

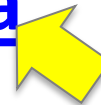


EmPhAsIS

Empowering Pharmacists in Asthma management through Interactive SMS

Information and Training Webinar

emphasis.core.ubc.ca



Click for more information

Webinar Outline

- I. Why asthma and adherence?
- II. Why community pharmacists?
- III. What is EmPhAsIS?
- IV. Step-by-step guide to being an EmPhAsIS site
 - Baseline** procedures
 - Follow-up** procedures (for Intervention Group)
 - Study-end** procedures

Versions of this Webinar

Still

- Scroll through the slides as a presentation
- Interact with resources by clicking on links pointed by a yellow arrow



Printed Handouts

- To have as quick reference

Moving (Coming Soon...)

- Just press play and let us guide you through



EmPhAsIS

Empowering Pharmacists in Asthma management through Interactive SMS

I. Asthma and Adherence

Why Asthma?

‘Adherence is a big problem in asthma’

- Adherence to asthma controller therapies
– 30 – 70% (**In BC: 34%**)
- Improving adherence can **prevent** asthma-related:
 - Doctor visits (~9M/yr)
 - Emergency visits (~4 M/yr)
 - Hospitalizations (~1 M/yr)

Adherence Key to Asthma Control



Asthma doesn't have to control patients' lives. Patients can control asthma by

- Becoming **educated** about asthma
- Taking medications as directed
(**'adherence'**)

asthma.ca



Click for more information



EmPhAsIS

Empowering Pharmacists in Asthma management through Interactive SMS

II. Community Pharmacists

Pharmacy in Canada



‘pharmacists are taking on expanded roles’

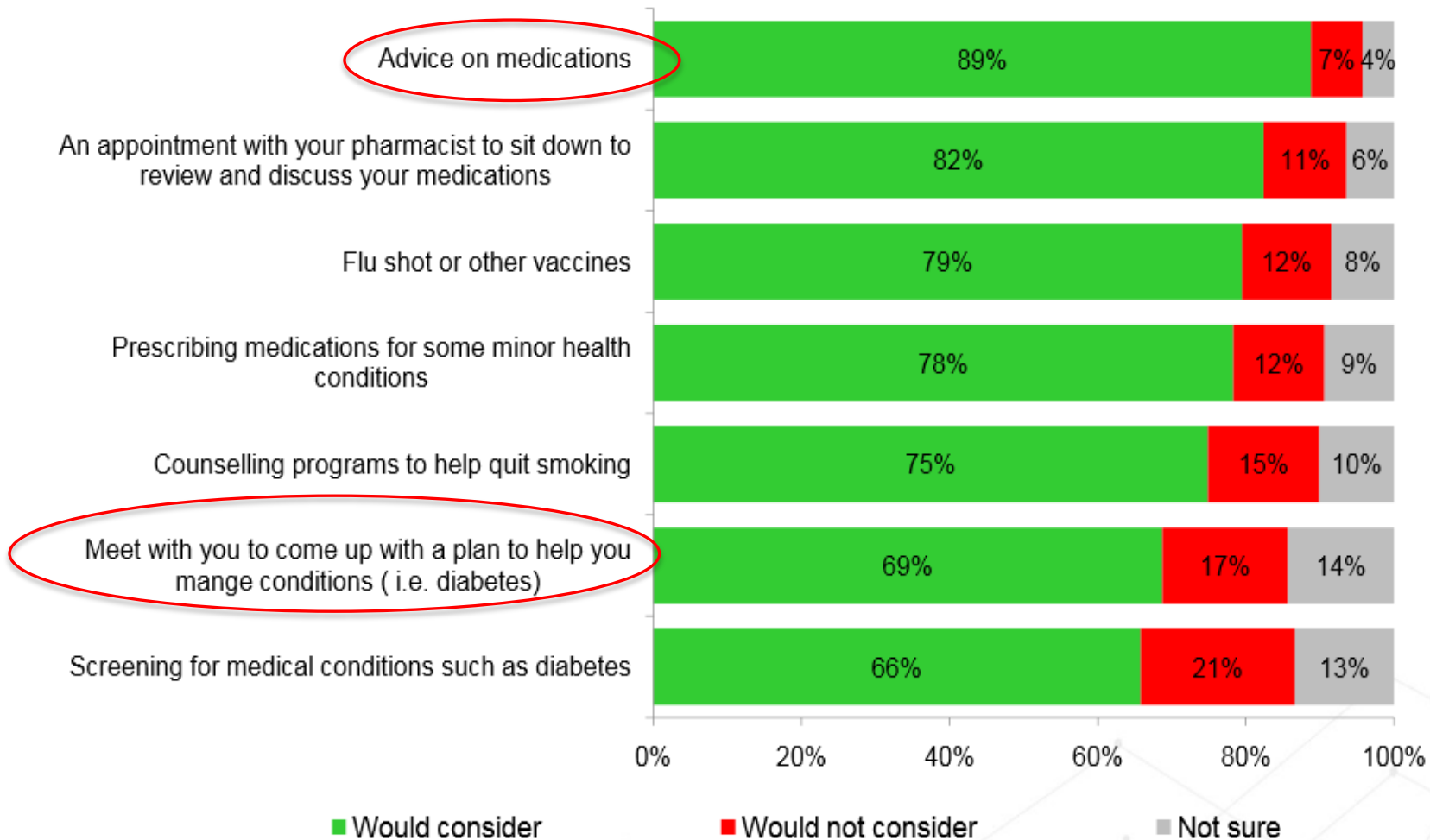
‘pharmacists are increasingly being recognized
as the medication management experts’

**‘pharmacists are key to ensuring safe, cost-
effective drug therapy for Canadians’**

pharmacists.ca

Going to Your Pharmacist

Would you consider or not consider going to your pharmacist to receive the following services if you needed them?



get the entire survey here

Pharmacy Practice Research



- Studies that evaluate pharmacists' roles in a variety of capacities including:
 - Systems research
 - Patient-centered research
 - Community based research
- Strongly advocated by CPhA

Pharmacy Practice Research with UBC

- From >10 years working with >**100 pharmacies**,
you will:
 - Be provided **training**
 - Be provided **tools** as a trial site
 - Have **support** from our Research Team
 - Have opportunity to provide **feedback**
 -Have fun and contribute to evidence generation for expanded pharmacy scope in Canada



EmPhAsIS

Empowering Pharmacists in Asthma management through Interactive SMS

III. What is EmPhAsIS?

Trial of a community-pharmacist led adherence **intervention** for asthma

The Intervention

Supported
by
WeTel
Platform

Asthma patient filling
prescription for ICS



month 0 (Baseline)



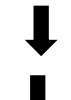
month 1



month 2



month 3



month 12

1. Pharmacist education
about asthma

2. Automated monthly
assessment of adherence
(and possible barriers) with
SMS (text messages)
centralized at UBC using
WeTel platform

Schedule

First Monday of every month

3. Follow-up phone call
from **pharmacist** with **non-
adherent** patients

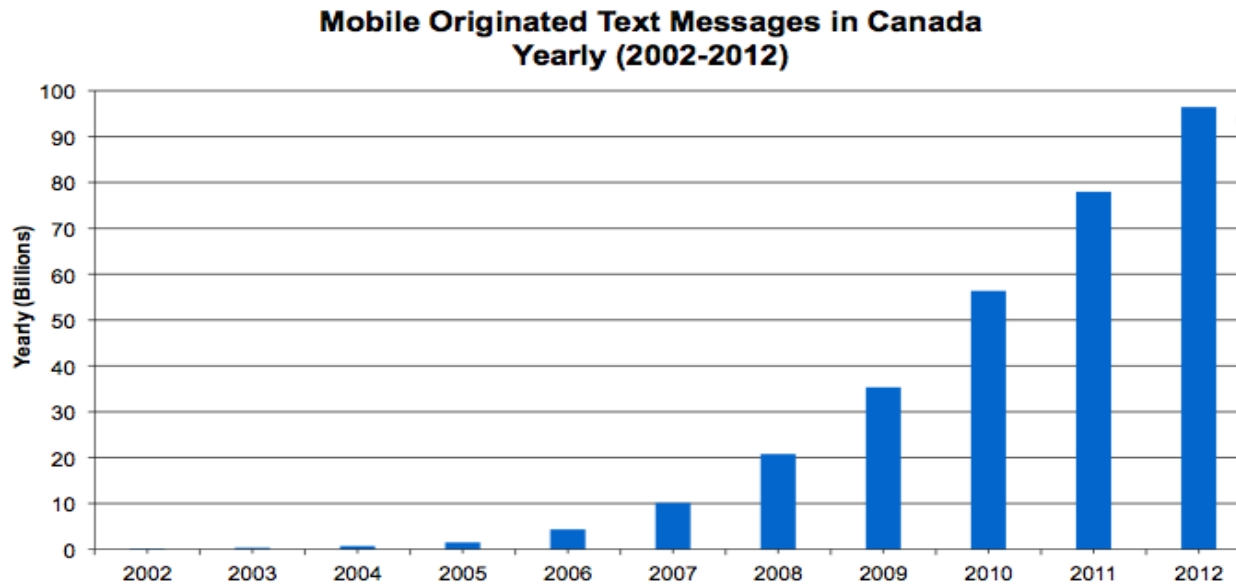


*** Innovation ***

Supporting pharmacy practice
with simple, widely used
technology (eHealth)

