

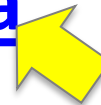


EmPhAsIS

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

- Please print to have as quick reference

Movie (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’

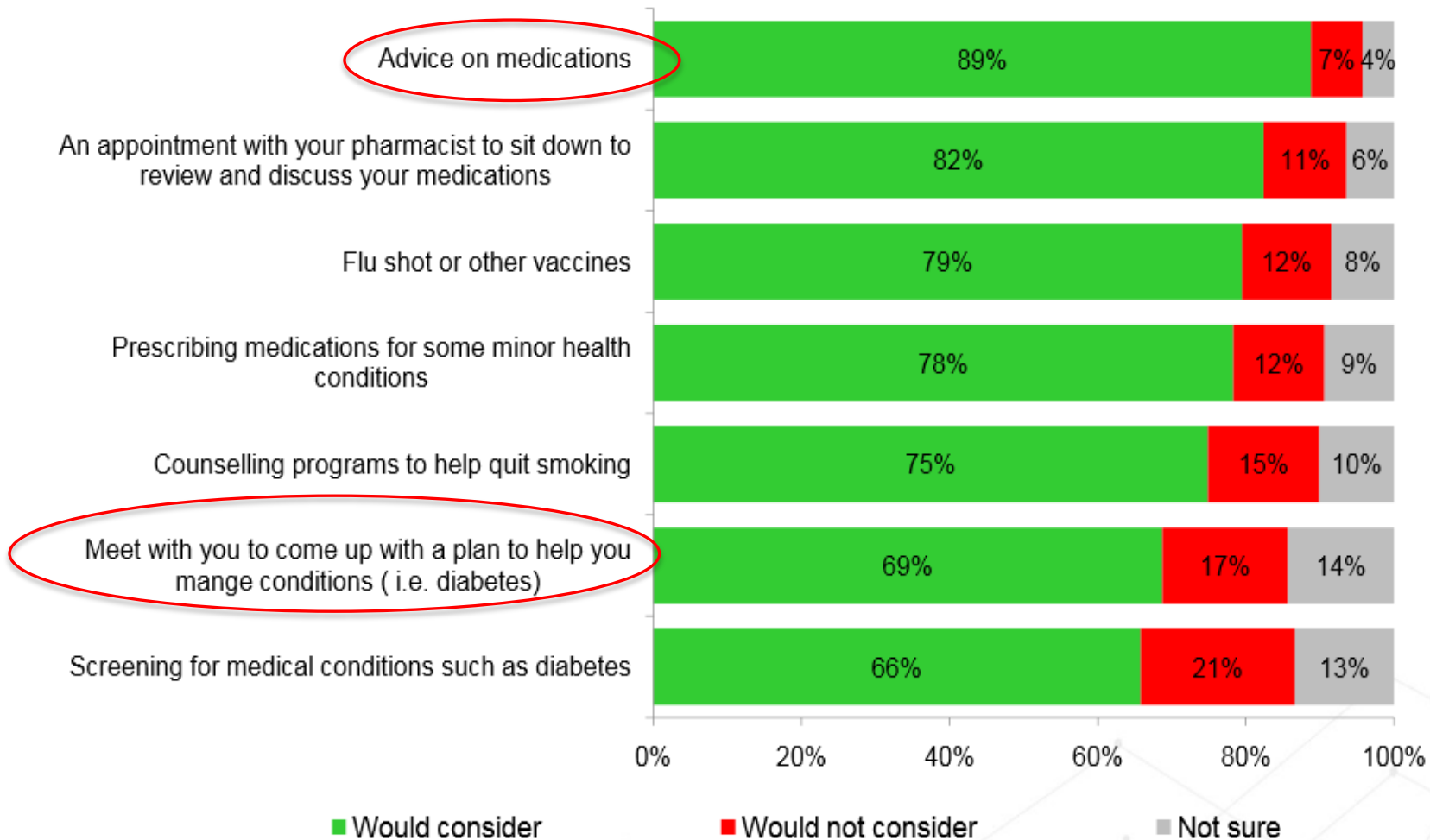
‘pharmacists are increasingly being recognized as the medication management experts’

‘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 study 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?

