

OP 1

INCREASING THE PERCENTAGE OF VALVE REPLACEMENT (VR) PATIENTS ACHIEVING OPTIMUM TIME IN THERAPEUTIC RANGE (TTR) ON LIFELONG WARFARIN THERAPY

PHARMACY DEPARTMENT
HOSPITAL TENGKU AMPUAN AFZAN, KUANTAN



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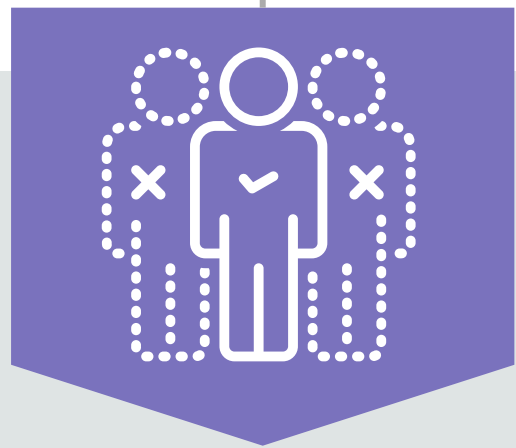


Najwa Che Abdullah
PEG. DIETETIK U44

GROUP MEMBERS

PROBLEM IDENTIFICATION

1



Increased defaulted rate among Diabetes MTAC Patients

2



Low percentage of ferritin reduction among Thalassemia MTAC patients on chelation therapy

3



Low percentage of lifelong Warfarin patients achieving optimum time in therapeutic range (TTR)

4



Increasing medication return from patients at outpatient pharmacy

5



Low percentage of Diabetes MTAC patients achieving target HbA1C

PROBLEM PRIORITISATION- SMART CRITERIA

| PROBLEM | S | M | A | R | T | TOTAL |
|---|-----------|-----------|-----------|-----------|-----------|-------------------|
| Increased defaulted rate among Diabetes MTAC Patients | 22 | 23 | 27 | 22 | 16 | 110 |
| Low percentage of ferritin reduction among Thalassemia MTAC patients on chelation therapy | 26 | 26 | 27 | 21 | 18 | 118 |
| Low percentage of lifelong warfarin patients achieving optimum time in therapeutic range (TTR) | 26 | 26 | 27 | 23 | 20 | <u>122</u> |
| Increasing medication return from patients at outpatient pharmacy | 20 | 21 | 25 | 21 | 18 | 105 |
| Low percentage of Diabetes MTAC patients achieving target HbA1C | 26 | 26 | 27 | 21 | 18 | 118 |

Number of voters (group members): 9

Scale: 1=disagree 2=agree 3=strongly agree

PROBLEM VERIFICATION

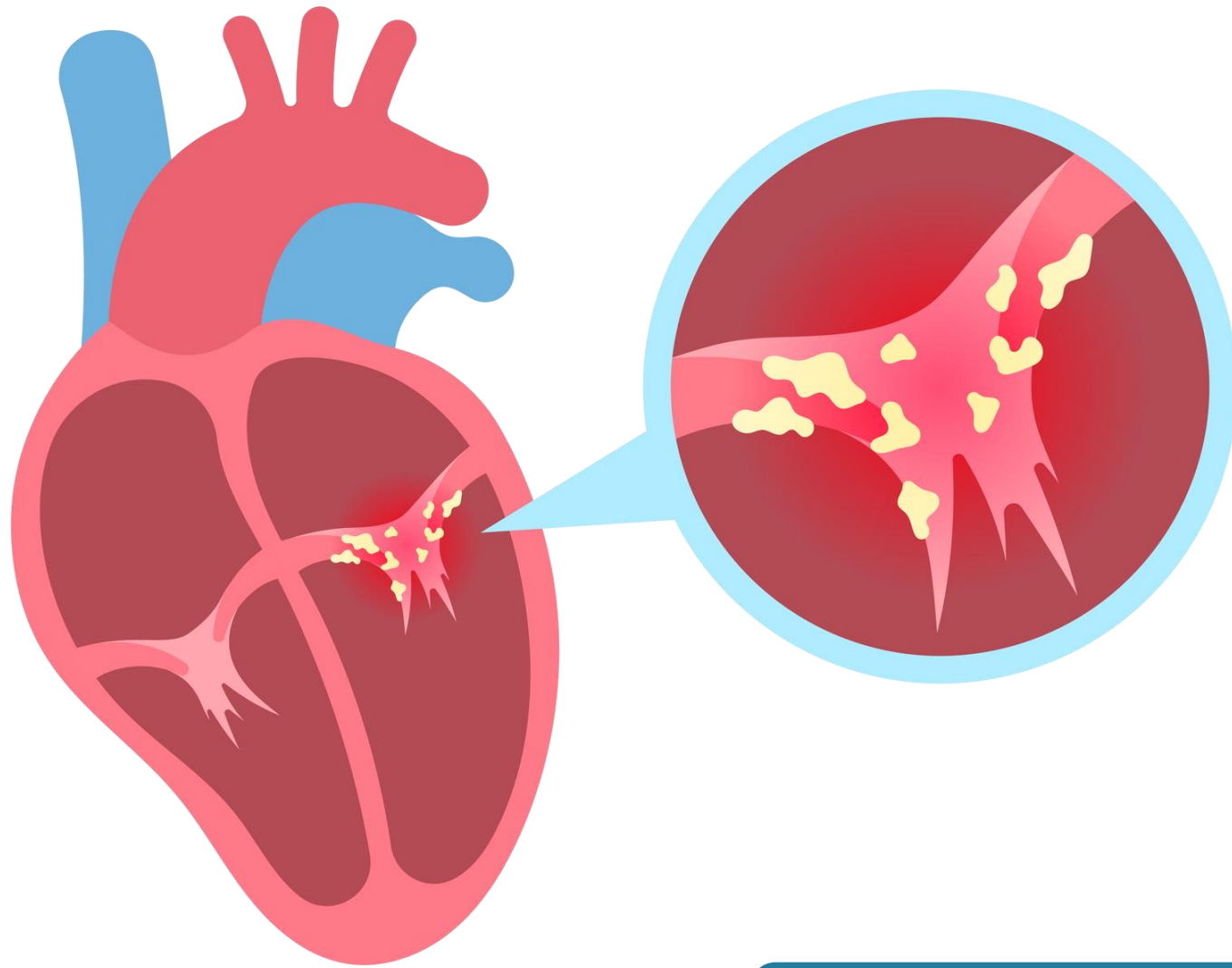
LOW PERCENTAGE OF FERRITIN REDUCTION AMONG THALASSEMIA MTAC PATIENTS ON CHELATION THERAPY

LOW PERCENTAGE OF LIFELONG WARFARIN PATIENTS ACHIEVING OPTIMUM TIME IN THERAPEUTIC RANGE (TTR)

LOW PERCENTAGE OF DIABETES MTAC PATIENTS ACHIEVING TARGET HBA1C

| 2019 | 2020 | 2021 |
|---------------------------------|---------------------------------|---------------------------------|
| $5/7 \times 100\% = 71.4\%$ | $7/14 \times 100\% = 50.0\%$ | $11/19 \times 100\% = 57.9\%$ |
| $364/667 \times 100\% = 54.6\%$ | $292/613 \times 100\% = 47.6\%$ | $273/584 \times 100\% = 46.7\%$ |
| $15/89 \times 100\% = 16.9\%$ | $44/98 \times 100\% = 44.9\%$ | $41/80 \times 100\% = 51.25\%$ |

PROBLEM VERIFICATION AND JUSTIFICATION



Warfarin patients
on lifelong Therapy

VALVE REPLACEMENT PATIENTS ON LIFELONG THERAPY

No alternative anticoagulation therapy as compared to other indications such as Atrial Fibrillation & Deep Vein Thrombosis

Havers-Bogersen et.al, 2020 (1):

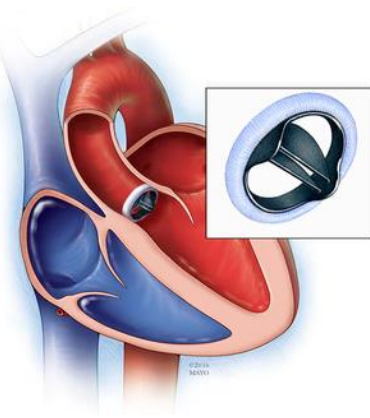
- Mechanical Valve Replacement was associated with **lower TTR**
- Low quality of warfarin treatment is associated with **higher risk of thromboembolic events**

TERMS AND DEFINITIONS



Warfarin

Blood thinning medication used to prevent stroke in high risk patients (2)



Valve Replacement (VR)

Replacement of the heart valves with either an artificial heart valve or bioprosthesis (2)



Time in Therapeutic Range (TTR)

Used to determine the EFFICACY and SAFETY of warfarin therapy (3,4)



Optimum TTR

Set as $\geq 60\%$ in this study (6)

RATIONAL SELECTION OF PROBLEM (SERIOUSNESS)

TTR

ISCHEMIC STROKE

MAJOR BLEEDING

INTRACRANIAL HAEMORRHAGE

DEATH

may lead to

2020 BY THE NUMBERS ("Smart")



4 OUT OF 25
HOSPITALIZED WARFARIN
PATIENTS **DIED** DUE TO
COMPLICATIONS FROM
OVERWARFARINIZATION

RM 14,904



WAS SPENT ON REVERSING
OVERWARFARINIZATION WITH
**PROTHROMBIN COMPLEX
CONCENTRATES (PCC)**

Rational Selection of Problem (sSMART)

MEASUREABLE

Calculated as the number of days **International Normalised Ratio (INR)** within target range divided by the total number of days in the observation period.

APPROPRIATENESS

VR patients were chosen in this study due to lack of alternative therapy

REMEDIABLE

Strategies for improvement can be implemented among healthcare providers involving in warfarin clinic through **effective counseling**

TIMELINESS

Estimated time period for this project is within **2 years**

PROBLEM STATEMENT

The road that **must not** be taken...

PROBLEMS IDENTIFIED

- POOR TTR KNOWLEDGE
- WARFARIN-DIET INTERACTIONS
- MISSED DOSES
- WRONG DOSE TAKEN



LOW TTR



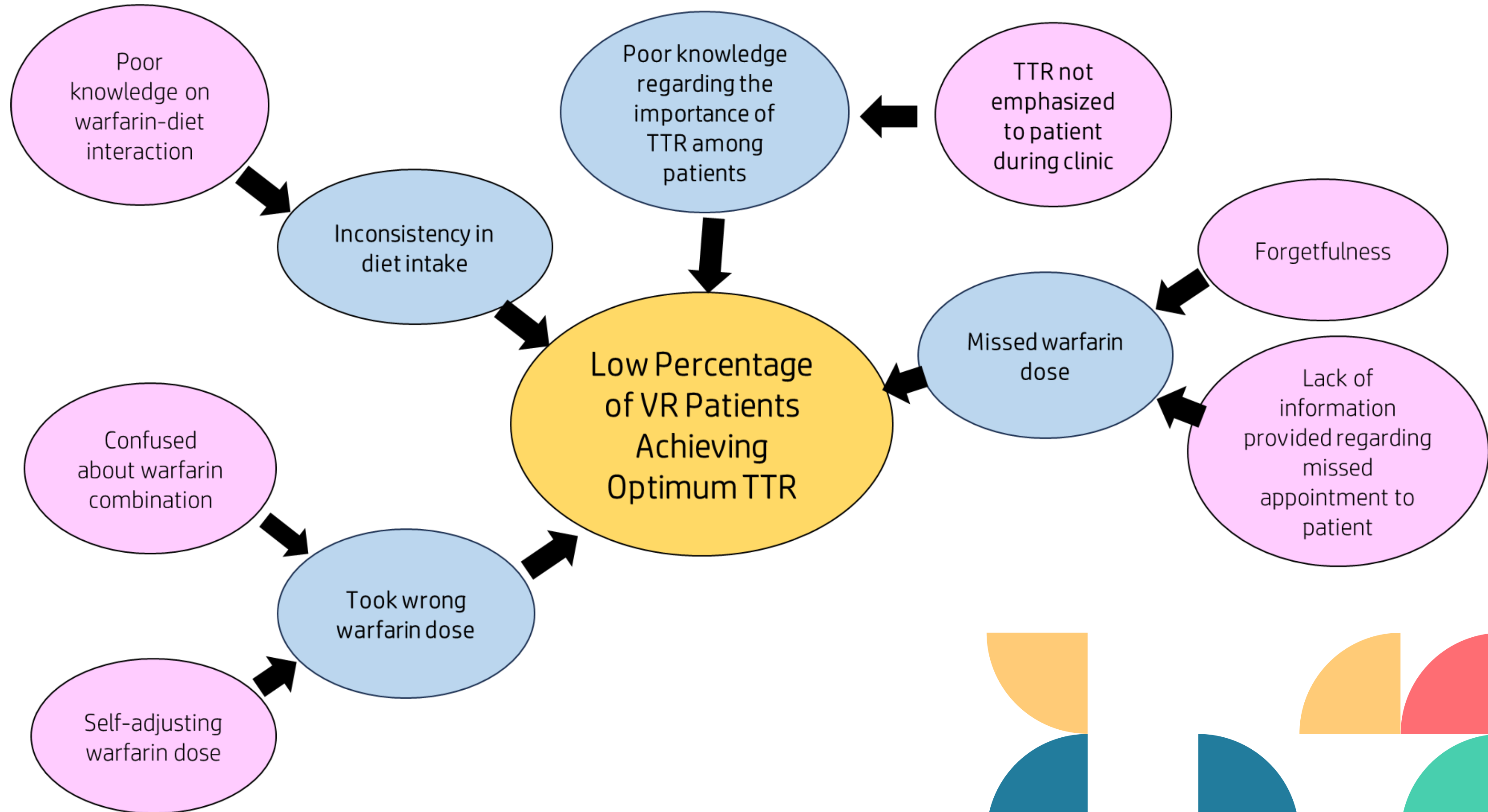
INCREASED RISK OF BLEEDING OR THROMBOSIS



DEATH

AIM: To increase the percentage of VR patients achieving optimum TTR with proper remedial actions

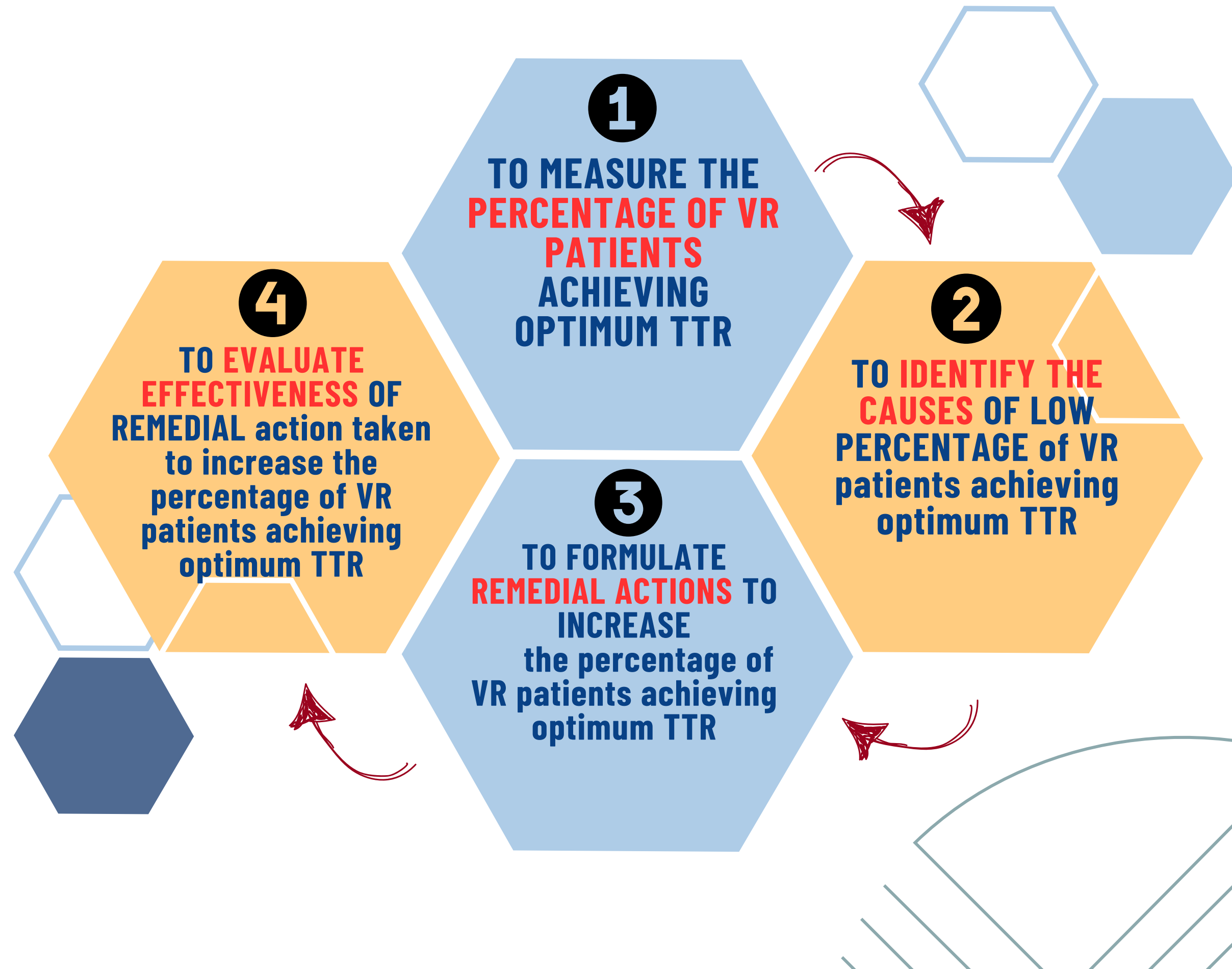
CAUSE-EFFECT ANALYSIS



GENERAL OBJECTIVE

TO IMPROVE THE PERCENTAGE OF VR PATIENTS ACHIEVING OPTIMUM TTR ON LIFELONG WARFARIN

SPECIFIC OBJECTIVES



INDICATOR

Percentage of Valve Replacement (VR) Patients achieving optimum Time in Therapeutic Range (TTR)