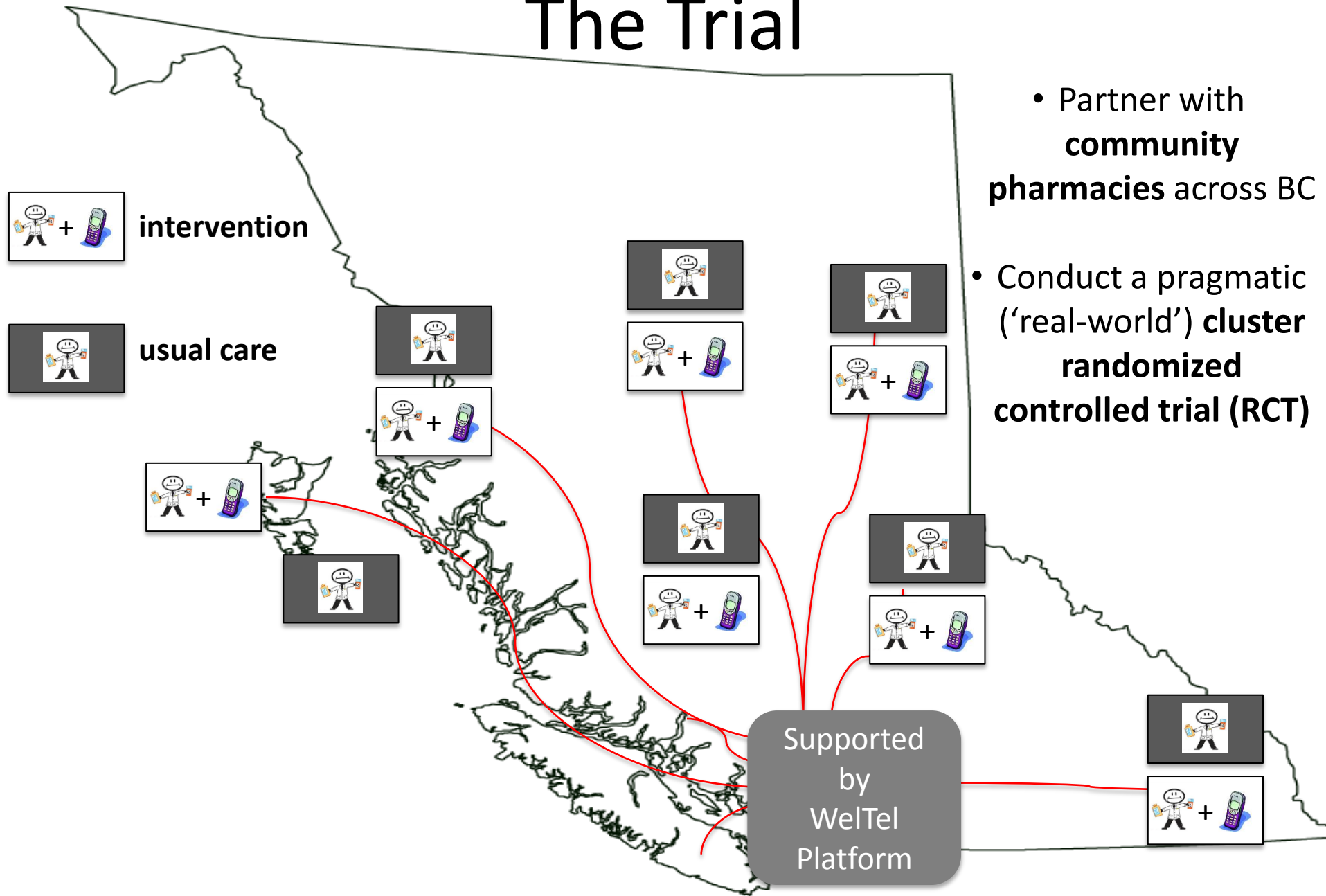
eHealth Supporting Pharmacy Practice

- ‘Cell phones are everywhere’
 - **2014**: 28.3 M Canadian mobile phone users
- ‘Canadians love to text’



96.5B texts
or
~250 M texts/day

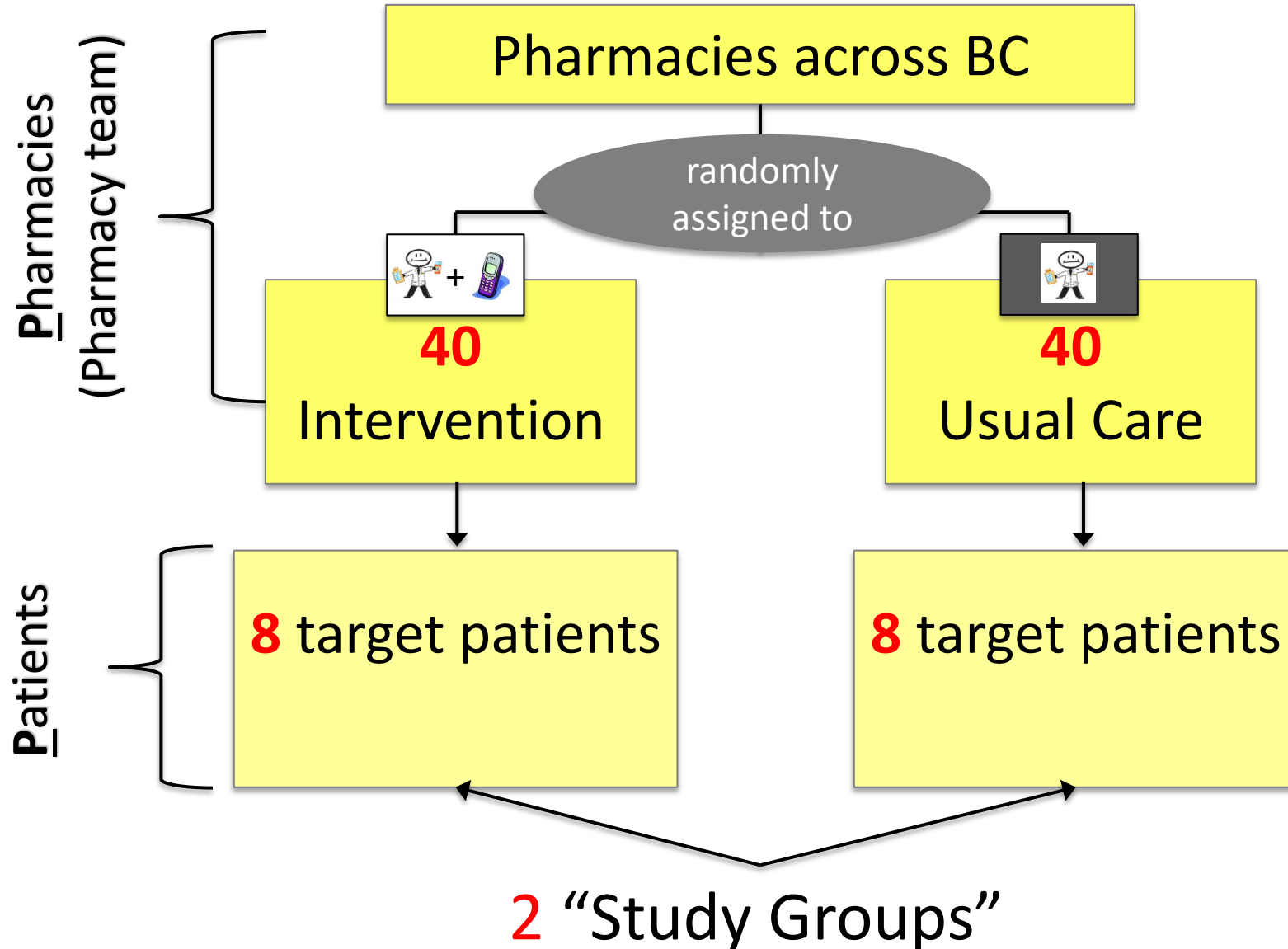
The Trial



Study Groups in a **Cluster** RCT

- In this trial, pharmacies are randomized to study groups (and not patients)
 - Efficient
 - Reduces contamination
- A randomization list was generated prior and study group assignments for consecutive site pharmacies are drawn from this list