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

The Intervention

Supported
by
WeTel
Platform

Asthma patient filling
prescription for ICS



month 0 (Baseline)



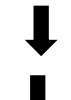
month 1



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)


Asthma.ca
Asthma Society of Canada

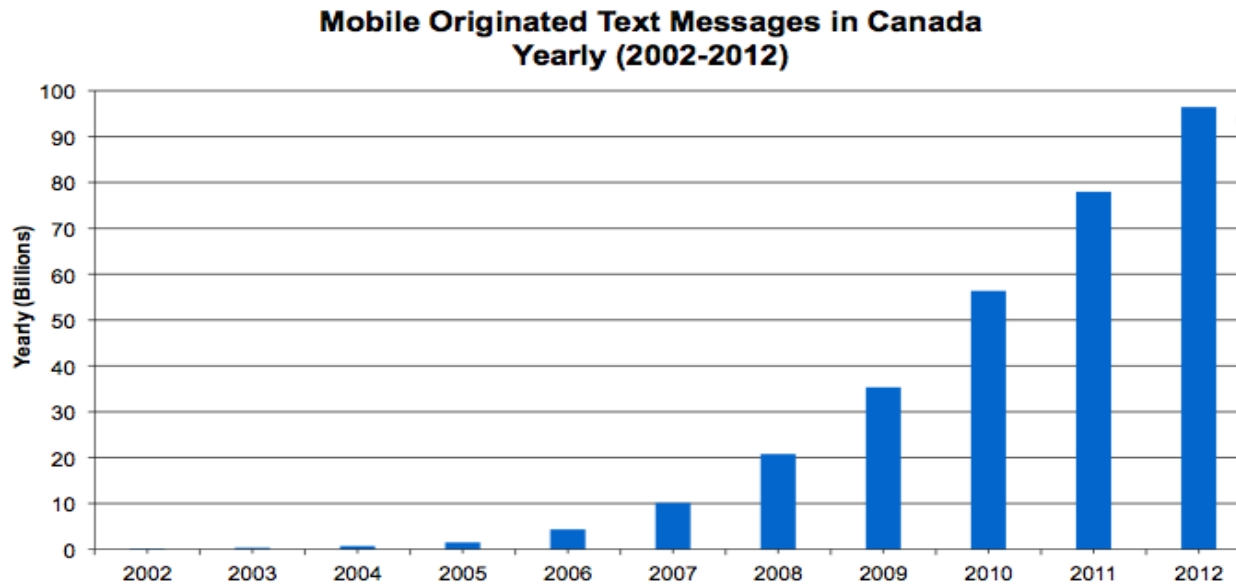

CANADIAN
PHARMACISTS
ASSOCIATION


Asthma.ca
Asthma Society of Canada


CANADIAN
PHARMACISTS
ASSOCIATION

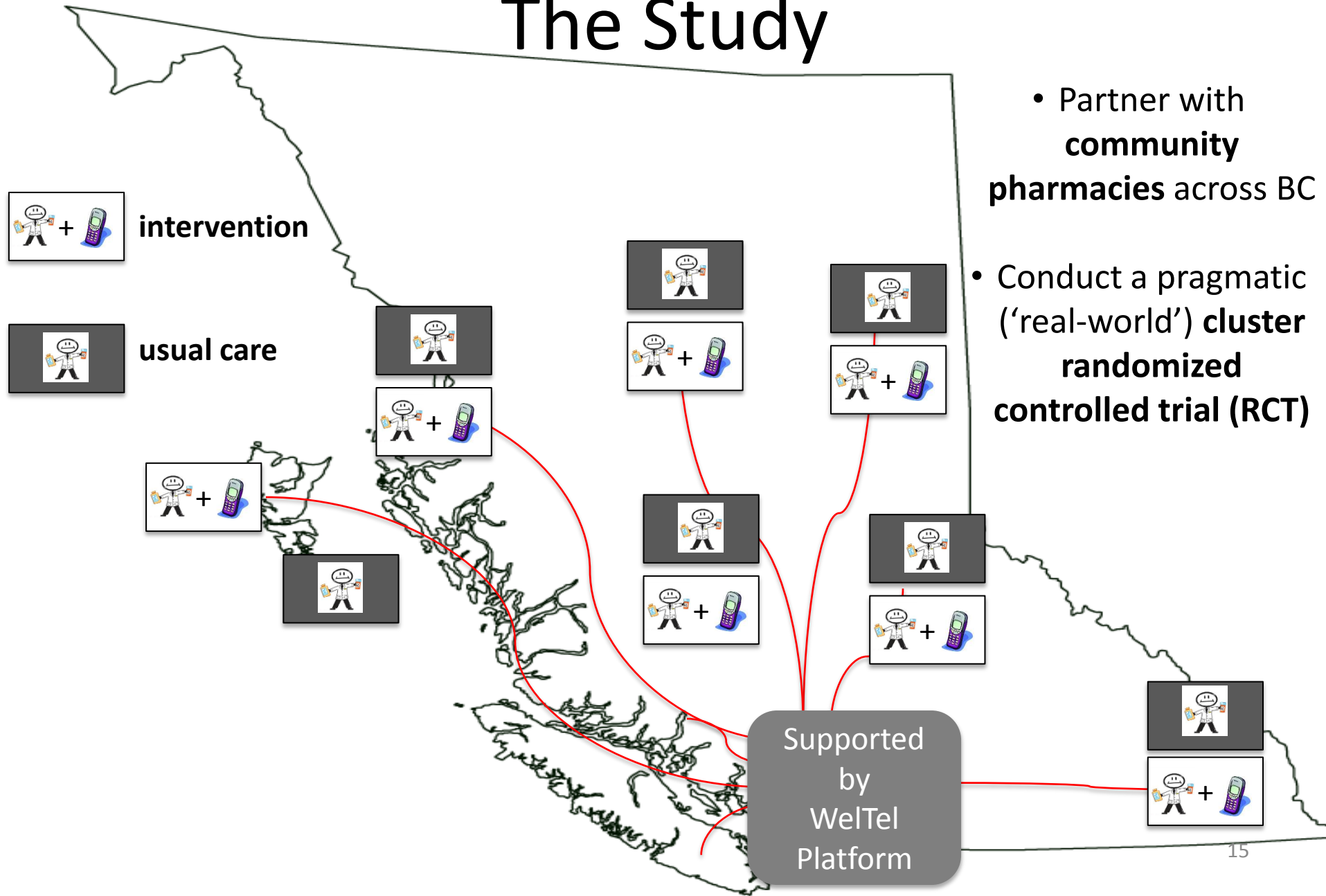
eHealth Supporting Pharmacy Practice

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



96.5B texts