FORMULA

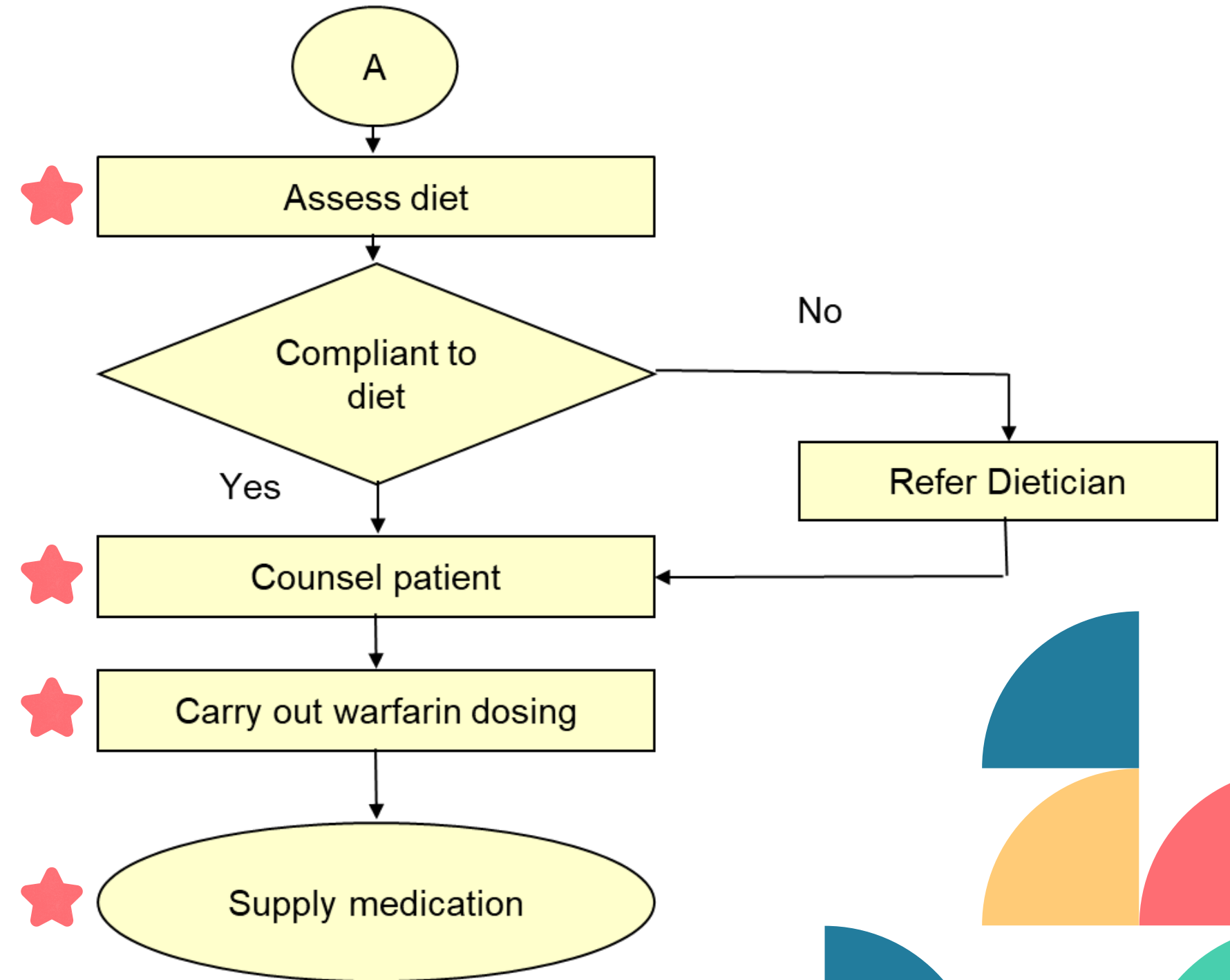
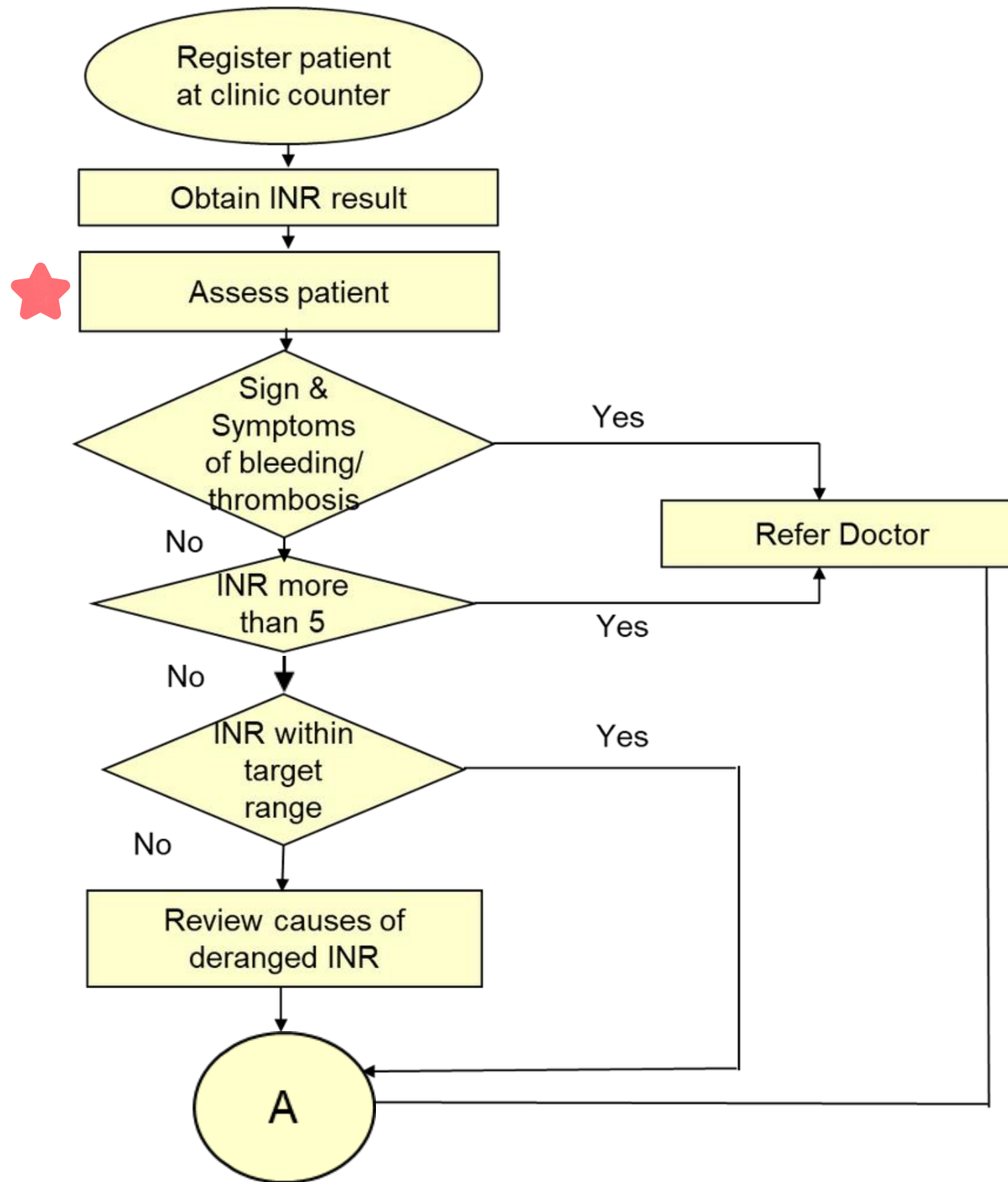
$$\frac{\text{Number of VR patients achieving optimum TTR}}{\text{Total number of VR patients}} \times 100\%$$

STANDARD

$$\geq 65\%^*$$

- Initially was set at 70% based on group consensus
- Subsequently, the standard was changed to 65% in accordance to QAP as set by Pharmaceutical Services Division, Ministry of Health(8)

PROCESS OF CARE



MODEL OF GOOD CARE (MOGC)

| No | Process of care | Criteria | Standard (%) |
|----|--|--|---|
| 1 | Register patient at MTAC Counter | Register all patient by issuing number ticket | 100 |
| 2 | Obtain INR result | Attach patient's INR result to patient's BHT or Warfarin follow up form visit | 100 |
| 3 | Assess patient | <ul style="list-style-type: none"> -Check on patient's understanding of warfarin therapy using "Pocket TTR" -Check on medication compliance and missed dose - to provide Pharmacist hotline if there is any enquiries -Check on dietary changes using "FLIPME" -Check on drug interactions -Check on history of taking any OTC/Traditional medicine -Check on correct dose taken -Check on alcohol intake (if any) -Check on smoking habit (if any) | <p>100</p> <p>100</p> <p>100</p> <p>100</p> <p>100</p> <p>100</p> <p>100</p> <p>100</p> |
| 4 | Assess diet | -Refer dietician for diet counseling if failed to achieve 4 consecutive target INR | 100 |
| 5 | Counsel patient *maintain dose *adjust warfarin dose | <ul style="list-style-type: none"> -Emphasize on medication compliance -Advice to maintain consistent diet -Counsel warfarin combination to patient using "Pill-ALERT" | <p>100</p> <p>100</p> <p>100</p> |
| 6 | Carry out warfarin dosing | <ul style="list-style-type: none"> -Complete documentation in INR follow up sheet -Complete documentation in patient's WMTAC profile -Write prescription with remark of patient's warfarin combination -Send prescription for Dr's countersign | <p>100</p> <p>100</p> <p>100</p> <p>100</p> |
| 7 | Supply warfarin to patient | Fill, label (using "EZ-label"), countercheck and dispense warfarin tablets | 100 |

METHODOLOGY OF QA STUDY



Study to determine **percentage of VR patients** achieving optimum TTR on lifelong warfarin therapy.



Study to **determine factors** contributing to low percentage of VR patients achieving optimum TTR on lifelong warfarin therapy.

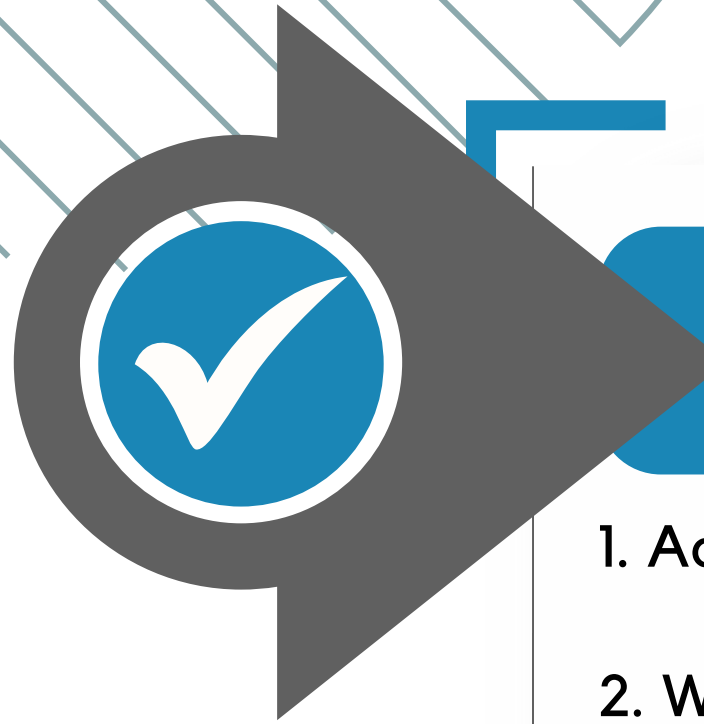
QA 001

Knowledge of Anticoagulant Therapy Questionnaire (KACT-Q)

| No | Question |
|----|---|
| 1 | What is your illness for which you need to take the blood thinner medication (warfarin)? (Please tick answered that relevant to you) Apakah penyakit yang hadapi yang menyebabkan anda perlu mengambil warfarin? [Sila tandakan jawapan yang berkenaan] <input type="checkbox"/> Deep Vein Thrombosis Darah beku pada betis / peha <input type="checkbox"/> HVR Tukar injap jantung <input type="checkbox"/> Pulmonary Embolism Darah beku dalam paru-paru <input type="checkbox"/> Atrial Fibrillation (AF) Atrial Fibrilasi (AF) <input type="checkbox"/> Others (please stated) <u>Sebab stroke</u> Lain-lain (sila nyatakan) <input checked="" type="checkbox"/> Don't Know Tidak tahu |
| 2 | Why do you need to take Warfarin?(Please tick answered that relevant to you) Kenapa anda perlu mengambil warfarin? [Sila tandakan jawapan yang berkenaan] <input type="checkbox"/> To prevent blood clot Menghalang darah beku <input checked="" type="checkbox"/> To prevent stroke Menghalang strok <input type="checkbox"/> To thinner the blood Mencairkan darah <input type="checkbox"/> Don't Know Tidak tahu |
| 3 | What can happen if you do not take warfarin? Apakah yang terjadi jika anda tidak mengambil warfarin? <input type="checkbox"/> Has no effect Tiada apa-apa <input type="checkbox"/> Increase your risk of having a blood clot Meningkatkan risiko untuk darah beku <input checked="" type="checkbox"/> Don't know / Tidak tahu |
| 4 | For how long will you need to take warfarin? Berapa lamakan anda perlu mengambil warfarin? <input checked="" type="checkbox"/> Life long Sepanjang hayat <input checked="" type="checkbox"/> Don't Know / Tidak tahu <input type="checkbox"/> Others (please stated) Lain-lain (sila nyatakan) |
| 5 | What is the dose of warfarin you are currently taking? Berapakah dos warfarin anda sekarang? <input type="checkbox"/> State the dose/ Nyatakan dos <u>2mg (s-s)</u> <input type="checkbox"/> Don't Know / Tidak tahu <u>1mg (m-f)</u> |

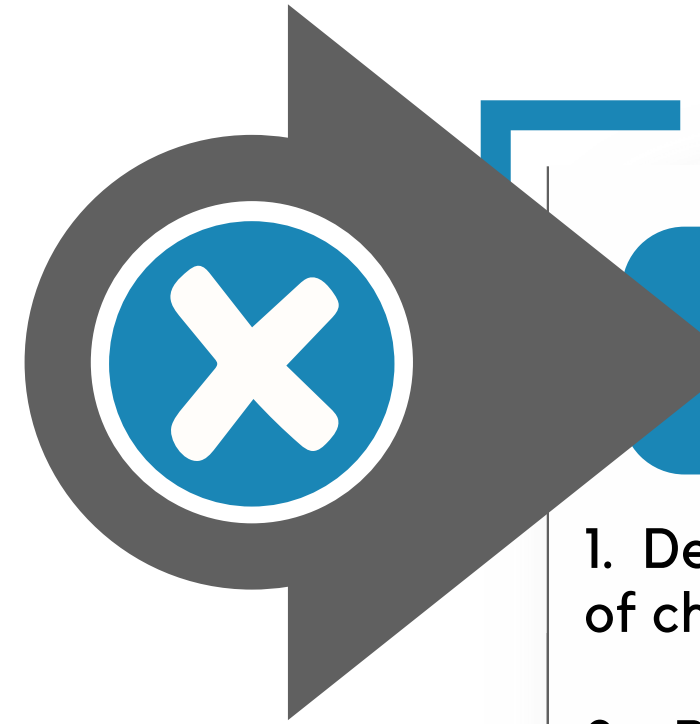
METHODOLOGY

| | | |
|----------------------------|--|-------------------------------|
| Type of study | Prospective cohort | |
| Study population | All valve replacement patients on lifelong warfarin therapy | |
| Sampling method | Universal sampling | |
| Study period | Pre-remedial action | March 2022 - April 2022 |
| | Remedial action | May 2022 – October 2023 |
| | Post-remedial action | November 2023 – December 2023 |
| Data collection techniques | (1) Percentage of VR patients achieving optimum TTR: Pharmacy Warfarin Clinic TTR Database | |
| | (2) Determine factors contributing to low percentage of VR patients achieving optimum TTR: a. Interview patients during clinic sessions b. Survey among pharmacists/ doctor involved in clinic | |



INCLUSION CRITERIA

1. Adult \geq 18 years old
2. With valve replacement
3. Lifelong warfarin therapy
4. At least 3 months on warfarin prior to study
5. At least 4 consecutive INR readings



EXCLUSION CRITERIA

1. Defaulted treatment during implementation of changes
2. Passed away during implementation of changes
3. Cancer patient on palliative treatment
4. Patient on anti-tuberculosis, radioactive iodine (RAI), chemotherapy/ radiotherapy medication



ANALYSIS & INTERPRETATION

RESULTS OF PRE-REMEDIAL STUDY (1)

INDICATOR

Percentage of Valve Replacement (VR) Patients achieving optimum Time in Therapeutic Range (TTR)

FORMULA

$$\frac{\text{Number of VR patients achieving optimum TTR}}{\text{Total number of VR patients}} \times 100\%$$

STANDARD

$$57/109 \times 100\% = 52.3\%$$

ACHIEVABLE BENEFIT NOT ACHIEVED (ABNA) (PRE-REMEDIAL)

- PRE STUDY
- STANDARD

70

ABNA = 12.7%

50

52.3%

40

30

20

10

0

65.0%

0

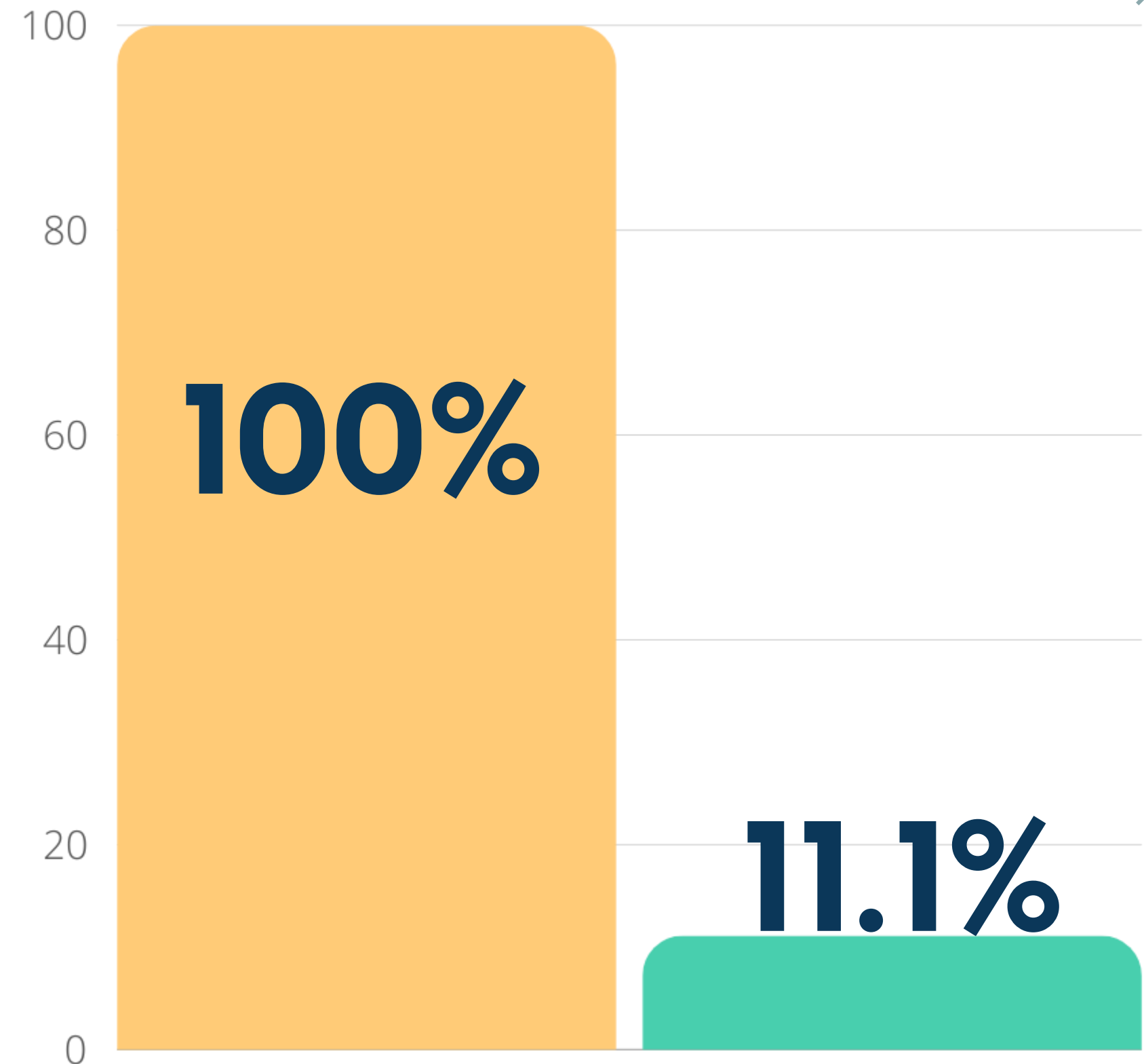
RESULTS OF PRE-REMEDIAL STUDY (2)