'P'eople Make EmPhAsIS Possible



Study Groups



Pharmacies

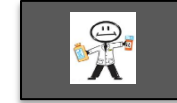
- Recruit, screen, enroll patients

Intervention

1. Provide asthma education
2. Check responses to monthly text messages from patients
3. Telephone follow-up with non-adherent patients

Patients (Receive)

- Intervention
- Follow-up from research team
- \$25 honorarium at study end



Pharmacies

- Recruit, screen, enroll patients

Usual Care

1. Provide asthma education

Patients (Receive)

- Usual care
- Follow-up from research team
- \$25 honorarium at study end
- Automated monthly text messages to assess adherence for 12 months (after the study is complete)

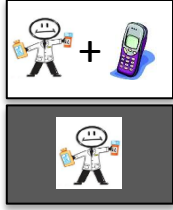
Supported
by
WeTel
Platform



EmPhAsIS

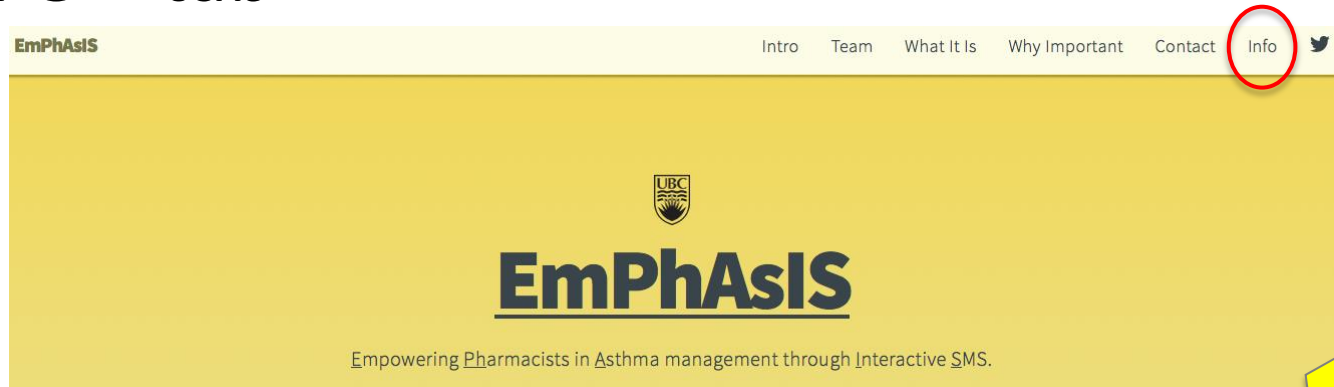
Empowering Pharmacists in Asthma management through Interactive SMS

IV. Conducting EmPhAsIS in your Pharmacy Baseline Procedures

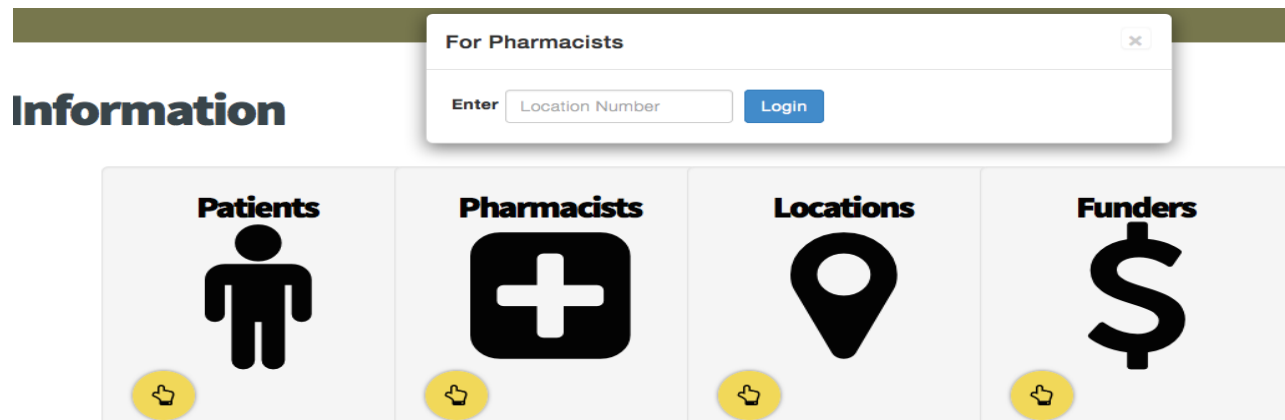


Website (Your “One-stop-shop”)

1. “INFO” tab



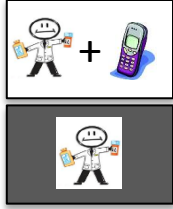
1. Pharmacists Section (Special Access)





Binder (Your “Toolbox”)

- Important information contained
 - **Site #** (‘Pharmacy ID’)
 - Unique to your pharmacy
 - Allows your access to all electronic resources
 - **Randomization status** (intervention or usual care)
 - Patient **Study IDs** (sheets of labels)
 - Unique to each patient that you will enroll
 - Please affix provided labels to relevant study forms
 - Tools to conduct the trial in your pharmacy



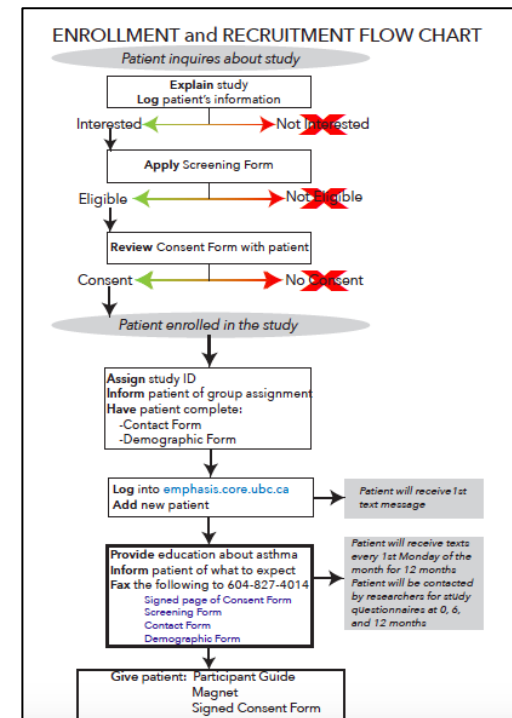
Baseline EmPhAsIS Procedures

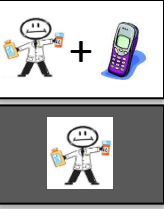
1. **Recruit** (Explain trial to patients)
2. **Screen** (Patients for eligibility)
3. **Consent** (Eligible patients)
4. **Complete Enrolment Procedures** (Related to Intervention or Usual Care)

