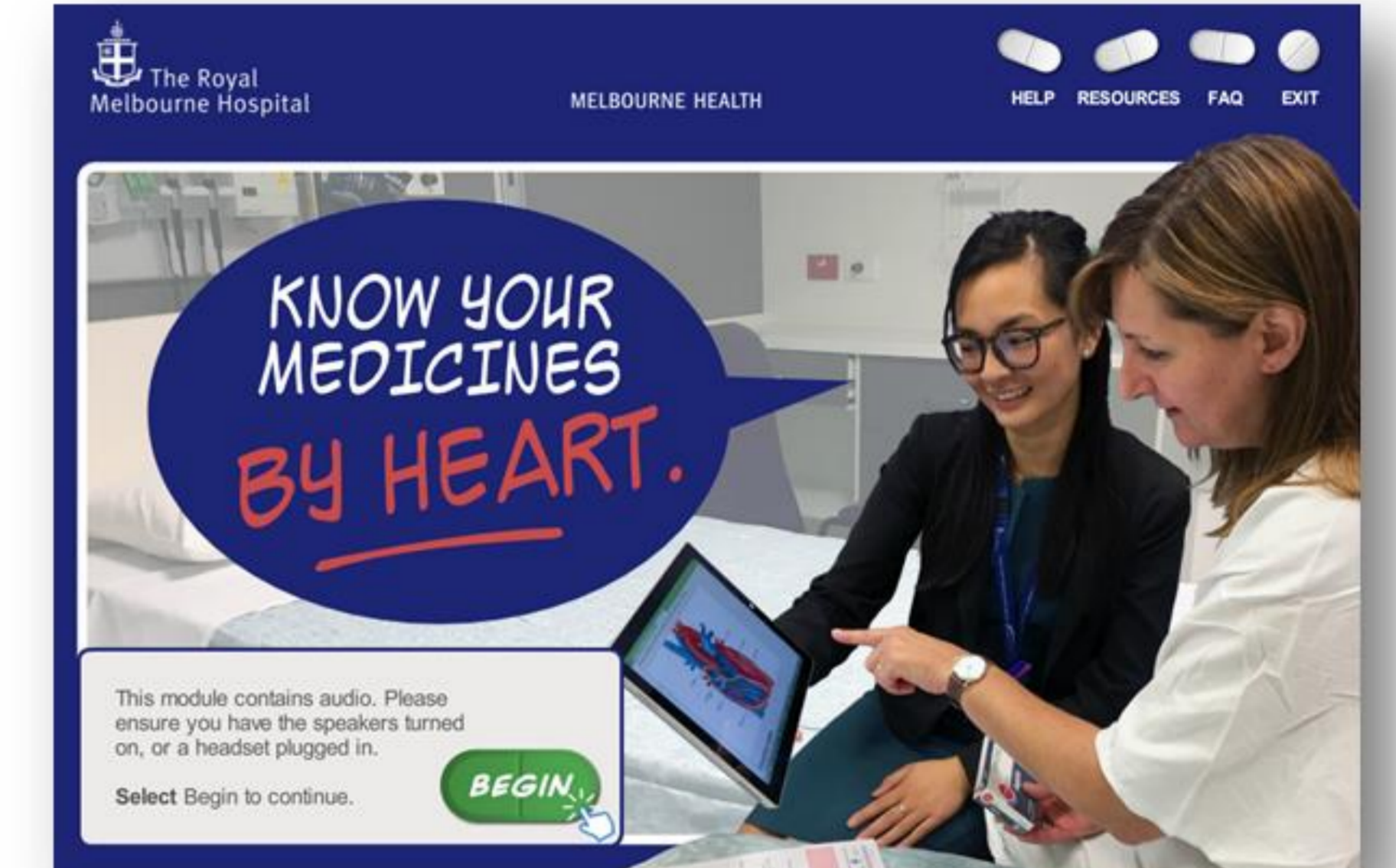
Screen capture of the homepage of the online learning platform:
<https://patientlearninghub.thermh.org.au>



Where to from here?

- Ensuring that the vendor provided module development and hosting services along with training to maintain updates in-house will help achieve ongoing sustainability.
- A patient and staff feedback survey was embedded in the module platform for monitoring of module use and to allow identification of improvement strategies as well as allowing potential future research.
- Our aim is to successfully complete and launch three more modules by 2018 on the topics:
 - Warfarin education
 - Medicines after a kidney transplant
 - Medicines after an ischaemic stroke.

Screen captures of the *Know Your Medicines by Heart* module



Conclusion

Our experience collaborating with colleagues and consumers to develop an e-learning module about ACS medicines was a unique learning opportunity, and resulted in a module that is both clinically relevant and patient-centred. It has provided a solid foundation to develop more modules to deliver patient education in an innovative way.

Acknowledgements

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