STAFF FACTOR

Contributing to Low Percentage of VR Patients achieving Optimum TTR

01 - TTR NOT EMPHASIZED TO PATIENT DURING CLINIC

02 - LACK OF INFORMATION PROVIDED REGARDING MISSED APPOINTMENT TO PATIENT



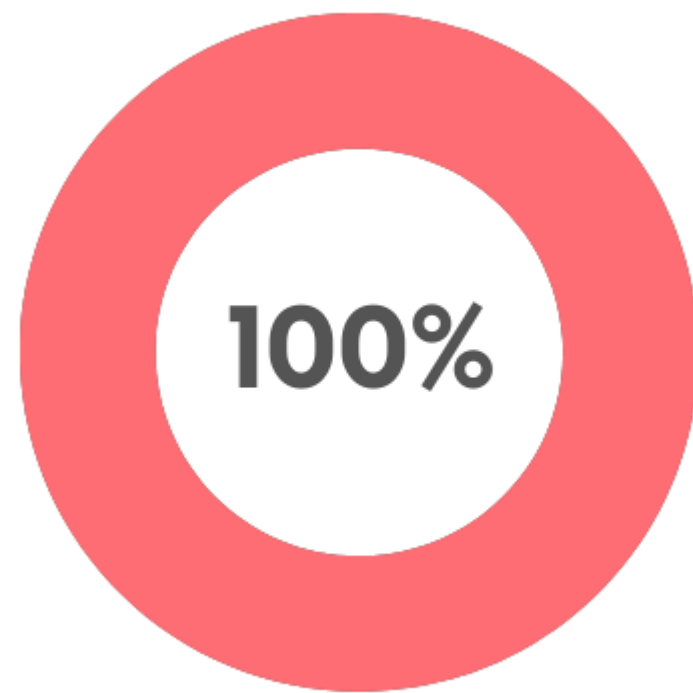
Total staff = 27

RESULTS OF PRE-REMEDIAL STUDY (3)

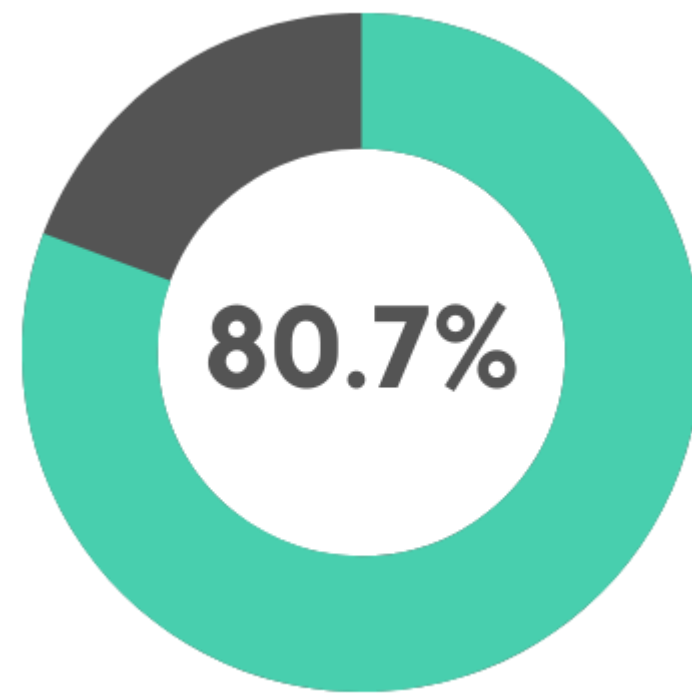


PATIENT FACTOR

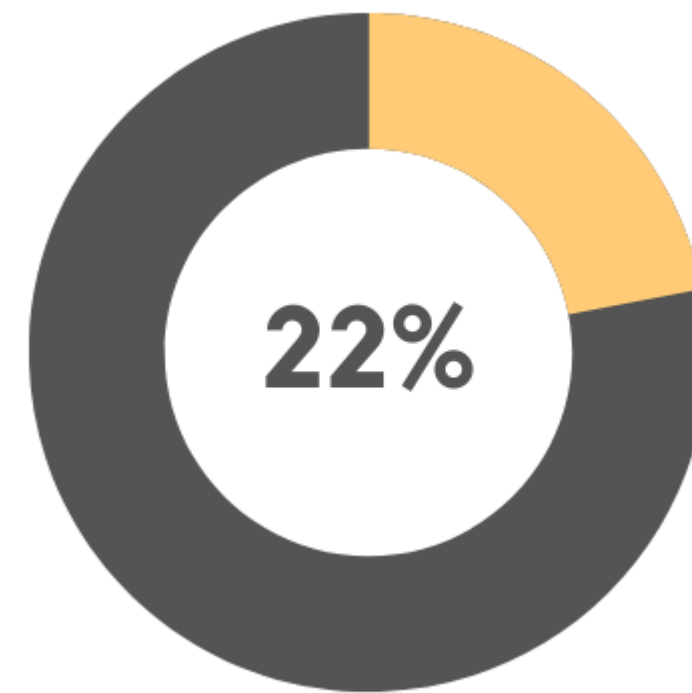
Contributing to Low Percentage of VR Patients achieving Optimum TTR



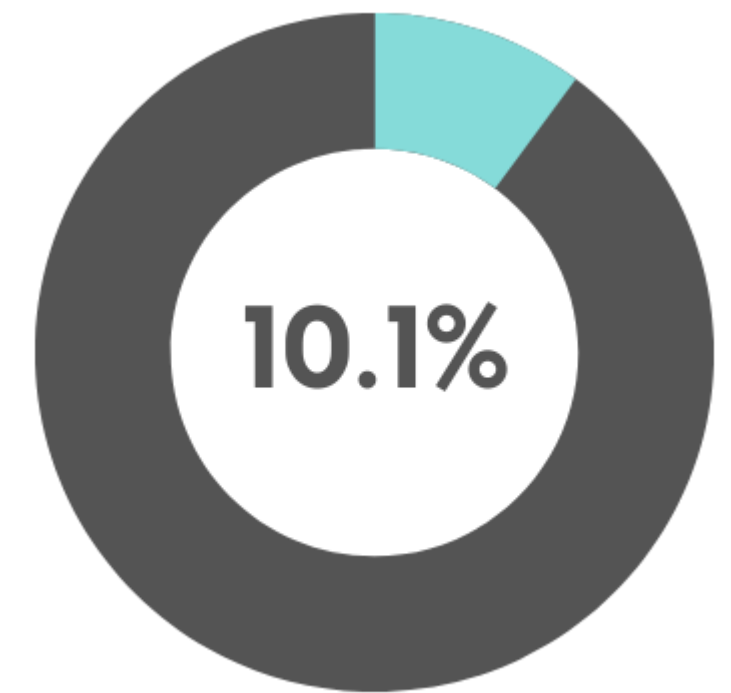
01 - POOR TTR
KNOWLEDGE



02 - WARFARIN-DIET
INTERACTION



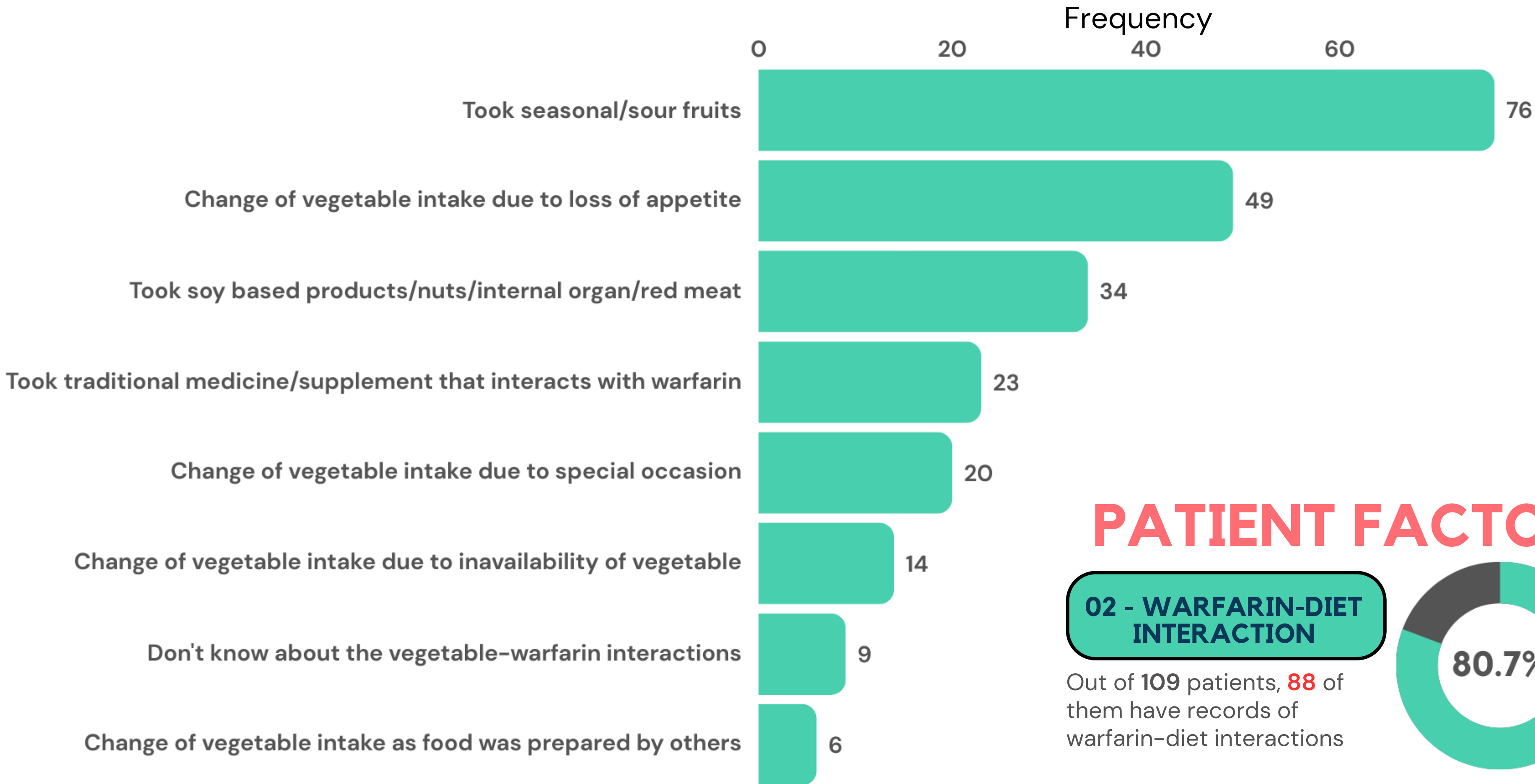
03 - MISSED DOSE



04 - WRONG DOSE
TAKEN

Total patients = 109

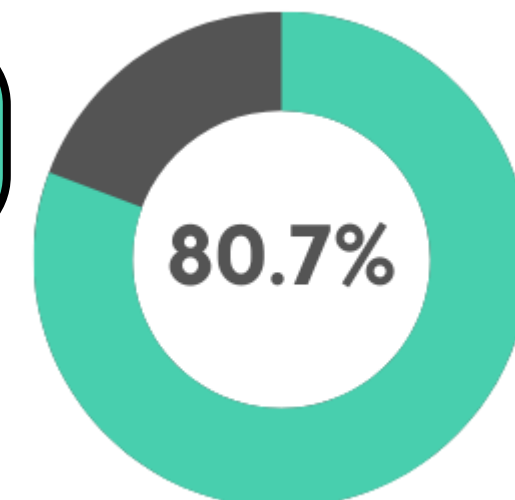
RESULTS OF PRE-REMEDIAL STUDY (3)(A)



PATIENT FACTOR

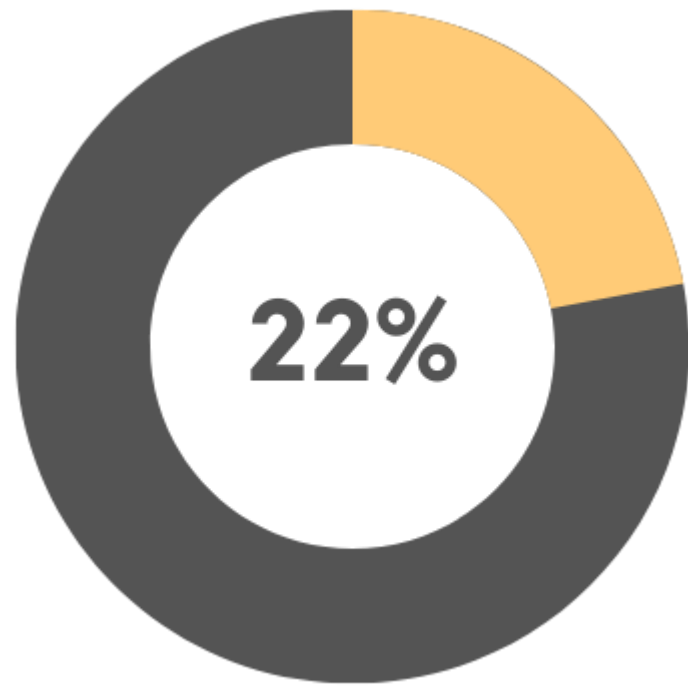
02 - WARFARIN-DIET INTERACTION

Out of 109 patients, **88** of them have records of warfarin-diet interactions



RESULTS OF PRE-REMEDIAL STUDY (3)(B)

PATIENT FACTOR



03 - MISSED DOSE

Out of 109 patients, **24** of them have records of missed dose

Frequency

20

15

10

5

0

20

13

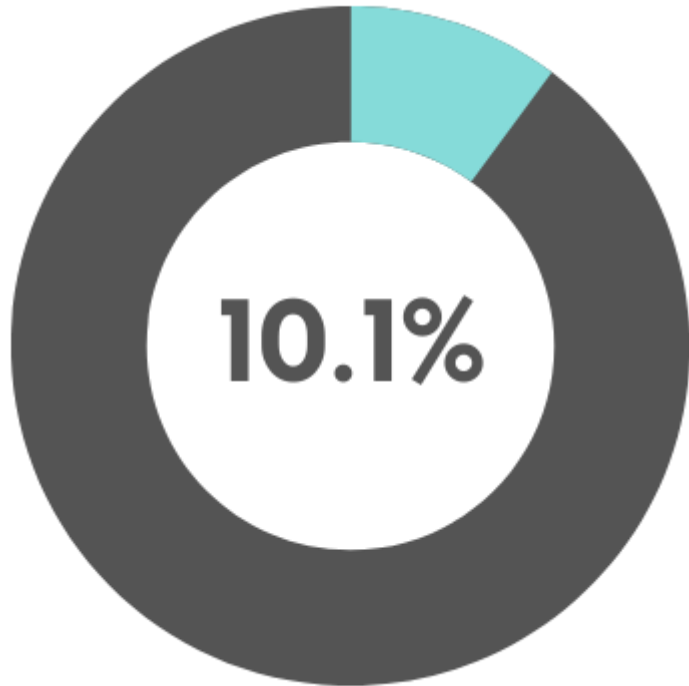
Forgetfulness

Missed clinic appointment



RESULTS OF PRE-REMEDIAL STUDY (3)(C)

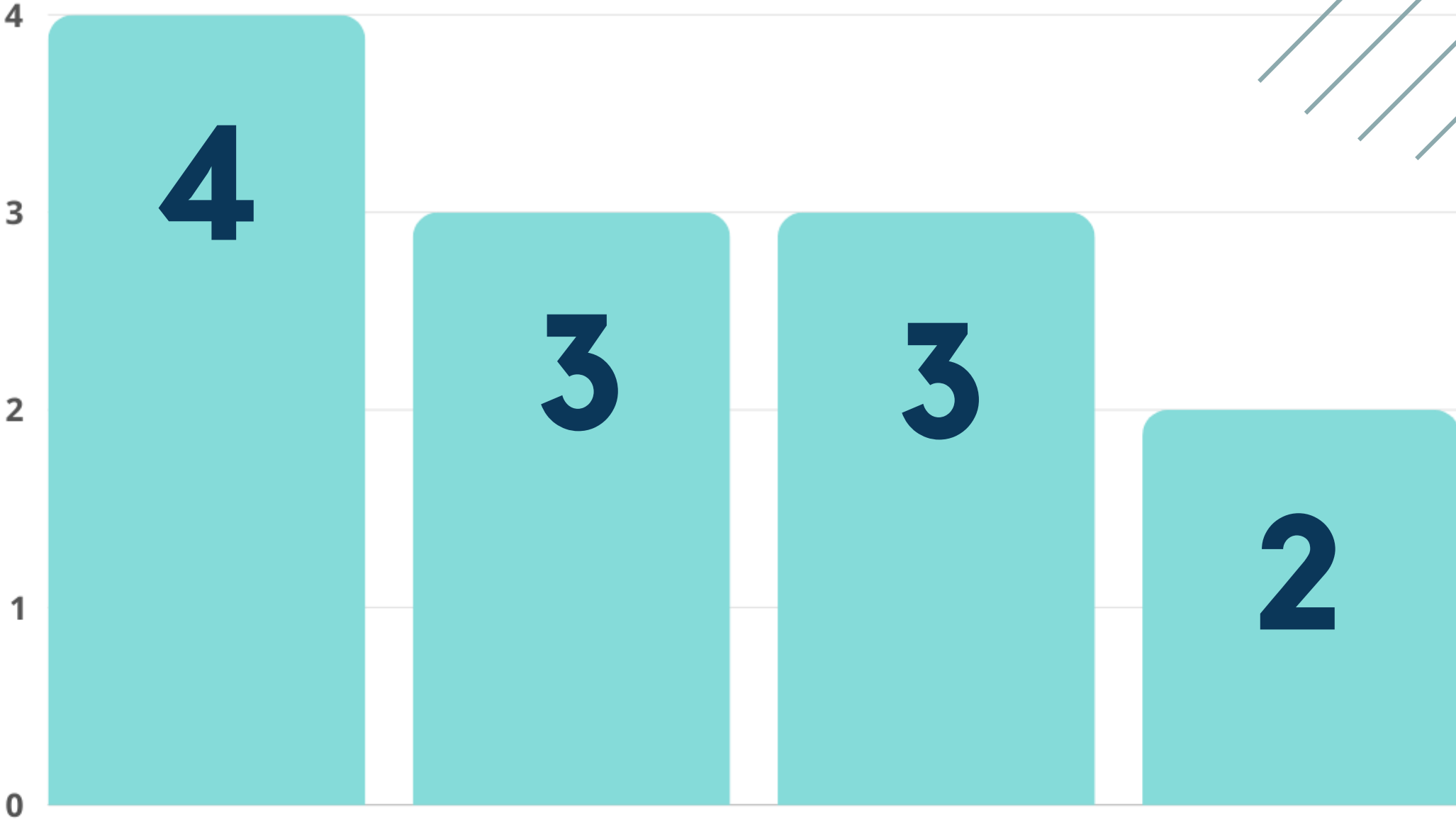
PATIENT FACTOR



04 - WRONG DOSE TAKEN

Out of 109 patients, **11** of them have records of wrong dose taken

Frequency



Self adjusting dose (ran out of medication)
Confusion with warfarin combination
Self adjusting dose (bleeding symptoms)
Self adjusting (worried INR deranged)





STRATEGIES FOR CHANGE

HOW WE DID IT?