In your binder



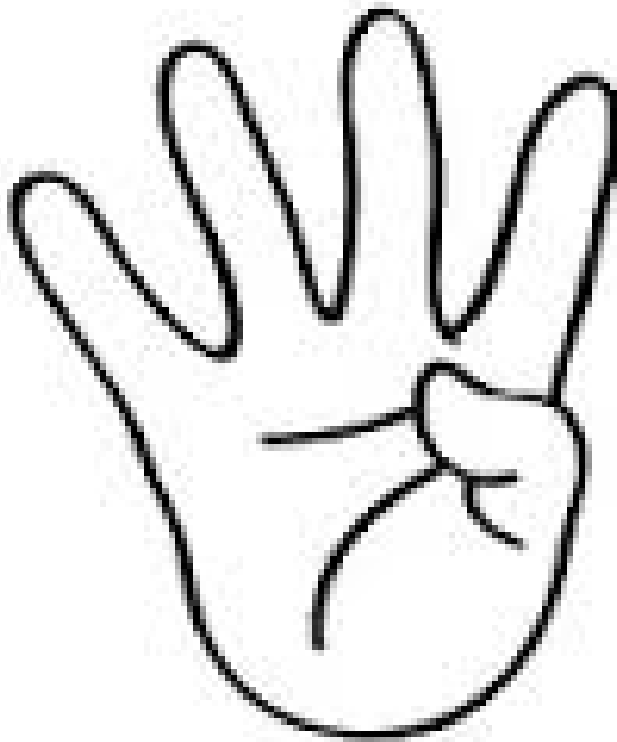
- **Enrollment and Recruitment Flow Chart** (laminated)

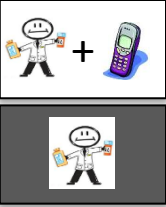





Eligibility Criteria for Patients


1. 14 years or older
2. Diagnosed with asthma
3. Prescribed with inhaled corticosteroids
4. Have a cell phone with text capabilities





1. Recruit

a place of mind
THE UNIVERSITY OF BRITISH COLUMBIA
Faculty of Pharmaceutical Sciences

a place of mind
THE UNIVERSITY OF BRITISH COLUMBIA
Faculty of Medicine

Notice of Asthma Study

EmPhAsIS: Empowering Pharmacists in Asthma management through Interactive SMS

"Have you ever been diagnosed by a doctor as having asthma?"

"Do you have a cell phone?"

If you have answered "YES", you might be eligible to participate in our study.

We invite you to participate in a research study done in partnership with UBC and your pharmacy. We hope to study whether text messages between patients and pharmacists can help patients with their asthma medication plan. If you are assigned to the intervention group, you will receive a monthly text message for 1 year that ask how you are following your asthma medication plan. You will also be asked to complete short questionnaires either by telephone or email 3 times over the 1 year study. The total amount of time required for this study will be less than 5 hours. You will receive an honorarium for your participation.

The study Principal Investigator is Dr. Mary De Vera.

For more information, please speak with your pharmacist or contact the Research Coordinator at 604-827-1567.

Please visit our website: www.emphasis.core.ubc.ca

EmPhAsIS invitation poster, February 2015

In your binder



- **Study Ad** (colour & BW)

Tip

- Post ad on:
 - Wall by counseling area
 - Counter

Recruit


Screen


Consent

Complete Enrolment



1. Recruit

 a place of mind
THE UNIVERSITY OF BRITISH COLUMBIA
Faculty of Pharmaceutical Sciences

 a place of mind
THE UNIVERSITY OF BRITISH COLUMBIA
Faculty of Medicine
Department of Medicine

ASTHMA STUDY

EmPhAsIS: Empowering Pharmacists in Asthma management through Interactive SMS

What: A 12-month study assessing whether text messages between patients and pharmacists can help patients with their asthma medication plan.

Who: You may be eligible to participate in this study if you:

- ✓ Are 14 years or older
- ✓ Have been diagnosed with asthma
- ✓ Are prescribed inhaled corticosteroids
- ✓ Have a cell phone with text messaging capabilities
- ✓ Are a BC resident and planning to stay in BC for the next year
- ✓ Speak and read English
- ✓ Not currently participating in another asthma-related clinical study

*Participants will be randomly assigned to either the **intervention** or **usual care** group so there is an equal chance of being separated into either group.

How:

Participants in the Intervention Group Receive	Participants in the Usual Care Group Receive
<ul style="list-style-type: none">• Education about asthma and medications• Monthly text messages to assess asthma medication use• Telephone follow-ups from your pharmacist (based on responses to text messages)• Follow-up from the research team at 0, 6, and 12 months to see how you are doing• An honorarium for your time taken to participate in this study	<ul style="list-style-type: none">• Education about asthma and medications• Follow-up from the research team at 0, 6, and 12 months to see how you are doing• An honorarium for your time taken to participate in this study• At the end of the study, the opportunity to receive automated monthly assessment of adherence by text messages for 12 months

Your Rights: Should you choose to participate in this study your confidentiality will be maintained. Research, health and other records identifying you may be inspected by the primary researcher or his or her representatives of the UBC Clinical Research Ethics Board to monitor the research. Information or records with your identity will not be published without your approval, nor will such information be released without your consent unless required by law.

Contact details if you require more information
Principal Investigator: Dr. Mary De Vera (604-827-2138)
Research Coordinator: Louise Gastonguay (604-827-1567)
Or visit our website at: www.emphasis.core.ubc.ca

Patient quick info letter Feb4 2013

In your binder



- **Patient Quick Info Letter**
(light orange)

Tip

- Use to explain EmPhAsIS trial to patients
- Hand out to asthma patients

Recruit

Screen

Consent

Complete Enrolment



2. Screen for Eligibility

EmPhAsIS: Empowering Pharmacists in Asthma management through Interactive SMS

Date Completed: dd / mm / YYYY

Screening Assessment completed by: _____
(Please Print name)

Participant Screening Form

Inclusion Criteria (If 'No' to any of the following questions, then participant is not eligible)	Yes	No
1. Are you 14 years of age or older?	<input type="checkbox"/>	<input type="checkbox"/>
2. Are you filling a new prescription or an on-going prescription for a daily control inhaler (inhaled corticosteroids (ICS), either monotherapy or in combination inhaler with long-acting beta-agonists)?	<input type="checkbox"/>	<input type="checkbox"/>
3. Have you ever been diagnosed by a doctor as having asthma?	<input type="checkbox"/>	<input type="checkbox"/>
4. Do you own a cellular phone with the ability to send and receive text messages?	<input type="checkbox"/>	<input type="checkbox"/>
5. Are you currently residing in BC and plan to reside for the next 12 months?	<input type="checkbox"/>	<input type="checkbox"/>
6. Have you been registered with BC's medical services plan in the past 12 months, and planning to remain registered for the next 12 months?	<input type="checkbox"/>	<input type="checkbox"/>
7. NOT currently participating in another research study related to asthma?	<input type="checkbox"/>	<input type="checkbox"/>
8. Are you willing to participate in this study?	<input type="checkbox"/>	<input type="checkbox"/>

Eligibility

Is this participant eligible for the study?

☐ Yes ➡ Follow enrollment instruction
➡ After consent obtained assign study ID and stick label on participant's documents
➡ FAX to Researchers at 604-827-4014 (file form in binder)

Study # -
Site Number Participant Number

☐ If not eligible ➡ inform patient that he/she is not eligible (file form in binder)

EmphasIS Screening ONPAPER Form March 17, 2015

Page 1 of 1

In your binder



- **Participant Screening Form (yellow)**

Via website



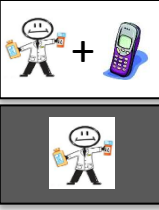
- **Online Participant Screening Form**

Recruit

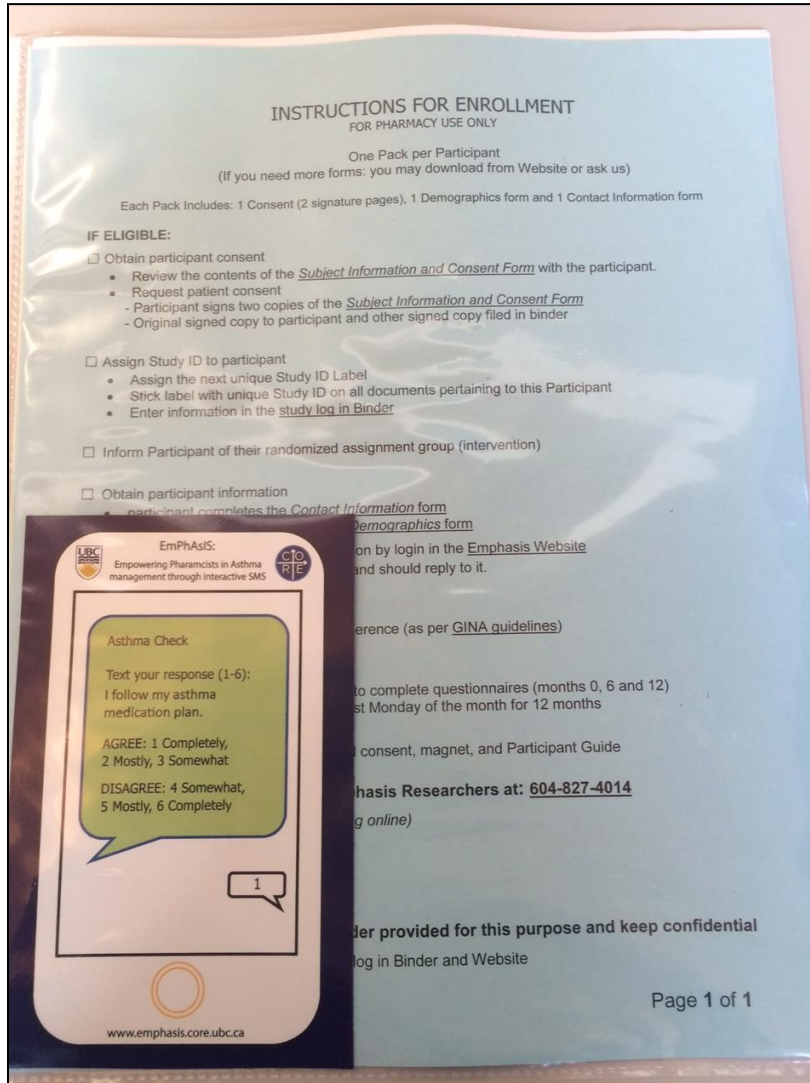
Screen

Consent

Complete Enrolment



3. Consent Eligible Patients



In your binder



- **10 Enrolment Packages** (in plastic covers)

Instructions (light blue)

Subject Information and Consent Form (white)

Contact Form (green)

Demographic Form (orange)

Participant Guide

Magnet (Intervention Group only)

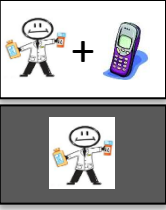
- Use 1 package per eligible patient

Recruit

Screen

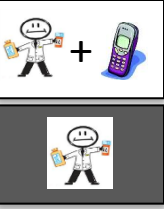
Consent

Complete Enrolment



3. Consent Eligible Patients

- Important part of enrollment process
- Review **Subject Information and Consent Form** with patient
- Have patient sign the 2 copies of page 9
 - 1 copy stapled to form → Patient takes home
 - 1 copy not stapled → Fax to UBC and File in binder
- It is after patient has signed that you may inform of his/her study group assignment



4. Complete Enrolment

- Have patient complete
 - **Contact Form** (green)
 - **Demographic Form** (orange)
- Fax to UBC **604-827-4014** and File in your binder (“Completed Forms” tab)

4. Complete Enrolment (By Group)

Pharmacies

- Recruit, screen, enroll patients

Intervention

1. Provide asthma education
2. Check responses to monthly text messages from patients
3. Telephone follow-up with non-adherent patients

Supported
by
WeITel
Platform

Patients (Receive)

- Intervention
- Follow-up from research team
 - \$25 honorarium

Pharmacies

- Recruit, screen, enroll patients

Usual Care

1. Provide asthma education

Patients (Receive)

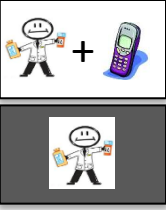
- Usual care
- Follow-up from research team
 - \$25 honorarium
- Automated monthly text messages to assess adherence for 12 months (after the study is complete)*

Recruit

Screen

Consent

Complete Enrolment



4. Providing Asthma Education

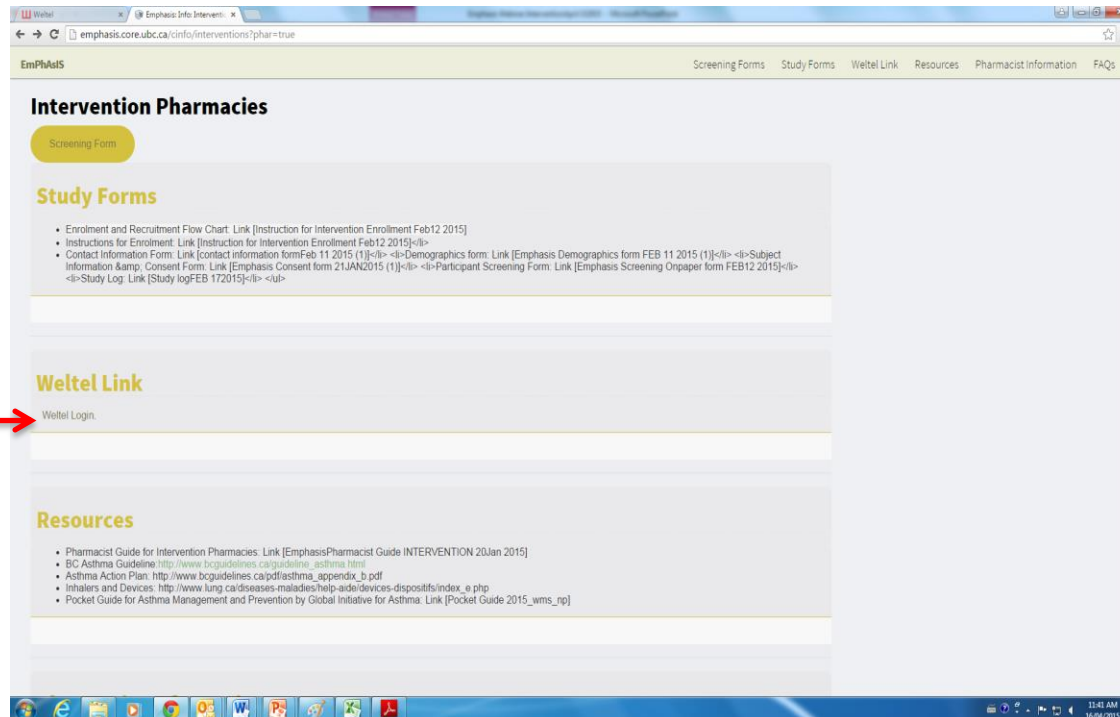
- Both Intervention and Usual Care Pharmacies:
 - As this is a real-world ('pragmatic') clinical trial, provide education according to your own practice
 - Educational resources on asthma available website for both patients and pharmacists





4. Initiating Text Messages

- Intervention Group Pharmacies Only
 - Access WelTel Platform via website



Recruit

Screen

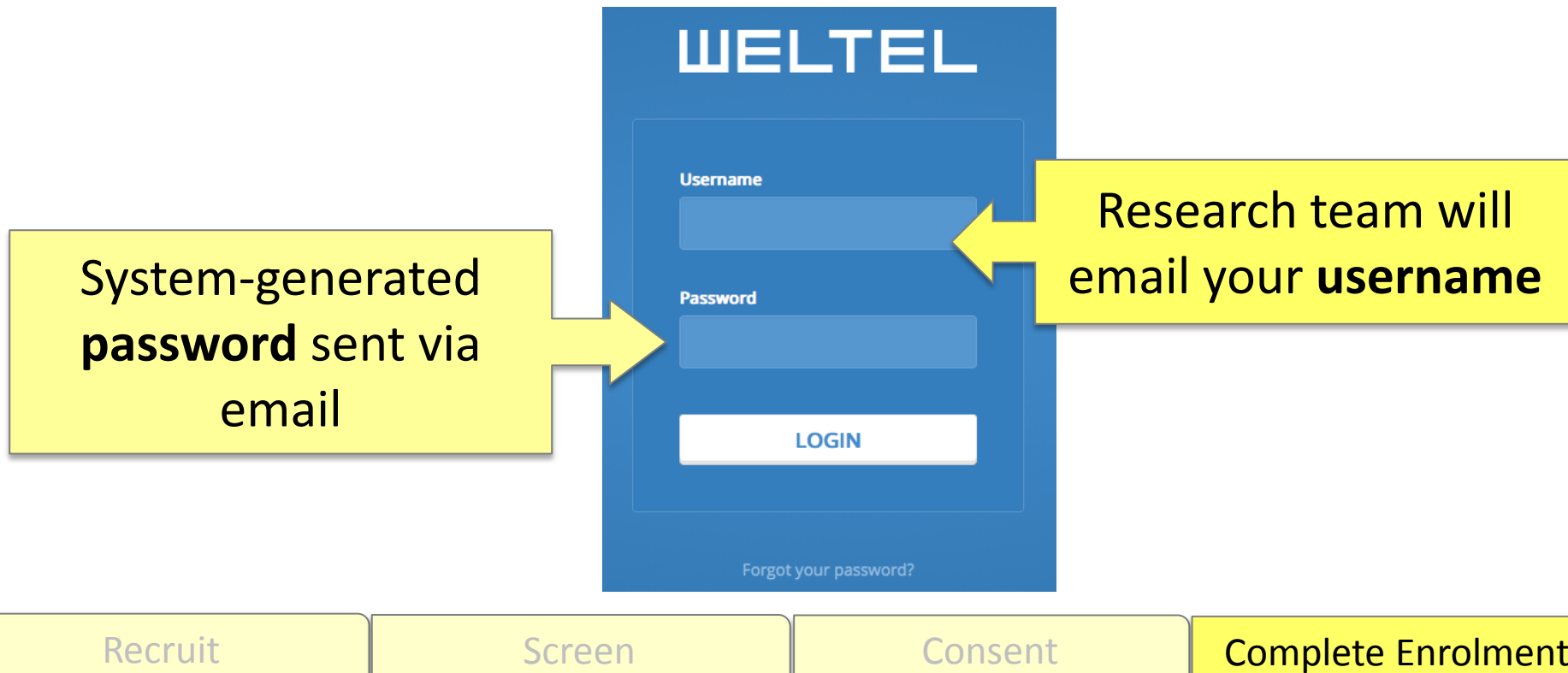
Consent

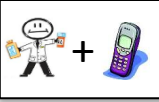
Complete Enrolment



4. Initiating Text Messages

- Intervention Group Pharmacies Only
 - WelTel Platform login (via website





4. Initiating Text Messages

WELTEL | Checkins | Patients | **Add Patient** | Tools

Filter Patients

Name: Enrollment State:

Phone Number: Study Number:

Username: Clinic:

Add Patient
Add a new patient to the database.

New Patient

1. Enter full name

Full name:

2. Enter Patient Study ID

Username:

Please enter a username.

Clinic:

3. Must be a cell phone number

Primary Phone Number:

Please enter a valid number.

Alternate Phone Number:

Email:

4. Click on 'Save' after completing the required fields

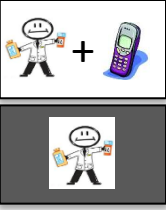
5. Text message will be received within a few seconds/minutes

Recruit

Screen

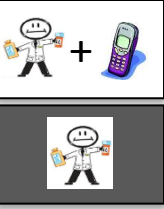
Consent

Complete Enrolment



4. Complete Enrolment

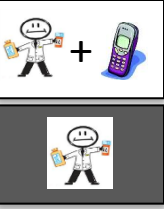
- **Provide** patient with:
 - Plastic package containing
 - Signed **Subject Information & Consent Form**
 - Participant Guide
 - Magnet (for **Intervention Group**)
- **Inform** patient that:
 - Research team will follow-up within 48 hours
 - S/he will receive text messages on the first Monday of every month for 12 months (for **Intervention Group**)






4. Complete Enrolment

- Reminder to Fax to UBC **604-827-4014** and File in your binder (“Completed Forms” tab) the following:
 - Participant Screening Form (yellow)
 - Signed Subject Information & Consent Form (page 9)
 - Contact Information Form (green)
 - Demographic Form (orange)
- **Update the Study Log**
 - Found at the front of your binder





Additional Resources

- To help with Baseline EmPhAsIS procedures
 - **Mini-webinar** Tips for Successfully Recruiting Patients via website 
 - **Mini-webinar** Enrolling patients in the EmPhAsIS trial via website 
 - **Pharmacist Guide** (booklet in your binder) 



EmPhAsIS

Empowering Pharmacists in Asthma management through Interactive SMS

V. Conducting EmPhAsIS in your Pharmacy

Follow-up Procedures

(Required for Intervention Group Pharmacies;
For Information Only for Usual Care
Pharmacies)



The Intervention

Supported
by
WeTel
Platform

Asthma patient filling
prescription for ICS

1. Pharmacist education
about asthma



month 0 (Baseline)



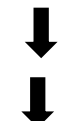
month 1



month 2



month 3



month 12

adherent

adherent

not adherent

2. Automated monthly
assessment of adherence
(and possible barriers) with
SMS (text messages)
centralized at UBC using
WeTel platform

Schedule

First Monday of every month

3. Follow-up phone call
from **pharmacist** with **non-
adherent patients**





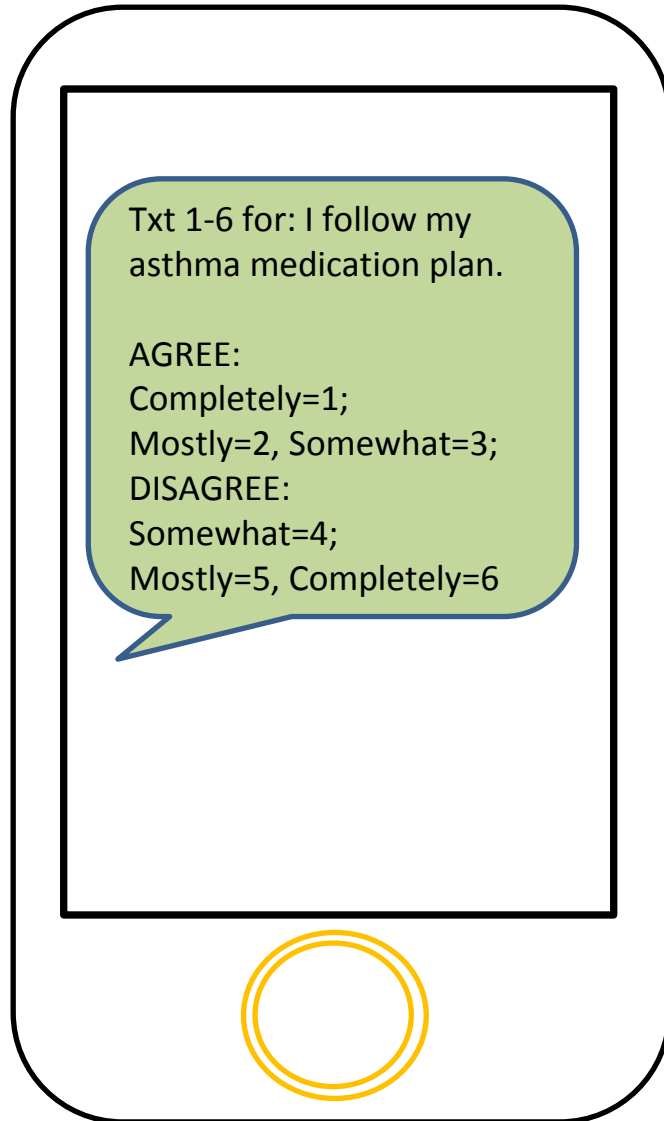
Automation of Monthly SMS

- WelTel Platform
 - You do not have to send texts to patients
 - For duration of trial, only available to Intervention Group pharmacies

The diagram illustrates the WelTel login process. It features a blue rectangular interface with the 'WELTEL' logo at the top. Below the logo are two input fields: 'Username' and 'Password'. A yellow box on the left, labeled 'System-generated password', has an arrow pointing to the 'Password' field. A yellow box on the right, labeled 'Research team will email your username', has an arrow pointing to the 'Username' field. Below the input fields is a white 'LOGIN' button. At the bottom of the interface, there is a link that says 'Forgot your password?'.