or
~250 M texts/day

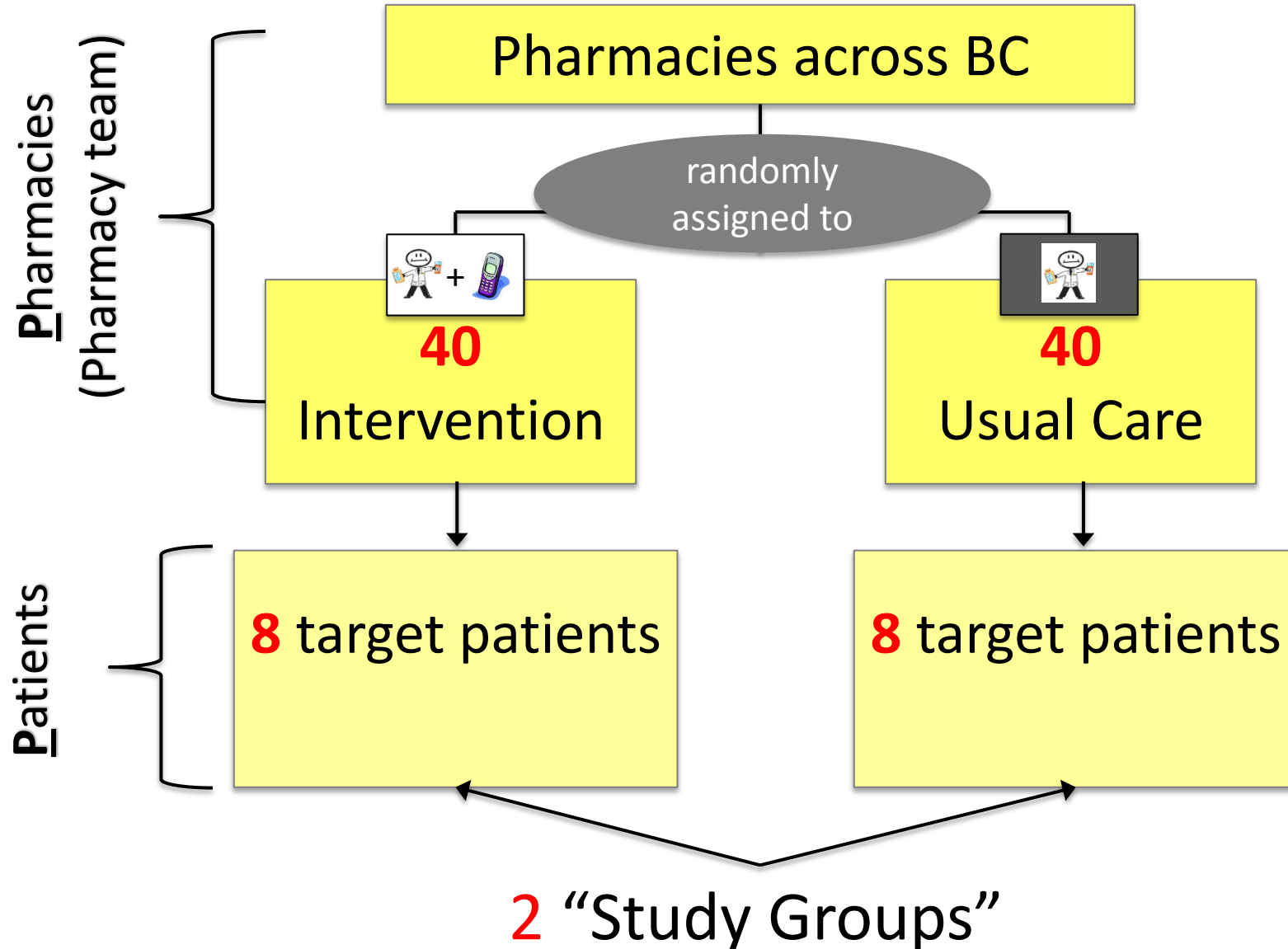
The Study



Study Groups in a **Cluster** RCT

- In this study, 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'people Make EmPhAsIS Possible



Study Groups



Pharmacies

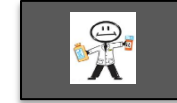
- Recruit, screen, enroll patients

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

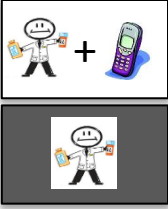


EmPhAsIS

Empowering Pharmacists in Asthma management through Interactive SMS

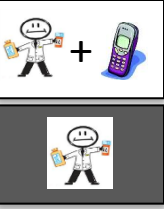
IV. Conducting EmPhAsIS in your Pharmacy

Resources and Baseline Procedures



Resource 1: Binder

- Important information contained
 - **Site #**
 - 3-digit 'pharmacy ID' (i.e. 007)
 - Unique to your pharmacy
 - **Randomization status** (intervention or usual care)
 - Patient **Study IDs** (sheets of labels)
 - Unique to each patient that you will enroll
 - **Tools** to conduct the study in your pharmacy



All About Your Site

- Makes up part of your **username** to allow access to all electronic resources
 - Pharmacists section in EmPhAsIS website
 - For Intervention and Usual Care Groups
 - WelTel platform
 - For Intervention Group only
- Same username for both resources