Pharmacist's
HOTLINE in
"Pocket TTR"

Lack of
information
provided
regarding missed
appointment

Poor warfarin-
diet Interaction
Knowledge

"FLIPME"

**STAFF
FACTOR**

**PATIENT
FACTOR**



"Pocket TTR"

TTR not
emphasized
during clinic

Took wrong
dose due to
confusion in
warfarin
combination

"Pill-ALERT"
& "EZ-Label"

FACTOR 1:
TTR NOT
EMPHASIZED
DURING CLINIC

“Pocket TTR” included in
patient’s warfarin book

**JADUAL PENCAPAIAN TTR
(TIME-IN-THERAPEUTIC RANGE)**

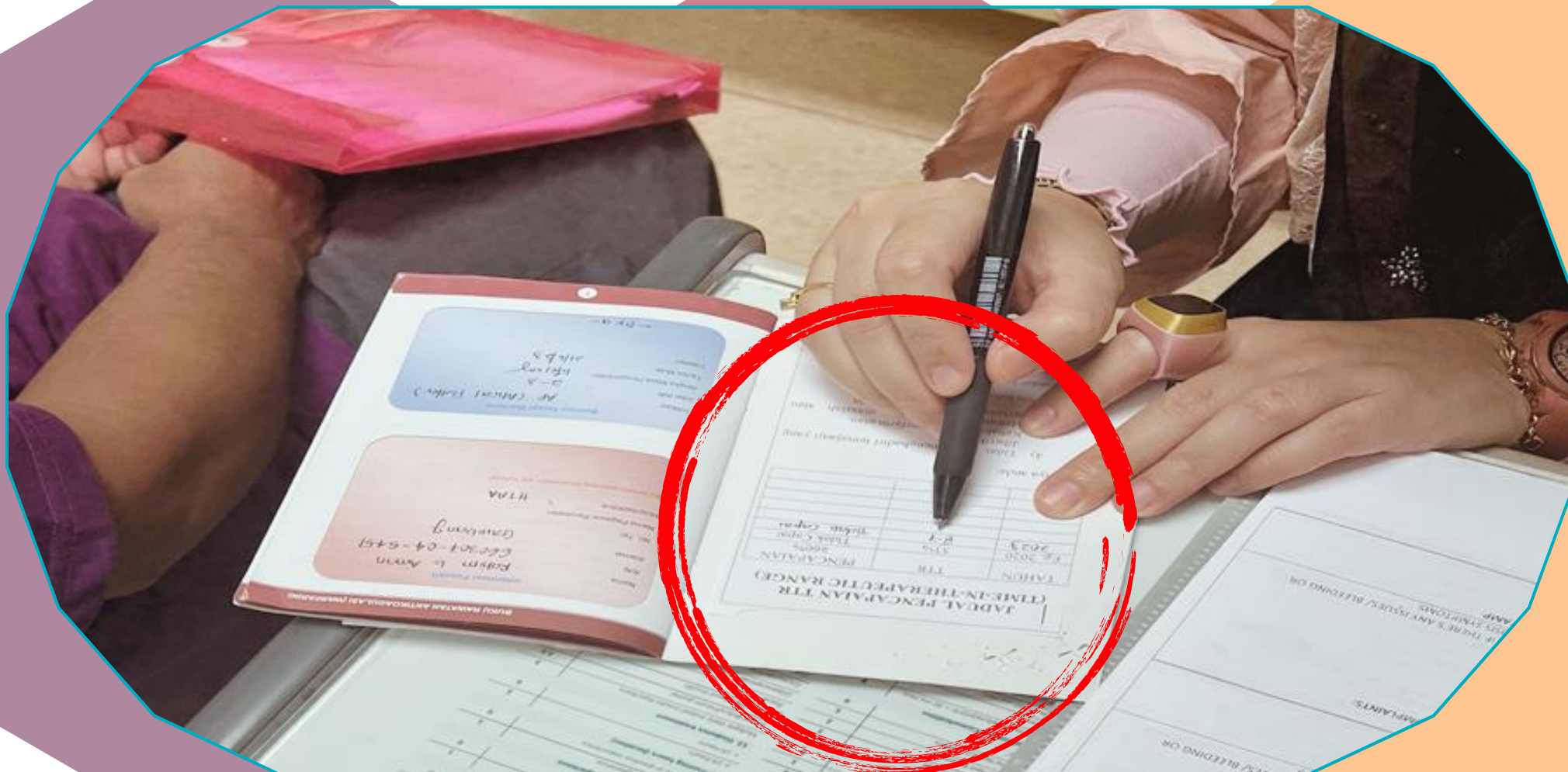
| TAHUN | TTR | PENCAPAIAN ≥60% |
|-----------------|-----|--------------------|
| <u>Eg. 2020</u> | 53% | <u>Tidak Capai</u> |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |



FACTOR 2:
LACK OF
INFORMATION
PROVIDED
REGARDING MISSED
APPOINTMENT



Pharmacy HOTLINE in “Pocket TTR”



Sekiranya anda:

- 1) Tidak boleh menghadiri temujanji yang diberikan atau,
- 2) Kehabisan ubat warfarin atau,
- 3) Mempunyai sebarang masalah atau pertanyaan berkaitan warfarin

Sila hubungi Farmasi Klinik Pakar :

09-5572669 / 2670

Jabatan Farmasi, Hospital Tengku Ampuan
Afzan

FACTOR 3:
POOR KNOWLEDGE
ON WARFARIN-DIET
INTERACTION



“FLIPME”

VERIFIED BY JAWATANKUASA KECIL FARMASI
KARDIOLOGI, KKM



HOSPITAL TENGKU AMPUAN AFZAN

UNTUK KEGUNAAN MTAC WARFARIN SAHAJA

INTERAKSI MAKANAN & WARFARIN

APAKAH YANG PERLU ANDA TAHU?



FACTOR 3:
POOR KNOWLEDGE
ON WARFARIN-DIET
INTERACTION



“FLIPME”

VERIFIED BY JAWATANKUASA KECIL FARMASI
KARDIOLOGI, KKM



BUAH-BUAHAN BERMUSIM

UNTUK KEGUNAAN MTAC WARFARIN JABATAN FARMASI HTAA



RAMBUTAN



DURIAN



DUKU & LANGSAT



NANGKA



MANGGIS



CEMPEDAK



BUAH-BUAHAN TIDAK BERMUSIM

UNTUK KEGUNAAN MTAC WARFARIN JABATAN FARMASI HTAA



MARKISA



DURIAN BELANDA



BERI



DELIMA



ANGGUR



LAICI

FACTOR 3:
POOR KNOWLEDGE
ON WARFARIN-DIET
INTERACTION







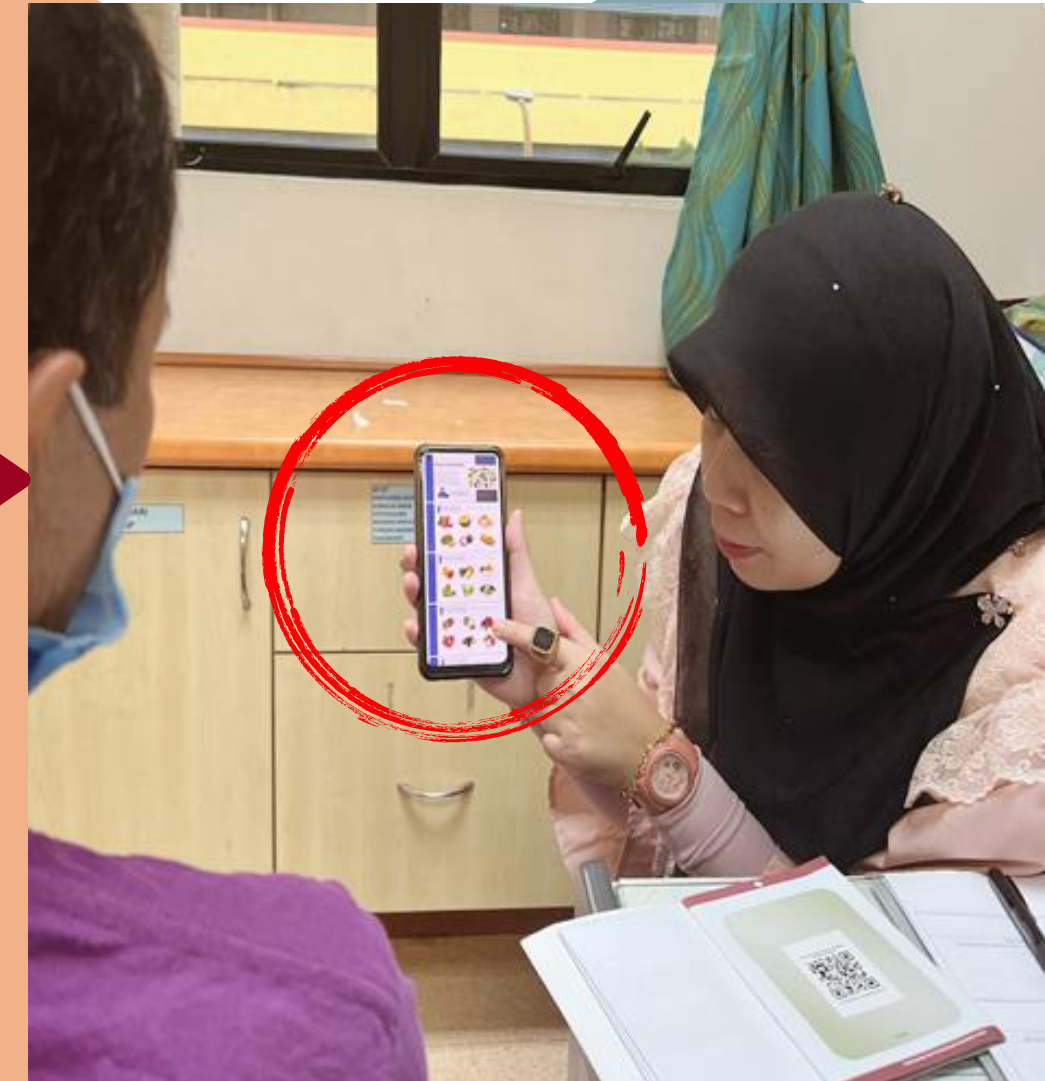
“FLIPME” QR code

“FLIPME” QR CODE ARE PASTED IN PATIENTS WARFARIN BOOK - EASILY ACCESSIBLE AS REFERENCE & SAVES ON PRINTING COST



INTERAKSI WARFARIN

| | | |
|---|---------------------|----|
|  | Sayur-sayuran | 3 |
|  | Herbal dan suplemen | 7 |
|  | Buah - buahan | 14 |
|  | Lain - lain | 20 |



FACTOR 4:
TOOK WRONG DOSE DUE TO CONFUSION IN WARFARIN COMBINATION



"Pill-Alert"

STANDARDIZED WARFARIN COMBINATION

| Recommended Tablet Warfarin Combination | | | |
|---|-----|-----|-----|
| Dose (mg) | 1mg | 2mg | 5mg |
| 0.5 | ½ | | |
| 1 | 1 | | |
| 1.5 | 1½ | | |
| 2 | | 1 | |
| 2.5 | | | ½ |
| 3 | 1 | 1 | |
| 3.5 | 1 | | ½ |
| 4 | | 2 | |
| 4.5 | | 1 | ½ |
| 5 | | | 1 |
| 5.5 | ½ | | 1 |
| 6 | 1 | | 1 |
| 6.5 | 1½ | | 1 |
| 7 | | 1 | 1 |
| 7.5 | | | 1½ |
| 8 | 1 | 1 | 1 |
| 8.5 | 1 | | 1½ |
| 9 | | 2 | 1 |
| 9.5 | | 1 | 1½ |
| 10 | | | 2 |
| 10.5 | ½ | | 2 |
| 11 | 1 | | 2 |
| 11.5 | 1½ | | 2 |
| 12 | | 1 | 2 |
| 12.5 | | | 2½ |
| 13 | 1 | 1 | 2 |
| 13.5 | 1 | | 2½ |
| 14 | | 2 | 2 |
| 14.5 | | 1 | 2½ |
| 15 | | | 3 |
| 15.5 | ½ | | 3 |
| 16 | 1 | | 3 |
| 16.5 | 1½ | | 3 |
| 17 | | 1 | 3 |
| 17.5 | | | 3½ |
| 18 | 1 | 1 | 3 |
| 18.5 | 1 | | 3½ |
| 19 | | 2 | 3 |
| 19.5 | | 1 | 3½ |
| 20 | | | 4 |

INR: 2.84 TCA: 5/12/24 - together with cardiac TCA

Perubatan 6A-Pin. 3/96

R_x GP 755070

MD T. Warfarin (2mg x 1 + 1mg x 1)

3mg (Mon - Sat) } 13/52

2mg (Sunday) (2mg x 1)

WARFARIN DOSE COMBINATION

| HARI | 1mg | 2mg | 3mg | 5mg |
|---------|-----|-----|-----|-----|
| Mon-Sat | 1 | 1 | | |
| Sun | | 1 | | |

(Tandatangan dan Cap Rasmi Hospital Te... 6/9/24)

NO: 0200 FARMASI HTA KTN

Sila tunggu sehingga angka giliran anda di panggil

Umur: 61

Tarikh: 6/1/24

Penyakit: HVR

FACTOR 4:
TOOK WRONG DOSE DUE TO CONFUSION IN WARFARIN COMBINATION



“EZ-Label”

INR: 2.84 TCA: 5/12/24 - together with cardiac TCA

Nama: _____ Perubatan 6A-Pin. 3/96

No. K/P: _____

No. Daftar: _____

Umur: 61

Tarikh: 6/9/24

Penyakit: HVR

R_x

GP 755070

MD 7. Warfarin (2mg x 1 + 1mg x 1)

3mg (Mon-Sat) } 13/52

2mg (Sunday) } 1/52

(2mg x 1)

WARFARIN DOSE COMBINATION

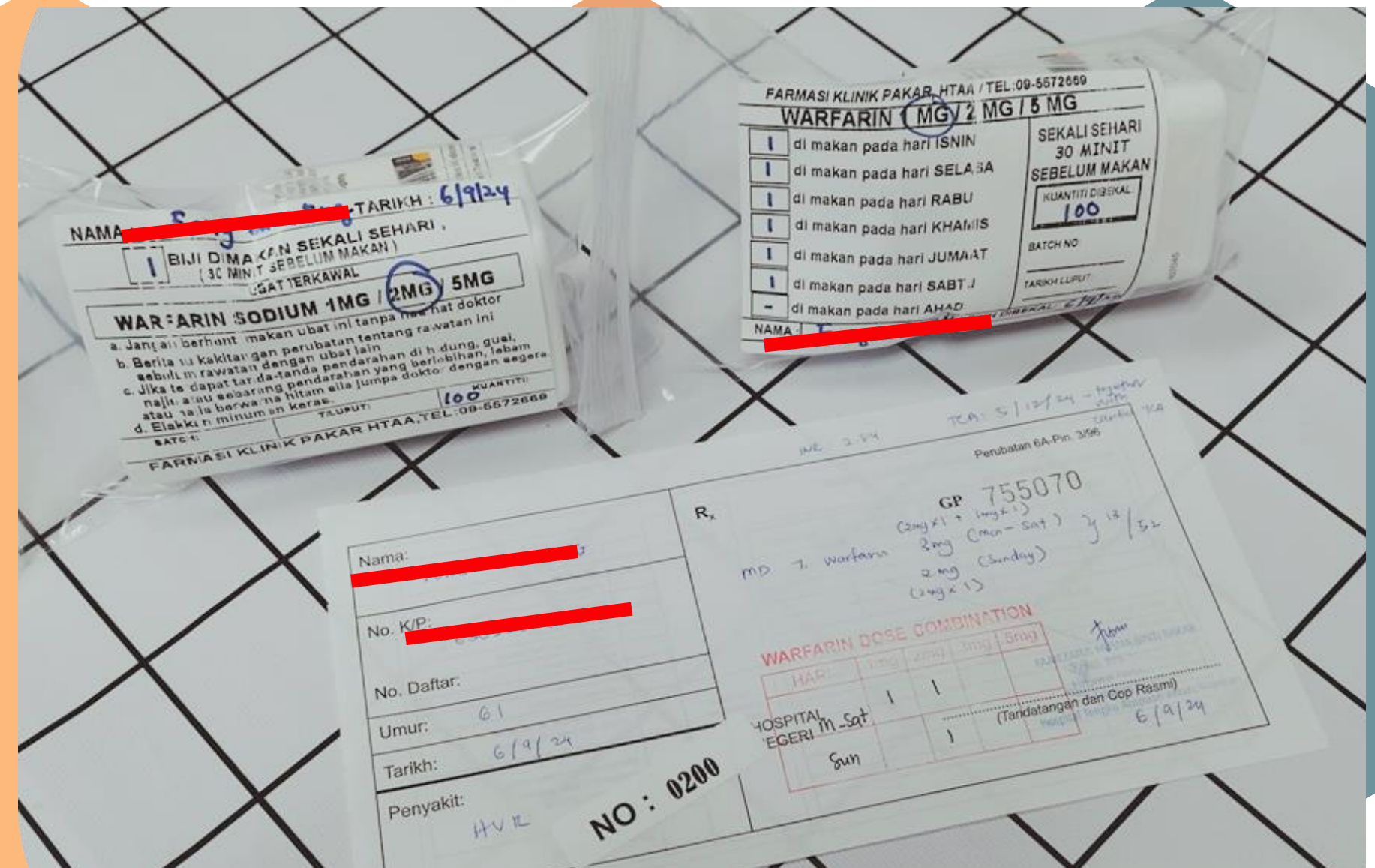
| HARI | 1mg | 2mg | 3mg | 5mg |
|-------|-----|-----|-----|-----|
| M-Sat | 1 | 1 | | |
| Sun | | 1 | | |

HOSPITAL EGERI (Terdatangan dan Cop Rasmi)

6/9/24

FARMASI HTAA KTN NO : 0200

Sila tunggu sehingga angka giliran anda di panggil



EZ- LABEL



JAMA : _____ TARIKH : _____

BIJI DIMAKAN SEKALI SEHARI ,
(30 MINIT SEBELUM MAKAN)

UBAT TERKAWAL

WARFARIN SODIUM 1MG / 2MG / 5MG

a. Jangan berhenti makan ubat ini tanpa nasihat doktor
b. Beritahu kakitangan perubatan tentang rawatan ini sebelum rawatan dengan ubat lain
c. Jika terdapat tanda-tanda pendarahan di hidung, gusi, najis atau sebarang pendarahan yang berlebihan, lebam atau najis berwarna hitam sila jumpa doktor dengan segera.
d. Elakkan minuman keras.