Understanding EmPhAsIS SMS



SMS comprises

- Adult Asthma Adherence Questionnaire (**AAAQ**) used to screen adherence problem and barriers in asthma patients
 - **Every Month: Question 1** (sent on first Monday) to assess adherence problem
 - **Based on Response to Question 1: Questions 2 to 5** to identify potential barriers to adherence



AAAQ Reference Table in WelTel

WELTEL

Checkins Patients Add Patient Tools

Logged in as Clinician

Checkins for week of

Monday, April 27, 2015

Filter Checkins

ALL 5

INCOMPLETE 0

ADHERENT 2

NOT ADHERENT 1

BAD RESPONSE 0

NO RESPONSE 2

CUSTOM 5

mary

CURRENT CHECKIN

Checkin Date

Apr 07, 2015

Classification

ADHERENT

EMPHASIS

QUESTIONNAIRE

Complete

Reference Table

MAKE NOTE

Question	Indicator
1. I follow my asthma medication plan	>1 suggests possible adherence problem
2. I forget to take at least one dose of my inhaled steroid each day	≤3 indicates probable barrier
3. My asthma is mild and does not require regular preventative treatment	≤4 indicates probable barrier
4. My inhaled steroid causes side effects	≤3 indicates probable barrier
5. I can't afford my inhaled steroid medications	≤3 indicates probable barrier

assess adherence problem

identify adherence barrier

managing ICS use

perceived need for ICS

fear of side effects

cost concerns



Follow-up EmPhAsIS Procedures

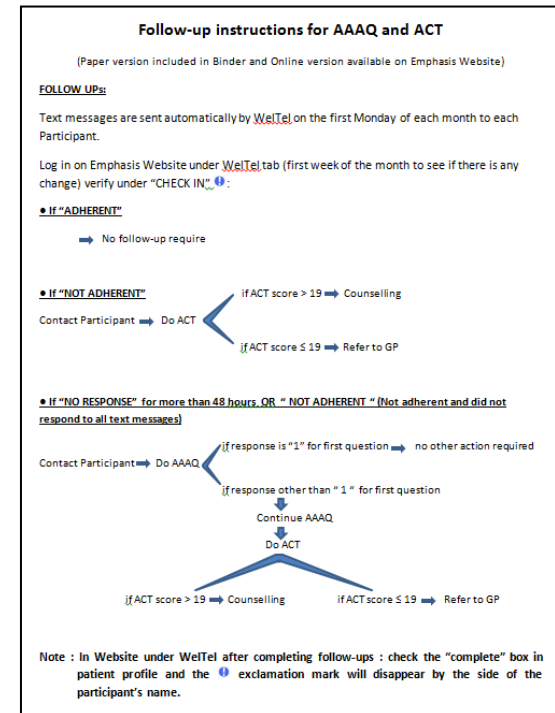
1. Check monthly SMS (“checkin”) (Patient responses to monthly SMS in WelTel platform)

2. Follow-up non-adherent patients by telephone (if needed)

In your binder



– Follow-up Instructions for AAAQ and ACT (laminated)





1. Checkin

- Standardized sending of text messages on the **first Monday of every month** via WelTel
 - You will not have to do anything with respect to texting participant yourself
- Tip:
 - Incorporate monthly SMS checks into workflow by doing “checkins” on WelTel on first Tuesday (or first Wednesday) of the month



1. Checkin

- 'Checkin' view for all patients (**# according to Status**)

WELTEL | Checkins | Patients | Add Patient | Tools | Logged in as Bob

Checkins for week of
 Monday, March 2, 2015

Filter Checkins

- ALL 1
- INCOMPLETE 1
- ADHERENT 0
- NOT ADHERENT 0
- BAD RESPONSE 0
- NO RESPONSE 1
- CUSTOM 1

All (1 checkins) [REVIEW 1 CHECKINS](#)

Patient	Patient Phone	Clinic	Classification	History
Sarah	+1 604 193 4918	Pharm001	NO RESPONSE	

Green = # of ADHERENT checkins

Red = # of NOT ADHERENT checkins

Gray = # checkins with NO RESPONSE

Check monthly SMS

Follow-up non-adherent patients



1. Checkin

- ‘Checkin’ view for **all** patients (**List**)

WELTEL | Checkins | Patients | Add Patient | Tools | Logged in as Bob

Checkins for week of
Monday, March 2, 2015

Filter Checkins

- ALL (1)
- INCOMPLETE (1)
- ADHERENT (0)
- NOT ADHERENT (0)
- BAD RESPONSE (0)
- NO RESPONSE (1)
- CUSTOM (1)

All (1 checkins)

REVIEW 1 CHECKINS

Patient	Patient Phone	Clinic	Classification	History
Sarah	+1 604 193 4918	Pharm001	NO RESPONSE	

Click on **symbol** to check **new message**

Click on **patient's name** to view profile and SMS history

Symbol indicates 'checkins' needing review

Check monthly SMS

Follow-up non-adherent patients



1. Checkin

- Profile view for individual patient

WELTEL | Checkins | Patients | Add Patient | Tools | Logged in as Clinician

Checkins for week of **Monday, April 27, 2015**

Filter Checkins

- ALL (5)
- INCOMPLETE (0)
- ADHERENT (2)
- NOT ADHERENT (1)
- BAD RESPONSE (0)
- NO RESPONSE (2)
- CUSTOM (5)

mary
CURRENT CHECKIN

Checkin Date: Apr 07, 2015

Classification: ADHERENT

EMPHASIS: QUESTIONNAIRE

Complete: ☒

Reference Table

Question	Indicator
1. I follow my asthma medication plan	>1 suggests possible adher
2. I forget to take at least one dose of my inhaled steroid each day	barri
3. My asthma is mild and does not require regular preventative treatment	barri
4. My inhaled steroid causes side effects	barri
5. I can't afford my inhaled steroid medications	

Contact mary

Message

History

Origin	Type	Details
Unknown Tue Apr 7, 4:06 PM	ADHERENT	
System Tue Apr 7, 12:00 PM	System	Txt 1-6 for: I follow my asthma medication plan AGREE: Completely=1; Mostly=2; Somewhat=3 DISAGREE: Somewhat=4; Mostly=5; Completely=
System Mon Apr 6, 12:00 PM	System	Txt 1-6 for: I follow my asthma medication plan AGREE: Completely=1; Mostly=2; Somewhat=3 DISAGREE: Somewhat=4; Mostly=5; Completely=

1. Checkin status

3. Access to AAAQ or ACT

4. Complete box indicates checkin was done. (Tip: Important to check this for NOT ADHERENT patients)

2. SMS send and response History (Tip: "Read up", earlier text on bottom)

Check monthly SMS



Follow-up non-adherent patients



2. Follow-up Non-Adherent Patients

- Your role in this step is the most important part of the EmPhAsIS trial
- Because this is a pragmatic trial, please provide counselling according to your practice but we have provided you with some tools to help

Tools

- **AAAQ** Questions 2 to 5 to identify adherence barrier
 - Texted to patients OR
 - Accessible via WelTel OR
 - Paper version (purple) 
- Asthma Control Test (**ACT**) to assess asthma control
 - Accessible via WelTel OR
 - Paper version (pink) 



2. Follow-up Non-Adherent Patients

EmPhAsIS: Empowering Pharmacists in Asthma management through Interactive SMS

Study # Site Number - Participant Number

Date Completed: / /

Assessment completed by: (Please Print name)

Adult Asthma Adherence Questionnaire (AAAQ)

Please ask the patients the following questions and record their response:

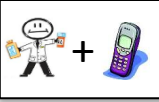
(if response is "1" to Question 1 ⇒ Stop administering the questionnaire)

(if response other than "1" to Question 1 ⇒ Continue administering the questionnaire)

Questions						Score
1. I follow my asthma medication plan						
1 I agree completely	2 I agree mostly	3 I agree somewhat	4 I disagree somewhat	5 I disagree mostly	6 I disagree completely	>1 suggests possible adherence problem
2. I forget to take at least one dose of my inhaled steroid each day						
1 I agree completely	2 I agree mostly	3 I agree somewhat	4 I disagree somewhat	5 I disagree mostly	6 I disagree completely	3+ indicates probable barrier
3. My asthma is mild and does not require regular preventative treatment						
1 I agree completely	2 I agree mostly	3 I agree somewhat	4 I disagree somewhat	5 I disagree mostly	6 I disagree completely	3+ indicates probable barrier
4. My inhaled steroid causes side effects						
1 I agree completely	2 I agree mostly	3 I agree somewhat	4 I disagree somewhat	5 I disagree mostly	6 I disagree completely	3+ indicates probable barrier
5. I can't afford my inhaled steroid medications						
1 I agree completely	2 I agree mostly	3 I agree somewhat	4 I disagree somewhat	5 I disagree mostly	6 I disagree completely	3+ indicates probable barrier

AAAQ 28 Jan 2015

- Why the **AAAQ**?
 - By identifying potential adherence barrier, we hope this tool will facilitate your counselling
 - *Please note: This is provided as a tool and while we encourage its use, you may decide to use/not use*



2. Follow-up Non-Adherent Patients

EmPhASIS: Empowering Pharmacists in Asthma management through Interactive SMS

Study # -
Site Number Participant Number

Date Completed: / /

Assessment completed by: (Please Print name)

ASTHMA CONTROL TEST™ (ACT)

Please ask the patients the following questions and record their response

1. In the past 4 weeks, how much of the time did your asthma keep you from getting as much done at work, school or at home?	SCORE (Enter corresponding number)
All of the time Most of the time Some of the time A little of the time None of the time	
1 2 3 4 5	

2. During the past 4 weeks, how often have you had shortness of breath?	SCORE (Enter corresponding number)
More than once a day Once a day 3 to 6 times a week Once or twice a week Not at all	
1 2 3 4 5	

3. During the past 4 weeks, how often did your asthma symptoms (wheezing, coughing, shortness of breath, chest tightness or pain) wake you up at night or earlier than usual in the morning?	SCORE (Enter corresponding number)
4 or more nights a week 2 or 3 nights a week Once a week Once or twice Not at all	
1 2 3 4 5	

4. During the past 4 weeks, how often have you used your rescue inhaler or nebulizer medication (such as albuterol)?	SCORE (Enter corresponding number)
4 or more times per day 1 or 2 times per day 2 or 3 times per week Once a week or less Not at all	
1 2 3 4 5	

5. How would you rate your asthma control during the past 4 weeks?	SCORE (Enter corresponding number)
Not controlled at all Poorly controlled Somewhat controlled Well controlled Completely controlled	
1 2 3 4 5	

If total score is 19 or less then asthma is not well controlled
Please advise to consult physician

PHARMCISTS ONLY:

Based on your assessment, is the patient's non-adherence intentional (voluntary): Yes ☐ No ☐

How much time did you spend on counselling:

☐ ≤ 15 minutes ☐ between 16 - 30 minutes ☐ more than 30 minutes

Notes: _____

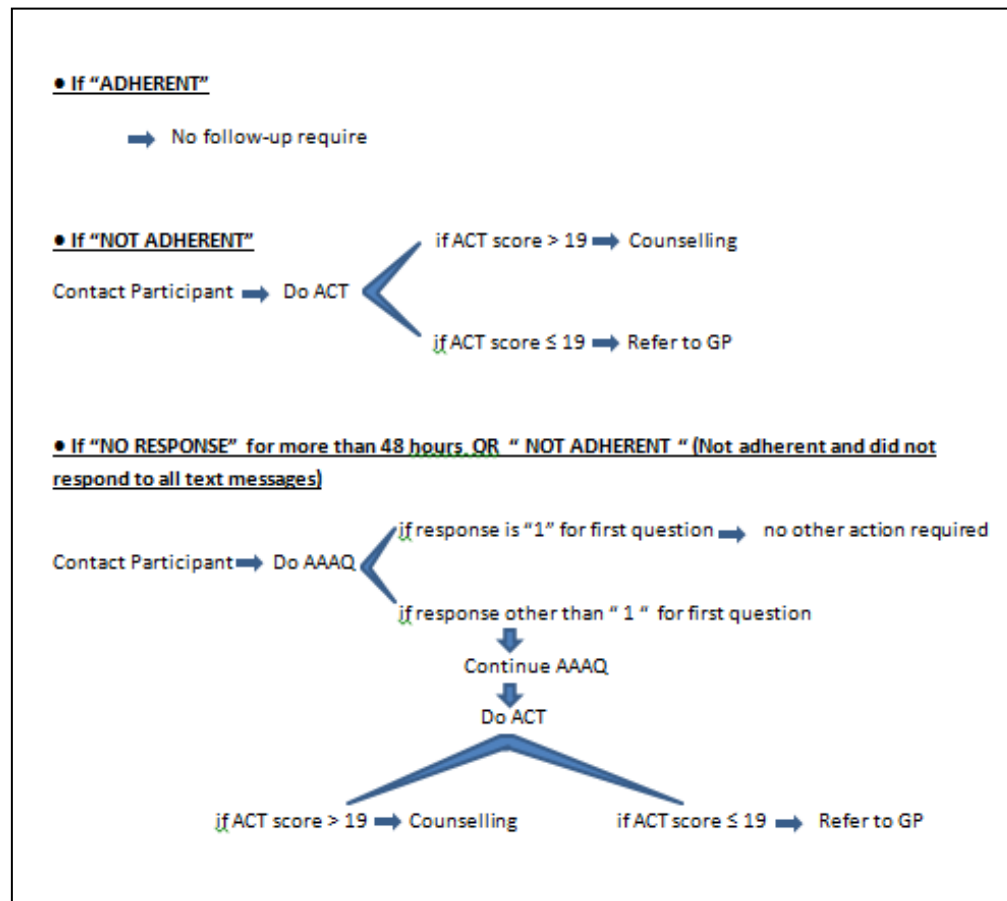
ACT questionnaire Feb 12 2013 page 1 of 1

- Why the **ACT**?
 - This allows assessment of asthma control
 - **If total score is 19 or lower, please advise patient to consult their GP**
 - *Please note: This is provided as a tool and while we encourage its use, you may decide to use/not use*



2. Follow-up Non-Adherent Patients

- From **Follow-up Instructions for AAAQ and ACT** (laminated card), possible scenarios:





2. Follow-up Non-Adherent Patients

- We understand pharmacies and pharmacists are busy and we encourage:
 - Two attempts (if possible) at contacting patients
 - If after two attempts, you are not able to contact the patient,
 - Please inform research team
 - Await responses to next month's SMS



Additional Resources

- To help with Follow-up EmPhAsIS procedures
 - **Mini-webinar** Navigating WelTel Platform
 - **Pharmacist Guide** (in your binder)



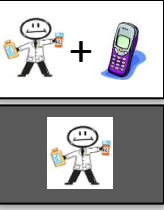


EmPhAsIS

Empowering Pharmacists in Asthma management through Interactive SMS

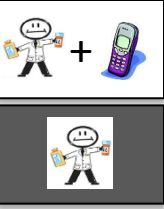
VI. Conducting EmPhAsIS in your Pharmacy

Study End Procedures



Study End EmPhAsIS Procedures

1. **Print** participants' medication profile
2. Arrange **collection** of study materials by research team
3. Offer opportunity to receive automated monthly assessment of adherence by text messages for 12 months to participants (for Usual Care Group only)



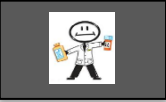
1. Print Medication Profile

- Once a participant has completed 12 months of follow-up in the trial, you will be contacted by the research team to:
 - **Print** a medication profile that lists their medications over the 12 months
 - **Fax** the profile to UBC at 604-827-4014



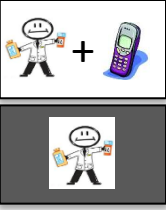
2. Arrange Collection of Materials

- Once all of the participants enrolled in your pharmacy have completed 12 months of follow-up in the trial, you will be contacted by the research team to:
 - Make arrangements to collect study binders
 - By pickup if in Greater Vancouver Area
 - Secure post or courier services if outside Greater Vancouver Area



3. Offer SMS Opportunity

- For Usual Care Pharmacies
 - You or patients you recruited may be interested in experiencing having automated monthly assessment of adherence by text messages (for 12 months)
 - If so, please contact us and we will gladly arrange this for you
 - *Please note that this will be for automated text messages only, there will be no follow-up procedures with non-adherent patients*



Before Launching EmPhAsIS

- ☐ Ensure all pharmacists, pharmacy technicians, and pharmacy students at your pharmacy are informed of your participation as a trial site
- ☐ Have team:
 - ☐ Complete **Information and Training Webinar**
 - ☐ Review binder
 - ☐ Sign **Training Signing Sheet** found in your binder (Fax completed sheet to UBC, 604-827-4014)
- ☐ Fax courtesy **Physician Letter** found in your binder to family physicians practising in your area to inform them about the trial
- ☐ Create a short-cut on pharmacy computer(s) that you will be using for the EmPhAsIS trial to our website (www.emphasis.core.ubc.ca) for instant access



EmPhAsIS

Empowering Pharmacists in Asthma management through Interactive SMS

Questions?

Please do not hesitate to contact us

Dr. Mary De Vera at **604-827-2138**

Research Coordinator at **604-827-1567**

Fax: **604-827-4014**

Mailing Address

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