

INCREASING THE EFFECTIVENESS OF PHARMACEUTICAL COUNSELLING ON TYPE-2 DIABETES MELLITUS MANAGEMENT



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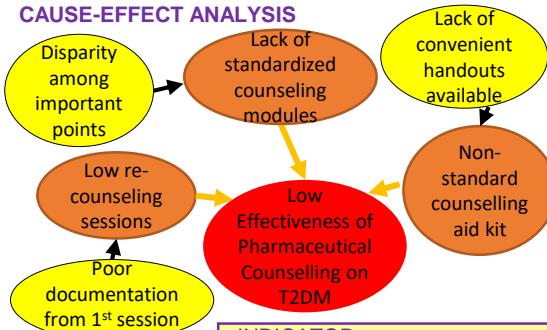
1. SELECTION OF OPPORTUNITIES FOR IMPROVEMENT:

Five (5) quality problems were identified by team members (originally was 6 members) related to primary care in PKDKK. Based on SMART criteria (seriousness, measureable, appropriateness, remediable and timeliness) with rating score one for low, two for medium and three for high, the fourth problem was prioritised highest therefore chosen to be studied. In PKDKK, a trend of HbA1c <6.5% for Type-2 Diabetes Mellitus (T2DM) was seen to decrease by 1.61% from 2016 to 2017 and later decreased by 5.91% from 2018 to 2019. This decreasing trend may lead to poor diabetic control and increase risk of complications.

No	PROBLEMS	S	M	A	R	T	TOTAL
1.	Increasing trend of prescription that required to be countersigned by doctor	6	18	18	10	7	59
2.	High percentage of uncontrolled asthma in PKDKK	18	12	18	14	11	73
3.	High rate of return medication from patient in PKDKK	15	11	7	12	12	57
4.	Decreasing trend of target HbA1c < 6.5% for DM patient achieved by PKDKK	18	16	17	15	16	82
5.	Increasing case of antenatal anemia (hb < 11) at 35 week of gestation in PKDKK	10	10	7	9	14	50

2. KEY MEASURES FOR IMPROVEMENT:

CAUSE-EFFECT ANALYSIS



GENERAL OBJECTIVE:

To increase the effectiveness of pharmaceutical counseling in T2DM

SPECIFIC OBJECTIVES:

1. To identify the level of medication adherence among diabetic patient in PKDKK.
2. To develop counseling tools for diabetic counseling
3. To compare the level of medication adherence among diabetes patient before and after the use of counseling tools
4. To evaluate the effectiveness of proper counseling tools toward patient compliance

INDICATOR:

$\frac{\text{MyMAAT score} > 50/60 \text{ marks}}{\text{Total number of patients}} \times 100\%$

[MyMAAT: Malaysia Adherence Assessment Tool]



>80% (CPG T2DM MOH 6th Edition)

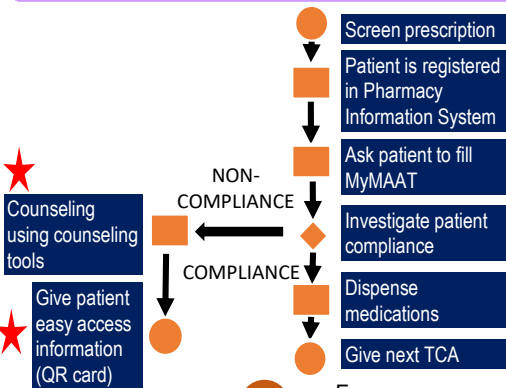
3. PROCESS OF GATHERING INFORMATION:

The data collection process collected using MyMAAT involves a pre-post intervention study from February 2022 to August 2022 involving patients age range 18-65 years old who were diagnosed with T2DM for more than one year.

4. ANALYSIS AND INTERPRETATION:

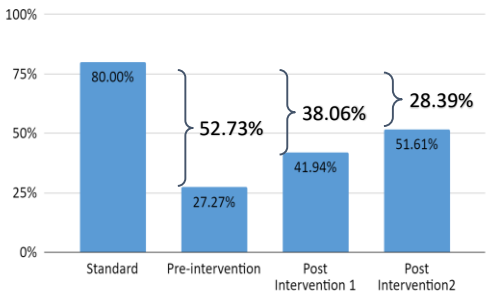
Pre-remedial MyMAAT score >50 out of 60 was 27.27% with ABNA 52.73%. Data from MyMAAT revealed patients forgot what pharmacist informed them (75%) and scared of the side effects of medications (50%).

5. STRATEGIES FOR CHANGE:



6. EFFECT OF CHANGE:

ACHIEVABLE BENEFIT NOT ACHIEVED (ABNA)



7. THE NEXT STEP:

We plan to implement the use of standardized counselling tools which were the standardized pamphlet, QR cards and flipchart as a part of medication counselling in PKDKK.

ACKNOWLEDGMENT

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