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

Sarah Dinh, Joanne Young, Helen Matthews and Paul Toner

Pharmacy Department, The Royal Melbourne Hospital, Melbourne VIC

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:

Selected clinical topic

- Pharmacist survey
- Selected clinically stable treatment regimen → medicines after ACS
- Identified and engaged subject matter experts in ACS to establish module content and provide feedback during development
- This stakeholder group included cardiologists, cardiac care nurses and pharmacists
- Selected vendor
- An external vendor was contracted to design the module and develop an online platform for access
- Departments that were consulted in the contracts approval process included:
- Procurement, Finance, Legal Services, Information Technology (IT) and Business Development.
- Refined clinical topic content

Submitted

content to

vendor

- Content reviewed by:
- Stakeholder group
- Consumers
- Coordinated review cycles for: Content
- Design
- Animations
- Functionality

Results

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

Robust contracts approval Partnering process **Dedicated** with time to consumers consult throughout stakeholders Key process elements for successful Application Risk e-learning of health register literacy module maintained principles development

> Multidisciplinary team effort

Vendor ability to provide quality and sustainable product

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 patientcentred and meets their needs.

Screen capture of the homepage of the online learning platform:



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.



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

The Royal Melbourne Hospital (RMH) Foundation

Liberate eLearning

RMH Cardiology Department staff and consumers