BATCH: _____ T/LUPUT: _____ KUANTITI: _____

FARMASI KLINIK PAKAR HTAA, TEL:09-5572669

NAMA: _____ TARIKH: _____

WARFARIN 1MG / 2MG / 5MG

dimakan pada hari ISNIN
 dimakan pada hari SELASA
 dimakan pada hari RABU
 dimakan pada hari KHAMIS
 dimakan pada hari JUMAAT
 dimakan pada hari SABTU
 dimakan pada hari AHAD

SEKALI SEHARI
30 MINIT
SEBELUM MAKAN

KUANTITI: _____

BATCH NO: _____
TARIKH LUPUT: _____

FARMASI KLINIK PAKAR HTAA, TEL:09-5572669

NAMA: _____ TARIKH: _____

LOADING DOSE

WARFARIN 1MG / 2MG / 5MG

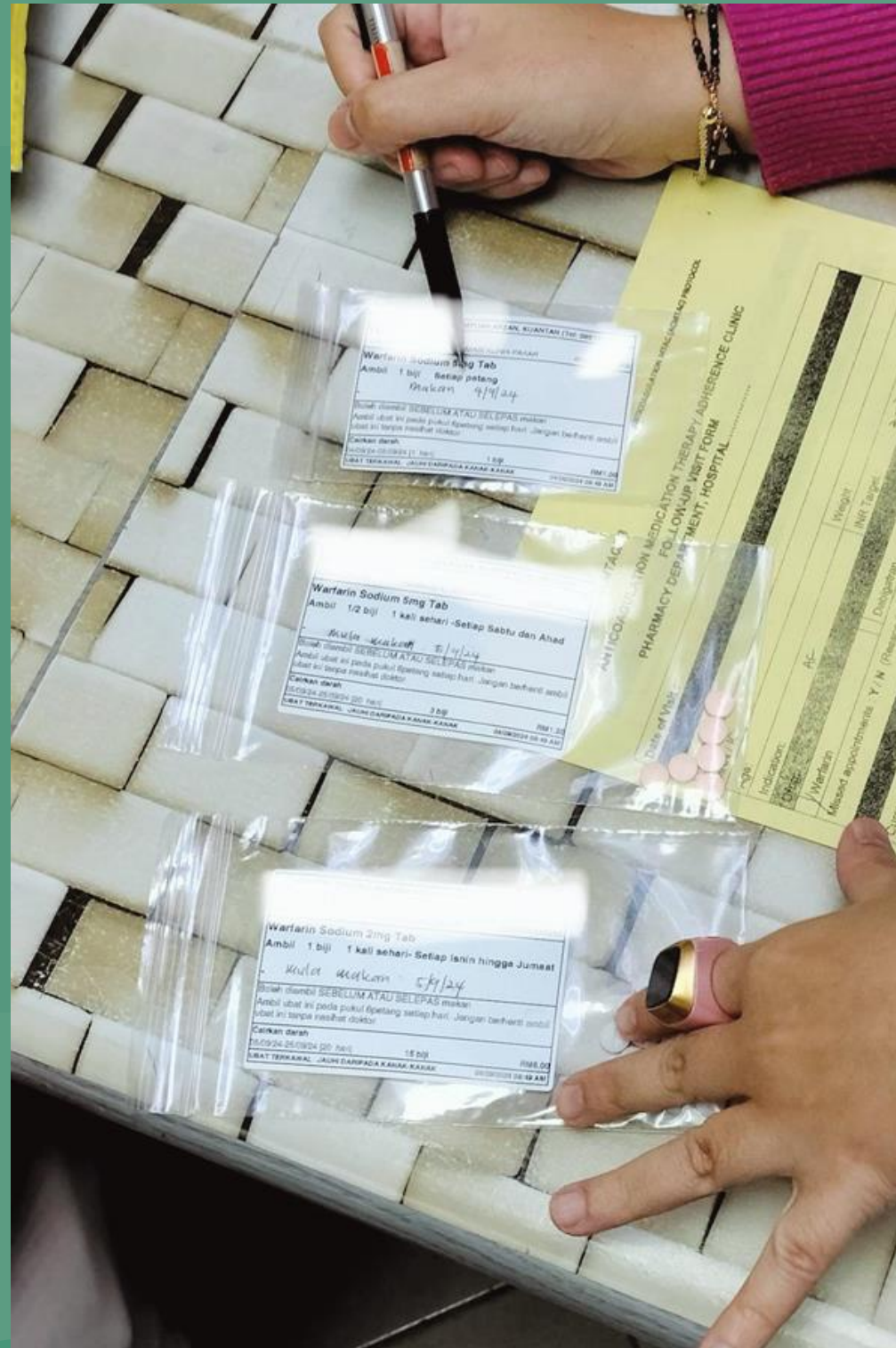
BIJI DIMAKAN SEKALI SEHARI
PADA _____

KUANTITI: _____ EXP: _____ BN: _____

FARMASI KLINIK PAKAR HTAA
Sebarang pertanyaan, sila hubungi pegawai farmasi di talian:
09-5572669

BEFORE

“PhIS Label”



“EZ-Label”

AFTER



BEFORE



**MINI
PHARMACY**

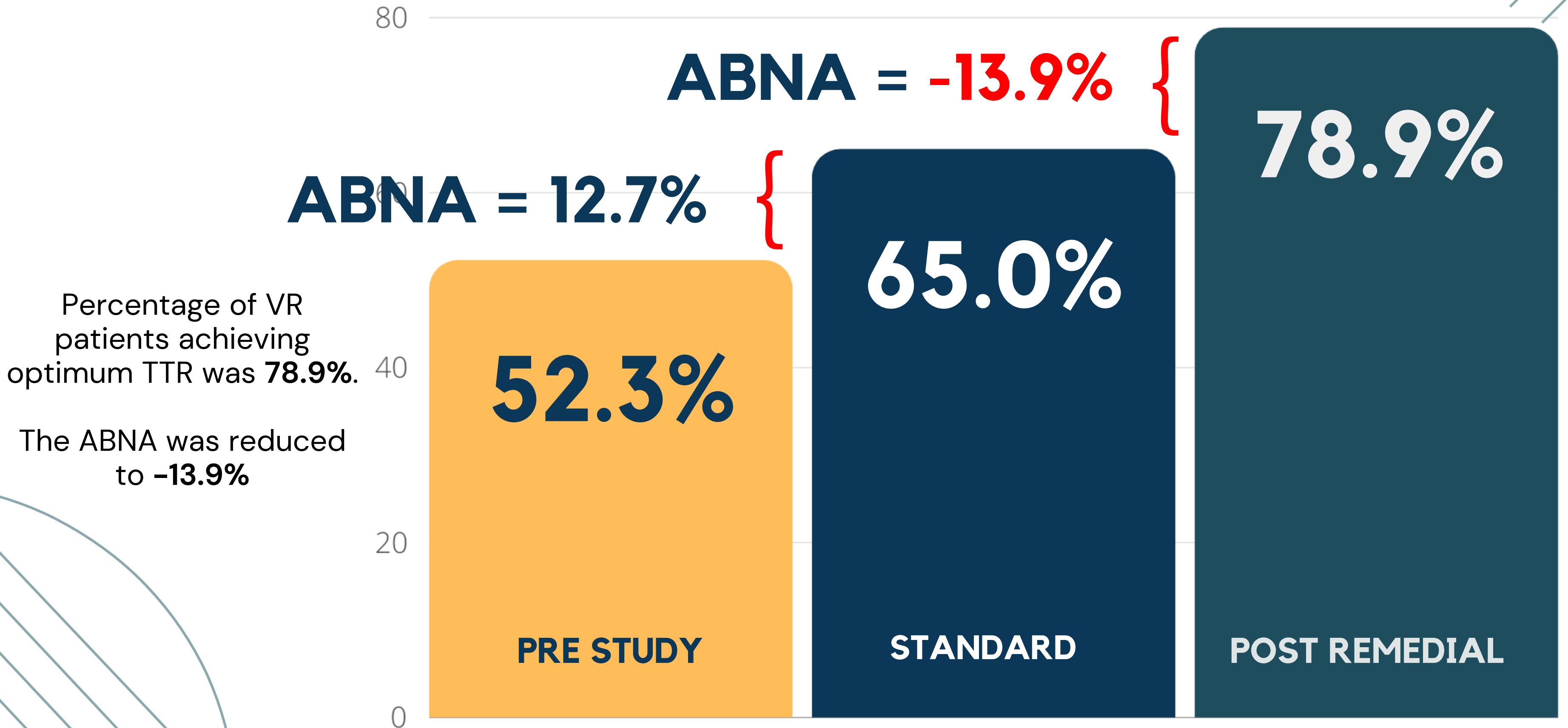


AFTER

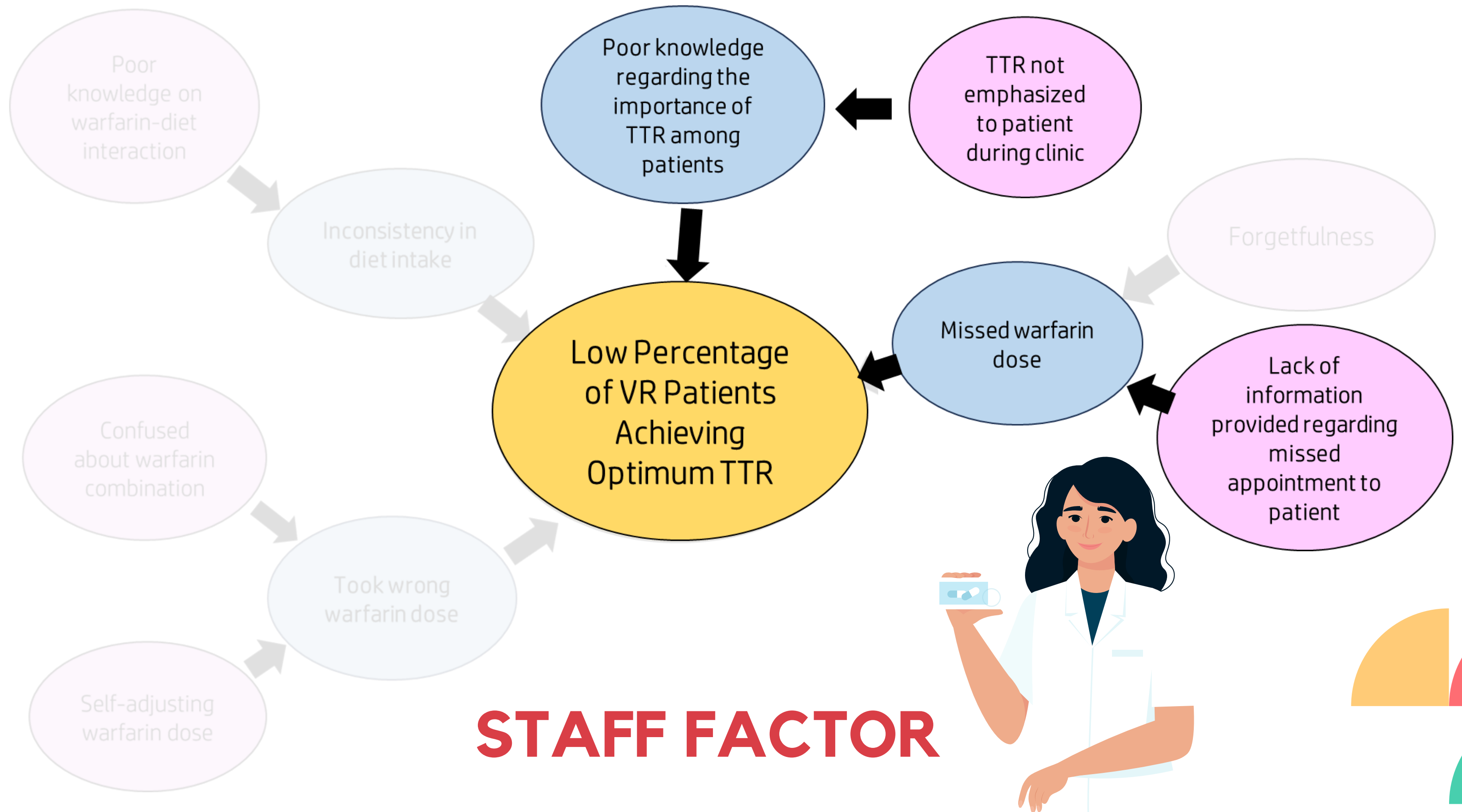


EFFECTS OF CHANGE

ACHIEVABLE BENEFIT NOT ACHIEVED (ABNA) (POST-REMEDIAL)



CAUSE-EFFECT ANALYSIS

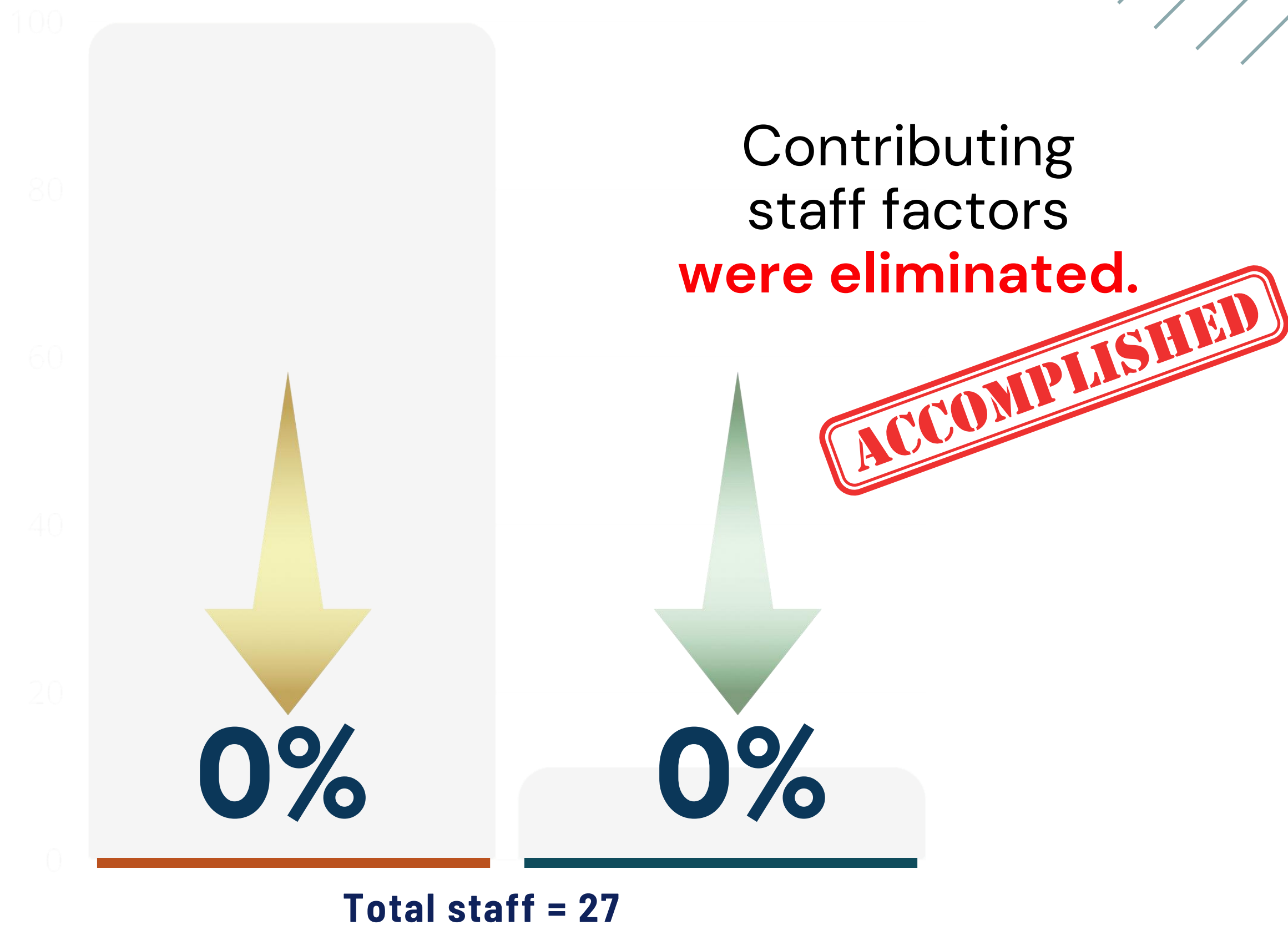


RESULTS OF POST-REMEDIAL STUDY (2)

