



CMAG-1

4

Medication Knowledge



CHAPTER 4: MEDICATION KNOWLEDGE

In this Chapter we will review the following:

- ✓ Understand the Medication Knowledge Survey.
- ✓ Importance of the patient or caregiver to have all of their medication with them.
- ✓ Scoring of the Knowledge Survey.

CHAPTER 4: CASE MEDICATION KNOWLEDGE

ADHERENCE-FACT:

More than half of all Americans with chronic diseases don't follow their physician's medication and lifestyle guidance.

NOTES:

In addition to the REALM-R, the Medication Knowledge Survey (Appendix 2) is used to assess the patient's knowledge and ability to read and comprehend information necessary for appropriate medication use. The Medication Knowledge Survey is considered as a potential "modifier" of the final assignment of a patient to a high or low knowledge category. A patient who scores highly on the REALM-R may not necessarily understand vital information for appropriate medication use. Thus, a low score on the Medication Knowledge Survey combined with a high health literacy score would likely result in the case manager placing the patient in the low knowledge category when constructing an adherence improvement program.

On the day that the Medication Knowledge Survey is to be conducted, patients should be asked to have all of their medication bottles readily available in one place for purposes of discussion.

The case manager should also review any prior documentation of the patient's current medication regimens before conducting the medication survey, because this may reveal any "oversights" on the patient's part, as well as streamline the entire survey process. Sources of documentation may include the physician's records and/or claims, and medication payment information available through the patient's healthcare provider.



Before beginning the Medication Knowledge Survey, the case manager may wish to sort medications into 2 categories - "routine use" and "as needed" (prn) medications. Although it is important to uncover any potential overuse of prn medications, agents typically falling into this category are of lesser concern when performing a medication knowledge assessment. Also, some patients take so many medications that the depth of medication knowledge often becomes readily apparent by limiting the survey to "routine use" medications.

Additionally, before beginning the Medication Knowledge Survey, **it is important for the case manager to ascertain that he or she is speaking to the person who takes (or will take) responsibility for the patient's medication administration and management.**

Referring to the Medication Knowledge Survey form (Appendix 2) and each container of medication, ask the patient the following questions about every one of their medications:

- a. Name of the medication? (Can the patient read the label? Note: Incorrect pronunciation is not considered a failure on the patient's part to identify medication.)
- b. Why is the medication being taken? (for what disease or condition?)
- c. How much medication (number of pills) are to be taken each time?
- d. When is the medication to be taken? (morning, before meals, twice a day, etc.)
- e. What effects should the patient be looking for? (both positive and negative)
- f. Where is the medication kept? (to ascertain special storage conditions needed)
- g. When is the next refill due? (and plan or methods for obtaining refills of the medication)

As the question-and-answer session with the patient or caregiver progresses, list the medications being reviewed in the left-hand column of the Medication Knowledge Survey form. Place check marks in the boxes relative to each question when the patient adequately responds.

For those areas where the patient does not have knowledge about their medication, you may want to spend more time discussing these aspects of their care. You should initially focus on **How Much to Take** and **When to Take** each medication. As a general rule, if all but one box for each medication can be checked as the patient successfully reads and reports to you, the patient appears to be relatively knowledgeable about their medication. If only one or two boxes can be checked as successful, the patient has limited knowledge about their medication.

The questions are designed to provide insight regarding the patient's medication knowledge level, and ability to read and comprehend medication information. In the process of completing the Medication Knowledge Survey, gaps in medication knowledge across multiple medications (eg, how often to take) will become readily apparent and can serve as the basis for a focused CMAG-1 knowledge improvement plan.

NOTES: