

Links to other resources:

Health Navigator website - highly rated by health professionals:

- Patient Information on individual medicines, brand changes and vaccines: click on "medicines"

From the "medicines" page, search for:

- **Questions** for patients to ask: search "medicines-questions-to-ask"
- Printable blank medicines **chart** to use with patients: search "medicines list"

Individual medicine information sheets for patients - www.mymedicines.nz

- 470 information sheets on individual medications in plain language for patients plus 74 in te reo Māori

Patient information in different languages - **Health Navigator website:**

- includes Samoan and Tongan and guidance on using interpreters

References:

- Applied Research on Communication in Health Group (ARCH) <https://www.otago.ac.nz/wellington/research/arch/>
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- Cram, F., Et al. (2003). "Mapping the themes of Māori talk about Health." *New Zealand Medical Journal* **116** (1170).
- Health Quality and Safety Commission New Zealand (2021). "Polypharmacy in people aged 65 and over." Retrieved 16 April, 2019, from <https://www.hqsc.govt.nz/our-programmes/health-quality-evaluation/projects/atlas-of-healthcare-variation/polypharmacy>.
- Hikaka, J., et al. (2020). "'It is through shared conversation, that I understand'"—Māori older adults' experiences of medicines and related services in Aotearoa New Zealand." *New Zealand Medical Journal* **133**(1516): 33-46.
- Lacey, C., et al. (2011). "The Hui Process: a framework to enhance the doctor-patient relationship with Māori." *New Zealand Medical Journal* **124**(1347): 72-78.
- Pharmac/Te Pātaka Whaioranga (2020). "Māori uptake of medicines." Retrieved 9 March, 2023, from <https://pharmac.govt.nz/te-tiriti-o-waitangi/programmes-to-support-maori-health/maori-uptake-of-medicines/>.
- Signal, L., et al. (2017). "A walking stick in one hand and a chainsaw in the other: patients' perspectives of living with multimorbidity." *New Zealand Medical Journal* **130**(1455).
- Stanley, J., et al. (2018). "Epidemiology of multimorbidity in New Zealand: a cross-sectional study using national-level hospital and pharmaceutical data." *BMJ open* **8**(5): e021689.

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WELLINGTON

Reviewing medications with older adults

Research-based communication tips for health professionals



Medication reviews are important for all older adults to optimise medications as people age.

While **deprescribing** may be desirable to reduce risk, **optimising** medications may mean making sure that some patients have actually been prescribed all the medications they need. This applies particularly to **Māori & Pasifika** who may have different needs due to:

- higher rates of multimorbidity and polypharmacy (Stanley, Semper, Millar & Safarti, 2018)
- more medicine prescribed at a younger age (HQSC 2019)
- lower prescription rates than their higher health needs would indicate (Pharmac)

A review can be carried out by a GP, nurse or pharmacist:

It can be **opportunistic** (part of another consultation) or **scheduled** (a separate, preferably longer appointment)

It can have **dual aims**:

- review and optimisation of all medications
- patient education

This resource is based on scientific literature and recent communication research by the ARCH Group at University of Otago Wellington. Examples of talk below are taken from recorded real-life consultations in Aotearoa.



Communication tips for how best to run a medication review

Before the consultation

- Give the patient/whānau the “Tips for your medication/rongoā review” pamphlet.
- Ask them to **bring all their medications** including any complementary medicines/ rongoā to the appointment (patients might appreciate a text reminder of this).

During the consultation

- Use the **hui process** (Lacey et al 2011): – although developed for use with Māori patients, it is likely to be effective for all, especially for a first meeting.

Mihimihi (greeting and engagement)

Whakawhanaungatanga (making connection)

Kaupapa (purpose of appointment)

Poroporoaki (next steps and closing)

- **Check ethnicity** (don't make assumptions). Arrange an interpreter if needed.
- **Whakawhanaungatanga**, especially for a first meeting – it's important to make this meaningful and reciprocal.

The Whakawhanaungatanga element includes ‘building rapport’ but may go beyond this with Māori patients. It requires clinicians to draw on their understanding of Te Ao Māori by acknowledging the patient's whenua (land) connections and using some reo (Māori language). Test the water carefully as Māori may differ in their own knowledge. E.g. follow the patient's lead from how they respond to a question like “tell me about yourself, where do you come from?” or a greeting such as kia ora.

- **Be explicit about your goal for the review**, when you get to the kaupapa of the consultation.
- **Open the space** for patients to communicate. Keep the consultation **patient-centred** through **elicitation** of:

their agenda for the consultation

“What was your understanding about what this appointment is gonna be about?”

“If you just give me a bit of a heads up on the things that are on your agenda to ask about”

their knowledge about their medications

“Tell me why you're on atorvastatin?”

“Tell me what, if anything, you know about metoprolol?”

their preferences for medications and for quantity of information

“So in terms of your medication, do you like to know everything?”

Research shows that patients sometimes need and desire more information about their medicines and the review process than we realise.

(Bassett-Clarke et al., 2012; Hikaka et al., 2020; Signal et al., 2017)

their perspective on their medications

“Did you have any particular medications that you were frustrated by or wanting to make adjustments to?”

their questions

“Has that raised any other questions in your mind?”

“Do you have any questions about it? It's good to ask questions”

“You may have some questions”

- Use **patient resistance** to recommendations as an opportunity to explore and acknowledge their perspectives as in the following real example:

- Consider structuring the consultation around health conditions, rather than a list of medications.
- Use concrete aids to support talk:
 - the patient's **medications**
 - **visuals** (online, printouts from Health Navigator, hand-drawn sketches)
 - **written record** of their medications (e.g. a yellow card). But remember some patients will be less comfortable with written materials and rely more on oral memory (especially, for example, older members of the Pasifika community)

Closing the consultation

- In **closing**, check patient understanding and clarity about next steps.

The Poroporoaki (closing) is a part of the consultation which has been found to be sub-optimal and incomplete for Māori patients.

(Cram, Smith, & Johnstone, 2003)