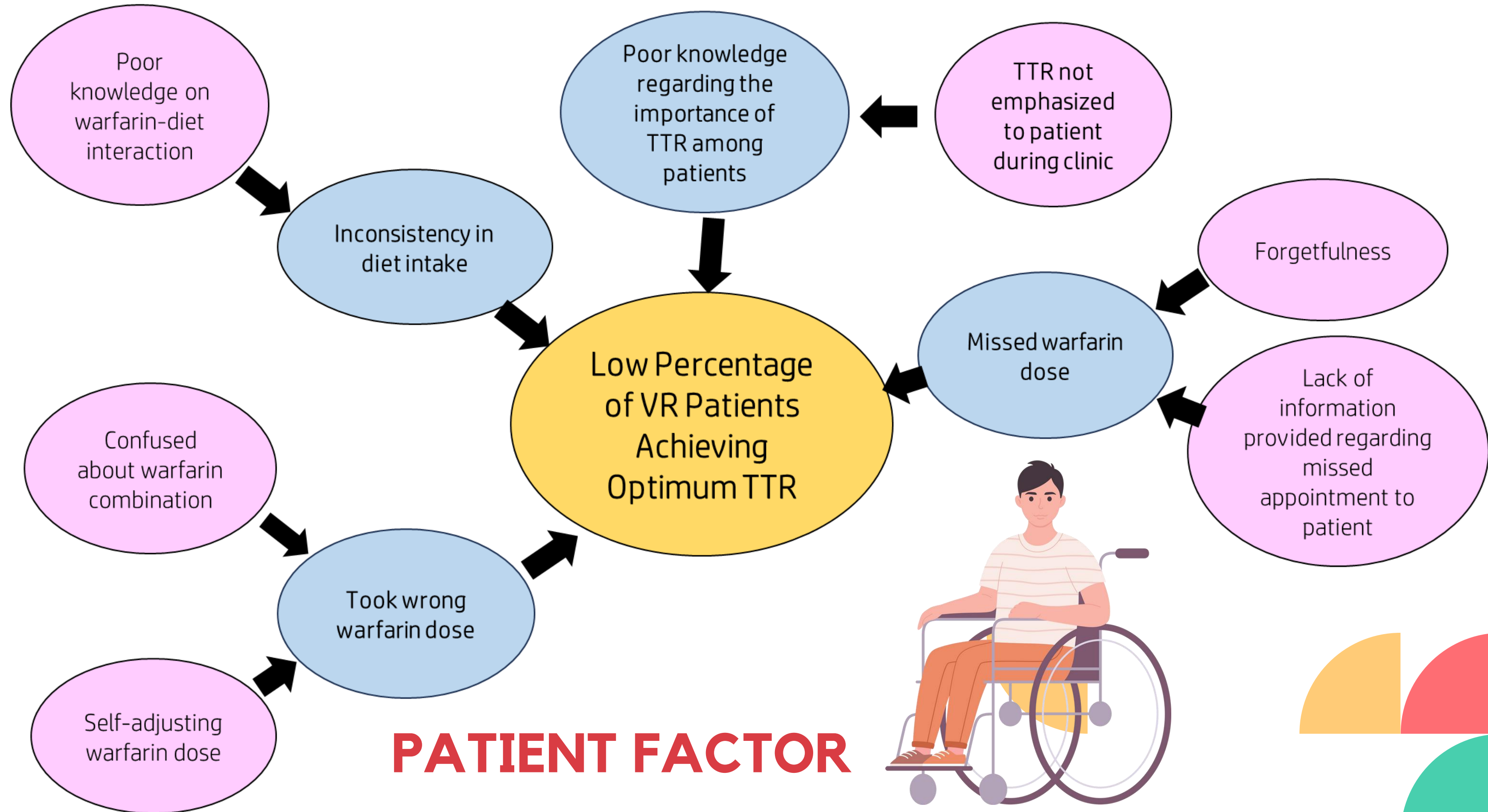
STAFF FACTOR

01 - TTR NOT EMPHASIZED TO PATIENT DURING CLINIC

02 - LACK OF INFORMATION PROVIDED REGARDING MISSED APPOINTMENT TO PATIENT

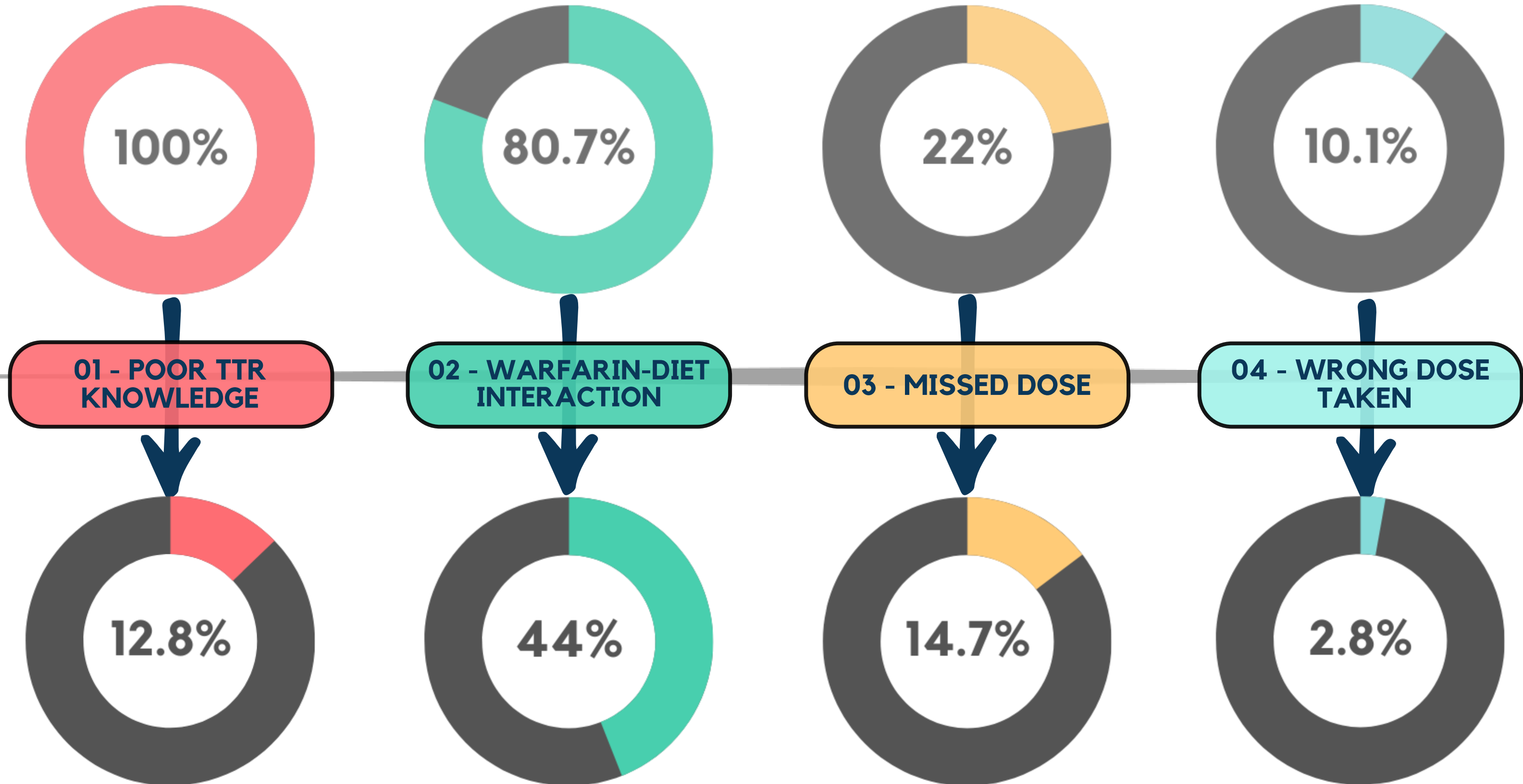


CAUSE-EFFECT ANALYSIS



RESULTS OF POST-REMEDIAL STUDY (3)

PATIENT FACTOR

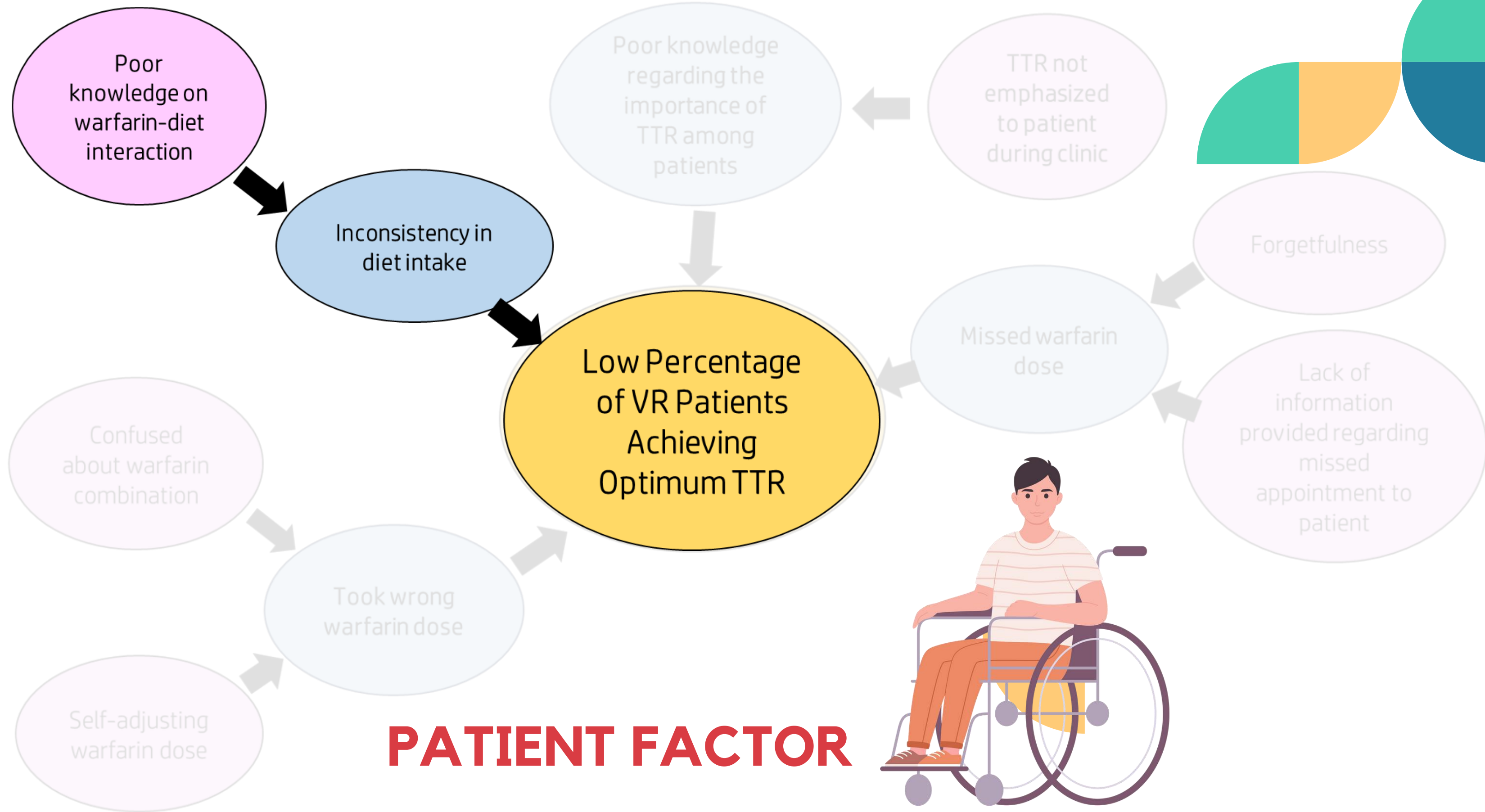


PRE-STUDY

POST REMEDIAL

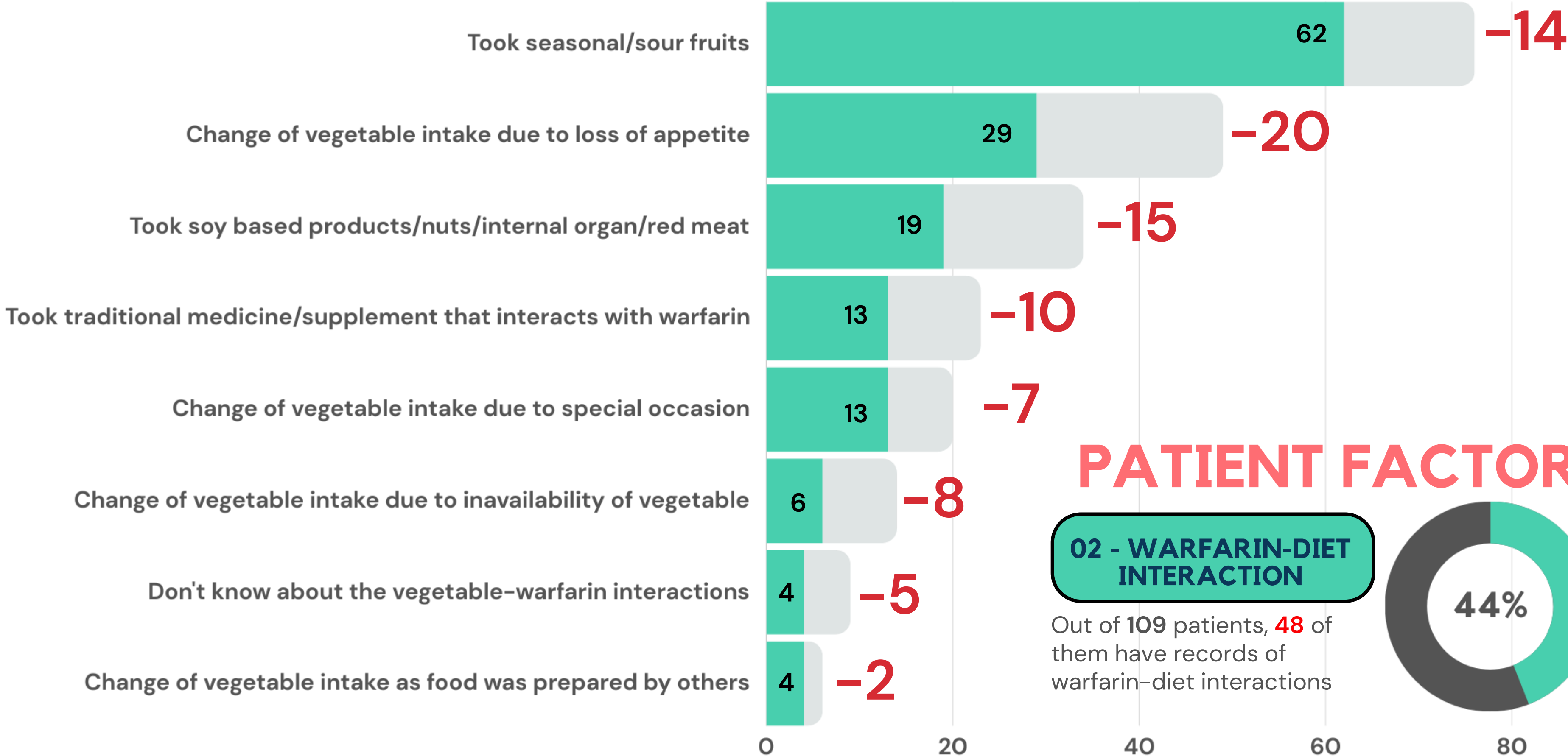
Total patients = 109

CAUSE-EFFECT ANALYSIS

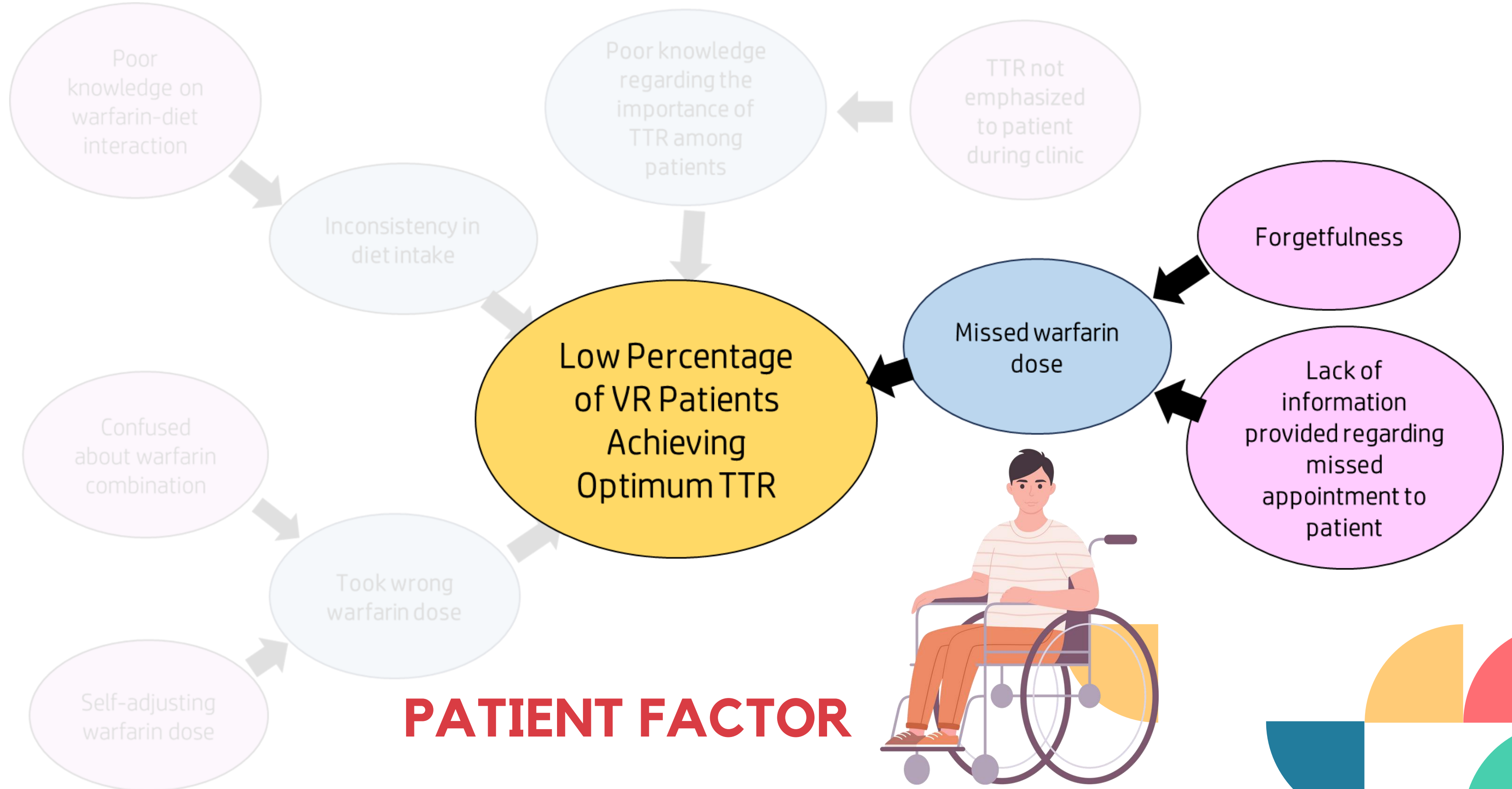


RESULTS OF POST-REMEDIAL STUDY (3)(A)

Frequency

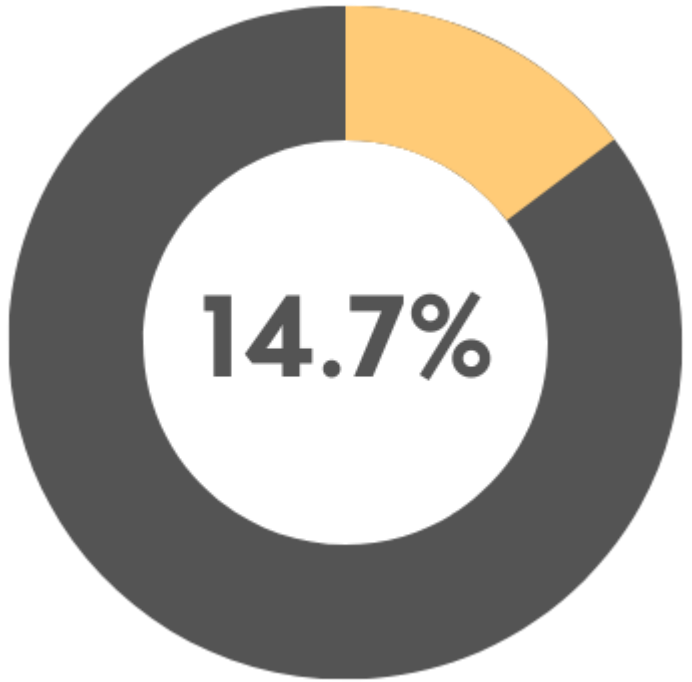


CAUSE-EFFECT ANALYSIS



RESULTS OF POST-REMEDIAL STUDY (3)(B)

PATIENT FACTOR



03 - MISSED DOSE

Out of 109 patients, 16 of them have records of missed dose

Frequency

20

15

13

10

5

2

0

-7

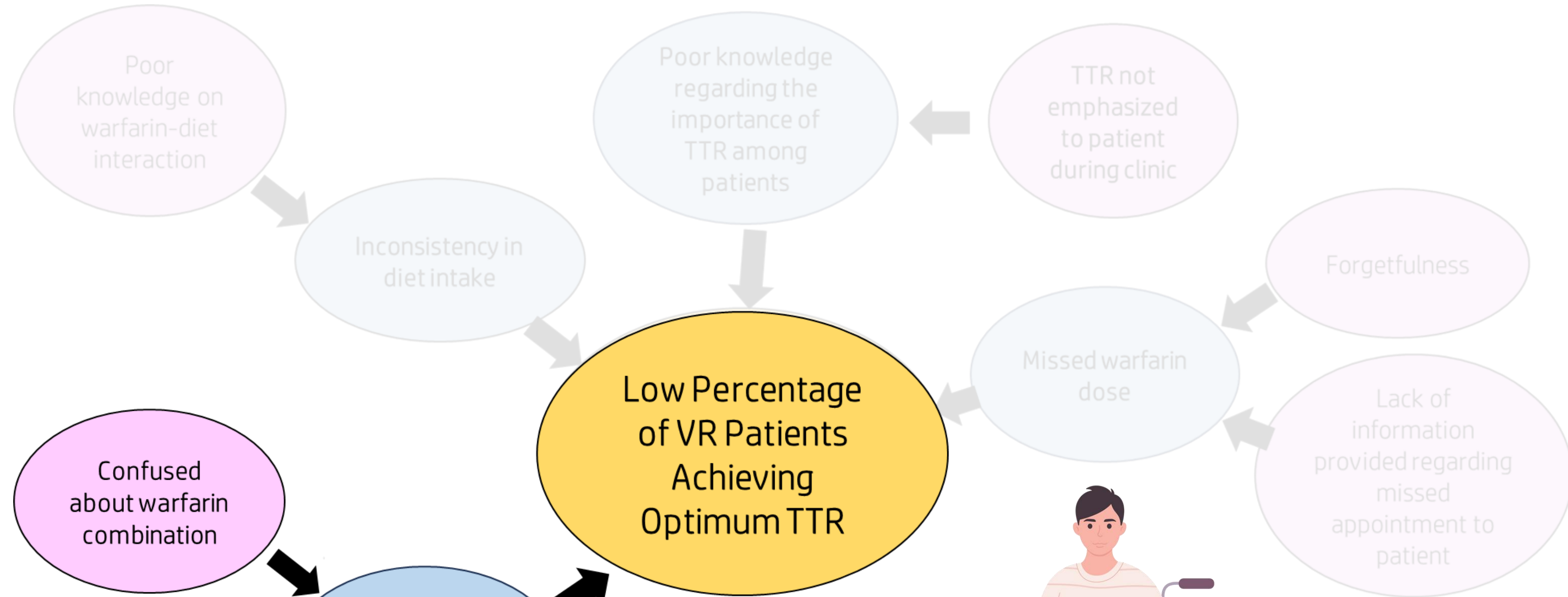
-10

Forgetfulness

Missed clinic appointment



CAUSE-EFFECT ANALYSIS

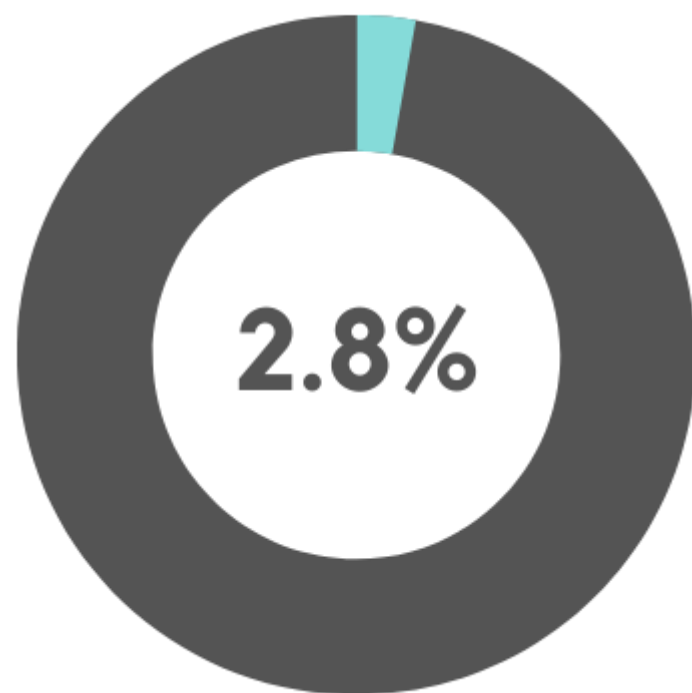


PATIENT FACTOR



RESULTS OF POST-REMEDIAL STUDY (3)(C)

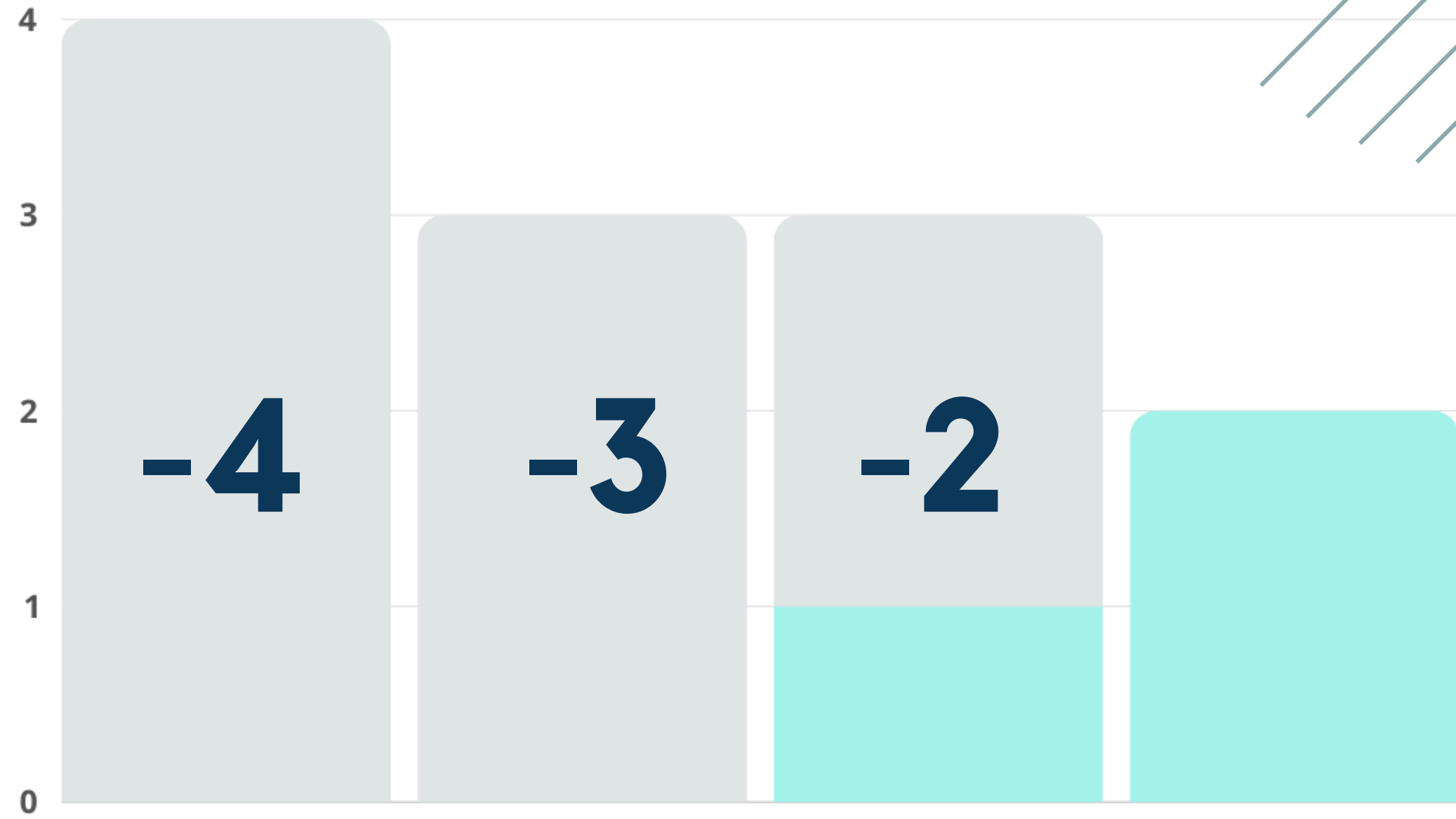
PATIENT FACTOR



04 - WRONG DOSE TAKEN

Out of 109 patients, **3** of them have records of wrong dose taken

Frequency



Self adjusting dose (ran out of medication)
Confusion with warfarin combination
Self adjusting dose (bleeding symptoms)
Self adjusting (worried INR deranged)



MODEL OF GOOD CARE (MOGC)

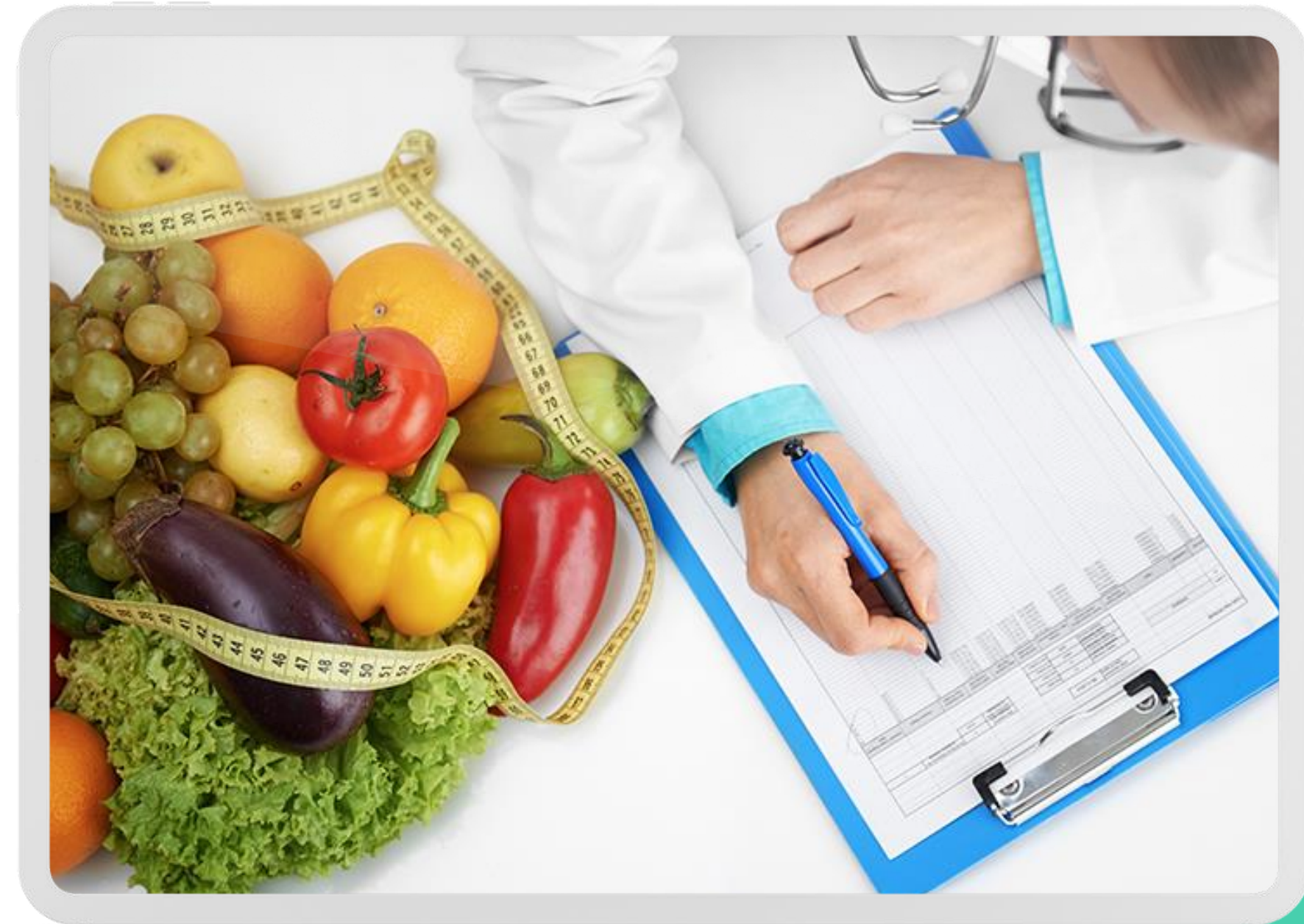
| No | Process of care | Criteria | Standard (%) | Pre remedial (%) | Post remedial(%) |
|----|--|---|--------------|------------------|------------------|
| 1 | Register patient at MTAC Counter | Register all patient by issuing number ticket | 100 | 100 | 100 |
| 2 | Obtain INR result | Attach patient's INR result to patient's BHT or Warfarin follow up form visit | 100 | 100 | 100 |
| 3 | Assess patient | -Check on patient's TTR understanding of warfarin therapy using "Pocket TTR" | 100 | 0 | 100 |
| | | -Check on medication compliance and missed dose - to provide Pharmacist hotline if there is any enquiries | 100 | 0 | 100 |
| | | -Check on dietary changes using "FLIPME" | 100 | 0 | 100 |
| | | -Check on drug interactions | 100 | 100 | 100 |
| | | -Check on history of taking any OTC/Traditional medicine | 100 | 100 | 100 |
| | | -Check on correct dose taken | 100 | 100 | 100 |
| | | -Check on alcohol intake (if any) | 100 | 100 | 100 |
| | | -Check on smoking habit (if any) | 100 | 100 | 100 |
| 4 | Assess diet | -Refer dietician for diet counseling if failed to achieve 4 consecutive target INR | 100 | 0 | 0 |
| 5 | Counsel patient *maintain dose *adjust warfarin dose | -Emphasize on medication compliance | 100 | 100 | 100 |
| | | -Advice to maintain consistent diet | 100 | 100 | 100 |
| | | -Counsel warfarin combination for patient using "Pill-ALERT" | 100 | 70 | 100 |
| 6 | Carry out warfarin dosing | -Complete documentation in INR follow up sheet | 100 | 100 | 100 |
| | | -Complete documentation in patient's WMTAC profile | 100 | 100 | 100 |
| | | -Write prescription remark of patient's warfarin combination | 100 | 60 | 100 |
| | | -Send prescription for Dr's countersign | 100 | 100 | 100 |
| 7 | Supply warfarin to patient | Fill, label (using "EZ-label"), countercheck and dispense warfarin tablets | 100 | 60 | 100 |

CYCLE
2

THE NEXT STEP..

REMEDIAL ACTIONS IN CYCLE 2

- 1** **WARFARIN-DIET COUNSELING**
Involve **dietitian** to provide warfarin-diet counseling to patients during clinic day
- 2** **FOOD FREQUENCY QUESTIONNAIRE (FFQ)**
Introduce Food Frequency Questionnaire (FFQ) (9,10) to quantify the amount of vitamin K intake (**collaboration with Dietitian**)
- 3** **ALL WARFARIN PATIENTS**
Expand remedial actions to **whole population** in warfarin clinic HTAA



FOOD FREQUENCY QUESTIONNAIRE

| FOOD FREQUENCY QUESTIONNAIRE FOR VITAMIN K INTAKE IN WARFARIN PATIENT | | | | For QA study purposes |
|---|---------------------------------|--|-------------------------|-----------------------|
| SAYUR-SAYURAN (DIMASAK) | | | | |
| No | Food / Item (Vitamin K content) | In the past 7 days, how many times did you take? | How many cups per meal? | Total vitamin K (mcg) |
| 1 | BAYAM (888 µg/cup) | 1 | 0.5 | |
| 2 | BROKOLI (220µg/cup) | | | |
| 3 | BRUSSEL SPROUTS (220µg/cup) | | | |
| 4 | DAUN BAWANG (6.4µg/table spoon) | | | |
| 5 | DAUN KELEDEK (69.5µg/cup) | | | |
| 6 | DAUN SUP (164µg/10 springs) | | | |
| 7 | KAILAN (1062.1µg/cup) | | | |
| 8 | KANGKUNG (641.7µg/cup) | | | |
| 9 | KOBIS (164µg/cup) | | | |
| 10 | KOBIS MERAH (70µg/cup) | | | |
| 11 | PAKU PAKIS (170.9µg/100G) | | | |
| 12 | PERIA (6µg/cup) | | | |
| 13 | ROMAINE LETTUCE (57µg/cup) | | | |

CONCLUSION

- The pre-remedial data of this QA showed that the percentage of VR patients achieving optimum TTR was 52.3%.
- However, after **implementation of proper remedial actions**, the percentage was increased to **78.9%**.
- We hope that the implementation and expansion of remedial actions in cycle 2 will further benefit all warfarin patients and improve quality of warfarin treatment. This in turn will improve TTR, **improve quality of life** while **saving healthcare cost** and **reducing clinical waste**.



REFERENCES

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2. www.wikipedia.com
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4. Schmitt, L, Speckman J, Ansell J. Quality assessment of anticoagulation dose management: comparative evaluation of measures of time-in-therapeutic range. *Journal of Thrombosis and Thrombolysis*. 2003;15:213–16. PMID:14739631.
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6. Thrombosis Canada. Warfarin: management of out-of-range INRs. Whitby, ON: Thrombosis Canada; 2015. Available from: <http://thrombosiscanada.ca/clinicalguides/#>.
7. Krittayaphong R, Chantrarat T, Rojjarekumpai R, et al. Poor Time in Therapeutic Range Control is Associated with Adverse Clinical Outcomes in Patients with Non-Valvular Atrial Fibrillation: A Report from the Nationwide COOL-AF Registry. *J Clin Med*. 2020 Jun 2;9(6):1698. doi: 10.3390/jcm9061698.
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9. Pinto E, Viegas C, Martins P.V et al. New Food Frequency Questionnaire to estimate vitamin K intake in Mediterranean Population. *Nutrients*. 2023; 15, 3012.
10. Dias D, et al. Development of food frequency questionnaire to determine vitamin k intake in anticoagulated patients: a pilot study. *Rev ChilNutr*. 2018; 45(4): 363–371.



DISCLAIMER

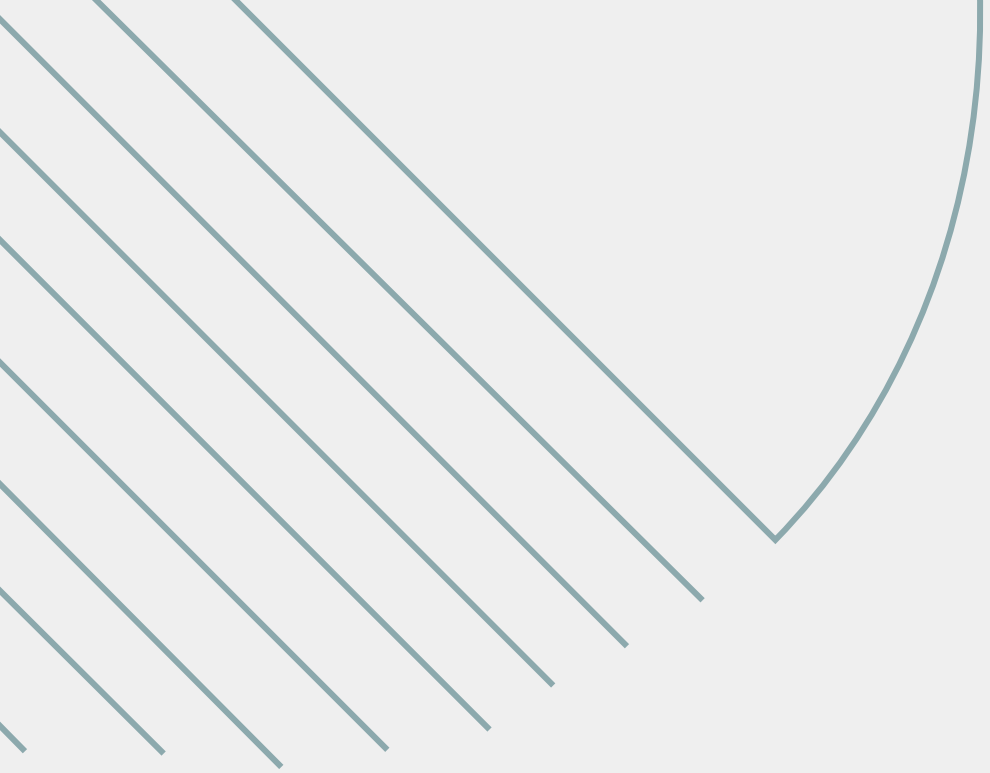
THIS STUDY WAS STARTED SINCE 2022, PRIOR TO THE IMPLEMENTATION OF TTR AS QUALITY ASSURANCE PROGRAM (QAP) BY PHARMACEUTICAL SERVICES DIVISION, MINISTRY OF HEALTH IN 2023.



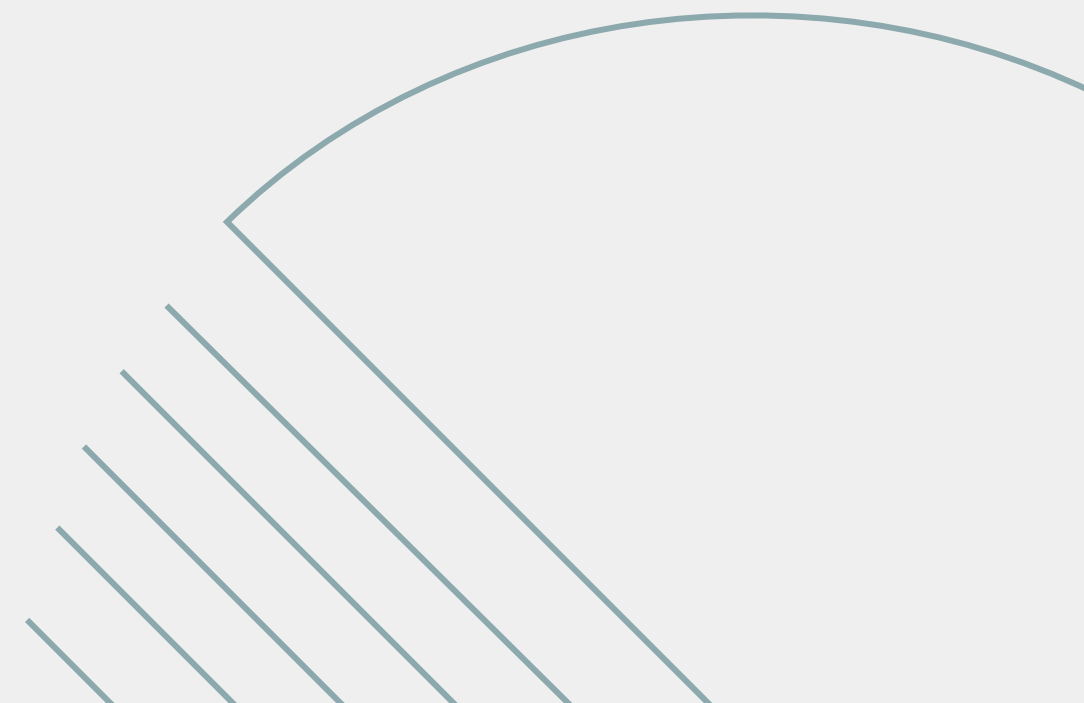


**THANK
YOU**

Pharmacy Department
Hospital Tengku Ampuan Afzan Kuantan



APPENDIX



Appendix 3 - ACMTAC/F3

ANTICOAGULATION MEDICATION THERAPY ADHERENCE CLINIC
FOLLOW-UP VISIT FORM
PHARMACY DEPARTMENT, HOSPITAL.....

| | | | | | | | | | | | | | |
|---|-----|-----|------------|-----|-----|-------------|---|-----|----------|------|-----|-----|-----|
| Date of Visit : | | | | | | | | | | | | | |
| Patient Information | | | | | | | | | | | | | |
| Name: | | | | | | | | | | | | | |
| MRN / IC: | | | | | | | | | | | | | |
| Age: | | | | | | | Weight : | | | | | | |
| Indication: | | | | | | | INR Target : | | | | | | |
| Drug: | | | | | | | | | | | | | |
| Warfarin | | | Dabigatran | | | Rivaroxaban | | | Apixaban | | | | |
| Missed appointments : Y / N (Reason for missed appointment) | | | | | | | | | | | | | |
| Objective Information | | | | | | | | | | | | | |
| Current dose | | | | | | | Correct dose taken : | | | | | | |
| a. DOAC _____ | | | | | | | <input type="checkbox"/> Yes <input type="checkbox"/> No (DOAC) _____ | | | | | | |
| b. Warfarin: | | | | | | | <input type="checkbox"/> No (Warfarin): | | | | | | |
| Mon | Tue | Wed | Thur | Fri | Sat | Sun | Mon | Tue | Wed | Thur | Fri | Sat | Sun |
| | | | | | | | | | | | | | |
| Subjective Information | | | | | | | | | | | | | |
| Compliance <input type="checkbox"/> Good <input type="checkbox"/> Poor _____ Missed doses in past 1 week : <input type="checkbox"/> No <input type="checkbox"/> Yes _____ | | | | | | | | | | | | | |
| Bleeding <input type="checkbox"/> No <input type="checkbox"/> Yes _____ Thrombosis <input type="checkbox"/> No <input type="checkbox"/> Yes _____ | | | | | | | | | | | | | |
| Drug Interaction <input type="checkbox"/> No <input type="checkbox"/> Yes _____ | | | | | | | | | | | | | |
| Food / Herbs/ supplement Interaction <input type="checkbox"/> No <input type="checkbox"/> Yes _____ | | | | | | | | | | | | | |
| Alcohol consumption? <input type="checkbox"/> No <input type="checkbox"/> Yes _____ Smoker? <input type="checkbox"/> No <input type="checkbox"/> Yes _____ | | | | | | | | | | | | | |
| Change in Medical Status/ Illness <input type="checkbox"/> No <input type="checkbox"/> Yes _____ | | | | | | | | | | | | | |
| Change in Physical Activity : <input type="checkbox"/> No <input type="checkbox"/> Yes _____ | | | | | | | | | | | | | |
| Pregnancy / plan to get pregnant? <input type="checkbox"/> No <input type="checkbox"/> Yes _____ | | | | | | | | | | | | | |
| Other complain / Patients Plans : Y / N (Describe if Yes) | | | | | | | | | | | | | |

| | | | | | | | |
|--|-----------------|--------------|----------------------------------|------|-----|-----|-----|
| Assessment | | | | | | | |
| INR Value | Sub-therapeutic | Within Range | Supra-therapeutic | | | | |
| INR (Laboratory) / (Point of Care) | | | | | | | |
| Pharmacist Review / Plan | | | | | | | |
| <p>Plan <input type="checkbox"/> Maintain dose <input type="checkbox"/> Loading dose _____ Withhold ____ day(s)</p> <p><input type="checkbox"/> Increase dose _____ <input type="checkbox"/> Reduce dose _____</p> <p><input type="checkbox"/> S/C Enoxaparin _____</p> <p>TCA _____ Date _____</p> <p><input type="checkbox"/> Advice patient to go to ED if had bleeding/thrombosis symptoms or any problems</p> | | | | | | | |
| Warfarin dose recommended: | | | Pharmacist's Signature and Stamp | | | | |
| Mon | Tue | Wed | | Thur | Fri | Sat | Sun |
| | | | | | | | |
| Doctor Review & Notes (If applicable) | | | | | | | |
| <p>Physician's Signature and Stamp</p> | | | | | | | |

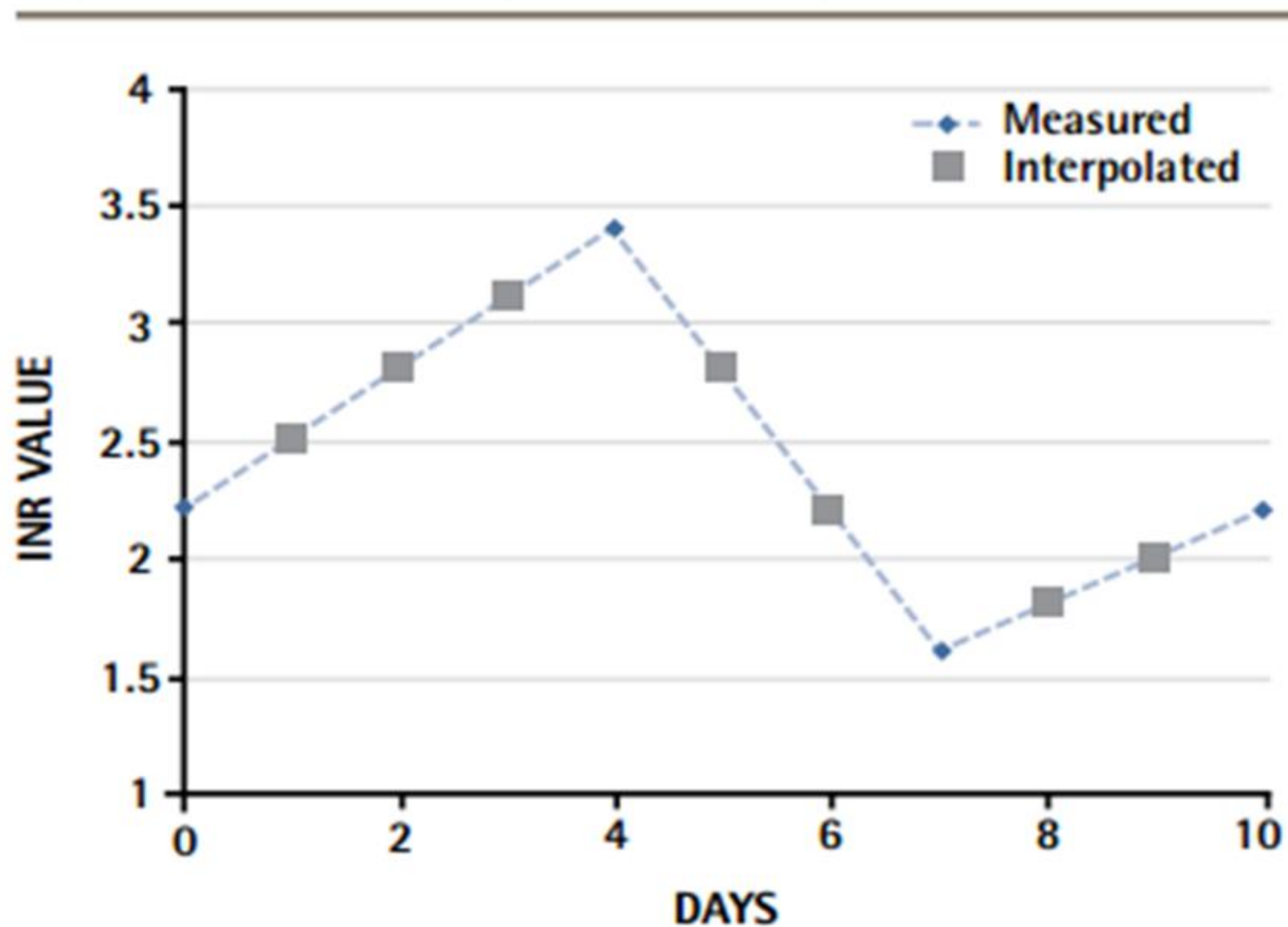
Time in Therapeutic Range (TTR)

- TTR is calculated using the Rosendaal method
- Rosendaal method: linear interpolation used to calculate estimated **INR** values between dates of observation

$$\text{TTR} = \frac{\text{Days of INR within range}}{\text{Total days of Warfarin treatment}} \times 100\%$$

Rosendaal Linear Interpolation

Figure 2. Linear interpolation example



INR—international normalized ratio.

WARFARIN MTAC

ACMTAC Presentation slides:

https://drive.google.com/drive/folders/12YhqYHs0ru6jA9rQikxe8p9tbJAppw0T?usp=drive_link

ACMTAC References:

https://drive.google.com/drive/folders/1pEy35PZlbS86h9dEDZ0yNmadJpQjyO3o?usp=drive_link

ACMTAC Training Materials:

https://drive.google.com/drive/folders/1m1nF7vGxIxY2vVCGdzCOajWY0LYXPrID?usp=drive_link

SOP & Protokol ACMTAC:

https://drive.google.com/drive/folders/16bpG9jWa71Z3rAzF3qMU2l93f4gy73z?usp=drive_link

Compilation TTR 2023

<https://docs.google.com/spreadsheets/d/1exCXN6t39rkun3agFP3JVf-HX4wvkLVu/edit?usp=drivesdk&ouid=104683860492702754090&rtpof=true&sd=true>

docs.google.com/spreadsheets/d/1exCXN6t39rkun3agFP3JVf-HX4wvkLVu/ec

compilation TTR 2023 lifelong warfarin .XLSX

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| | A | B | C | D | E | F | G |
|----|------|-----|--------|-------|-----------------------------|----------|----------|
| 1 | Ref | Age | Gender | Race | Indication | Duration | TTR 2023 |
| 2 | A005 | 63 | male | malay | valve replacement | lifelong | 60.5 |
| 3 | A008 | 63 | male | malay | valve replacement | lifelong | 86.9 |
| 4 | A017 | 79 | male | malay | valve replacement | lifelong | 56.8 |
| 5 | A021 | 31 | male | malay | valvular or non-valvular AF | lifelong | 10.8 |
| 6 | A022 | 78 | male | malay | valvular or non-valvular AF | lifelong | 52.5 |
| 7 | A035 | 65 | male | malay | valve replacement | lifelong | 100 |
| 8 | A036 | 88 | male | malay | valvular or non-valvular AF | lifelong | 100 |
| 9 | A055 | 75 | male | malay | valvular or non-valvular AF | lifelong | 47.4 |
| 10 | A056 | 53 | male | malay | valve replacement | lifelong | 56.8 |
| 11 | A064 | 54 | male | malay | valvular or non-valvular AF | lifelong | 74 |
| 12 | A072 | 61 | male | malay | valve replacement | lifelong | 50.2 |
| 13 | A076 | 67 | female | malay | valvular or non-valvular AF | lifelong | 48.1 |
| 14 | A077 | 66 | female | malay | valvular or non-valvular AF | lifelong | 69.7 |
| 15 | A081 | 63 | female | malay | valve replacement | lifelong | 51.3 |
| 16 | A086 | 78 | male | malay | DVT (recurrent) | lifelong | 71 |
| 17 | A088 | 85 | male | malay | valvular or non-valvular AF | lifelong | 61.2 |
| 18 | A091 | 54 | male | malay | valve replacement | lifelong | 33 |
| 19 | A093 | 27 | female | malay | valve replacement | lifelong | 48.2 |

Sheet1

Use of Prothrombin Complex Concentrates (PCC)

| Year | No of Patients Prescribed with PCC | Total Cost |
|-------------|---|-------------------|
| 2020 | 11 | RM 14,904 |
| 2021 | 5 | RM 7452 |
| 2022 | 6 | RM 10,557 |
| 2023 | 5 | RM 11,799 |

1 vial of 500iu/20ml = RM 621