**username = phar###
(i.e. phar007)**

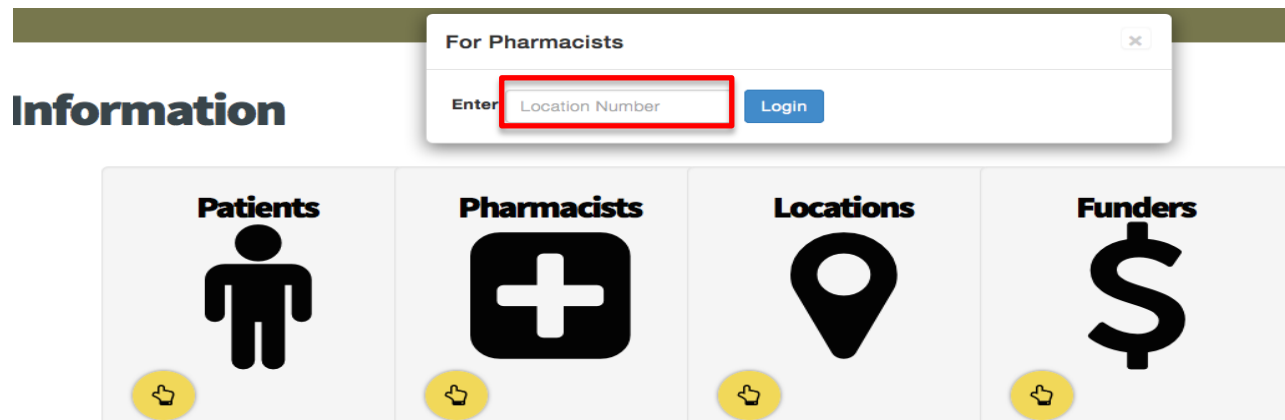


Resource 2: Website

1. Click on “INFO” to access Pharmacists Section



2. Enter username (i.e. phar007)





Resource 3: WelTel Platform

- For Intervention Group only, use to:
 - **Register** patients for automated monthly texts
 - **Check** responses to monthly texts from patients
 - **Manage** follow-ups with non-adherent patients



Creating your WelTel Password

1. After training, you will receive an email to “reset” your WelTel password

Bob,

Somebody has requested a password reset for your account on the WelTel system at <https://emphasis.weltel.org>. Please click [here](#) to login and reset your password.

Will lead you
to this
screen

2. Create password

3. You are now ready
to register patients
into the platform

The image shows a blue mobile application interface for the 'WELTEL' system. At the top, the word 'WELTEL' is displayed in white. Below it, the title 'Reset Password' is centered. A note states: 'Passwords must contain an uppercase character and a lowercase character and be between 8 and 14 characters long.' There are two input fields: 'Password' and 'Password confirmation'. A red rectangle highlights these two fields and the 'RESET' button located below them. At the bottom of the screen, there is a 'Back' button with a left-pointing arrow.

No username
required at
this stage



Accessing WelTel Platform

- **Go** to “Pharmacists” section in EmPhAsIS website
- **Enter** your username + created password

EmPhAsIS

Screening Forms Study Forms WelTel Link Resources Pharmacist Information FAQs

Intervention Pharmacies

Screening Form

Study Forms

- Enrolment and Recruitment Flow Chart: [Link \[Instruction for Intervention Enrollment Feb12 2015\]](#)
- Instructions for Enrolment: [Link \[Instruction for Intervention Enrollment Feb12 2015\]](#)
- Contact Information Form: [Link \[contact information form Feb 11 2015 \(1\)\]](#) Demographics form: [Link \[Emphasis Demographics form FEB 11 2015 \(1\)\]](#) Subject Information & Consent Form: [Link \[Emphasis Consent form 21JAN2015 \(1\)\]](#) Participant Screening Form: [Link \[Emphasis Screening Onpage form FEB12 2015\]](#) Study Log: [Link \[Study log FEB 17 2015\]](#)

WelTel Link

WelTel Login

Resources

- Pharmacist Guide for Intervention Pharmacies: [Link \[Emphasis Pharmacist Guide INTERVENTION 20Jan 2015\]](#)
- BC Asthma Guideline: http://www.bcguidelines.ca/guideline_asthma.html
- Asthma Action Plan: http://www.bcguidelines.ca/pdf/asthma_appendix_b.pdf
- Inhalers and Devices: http://www.lung.ca/diseases-maladies/help-aid/devices-dispositifs/index_e.php
- Pocket Guide for Asthma Management and Prevention by Global Initiative for Asthma: [Link \[Pocket Guide 2015_wms_np\]](#)

WELTEL

Username

Password

LOGIN

Forgot your password?

Your username (i.e. phar007)

Your created password



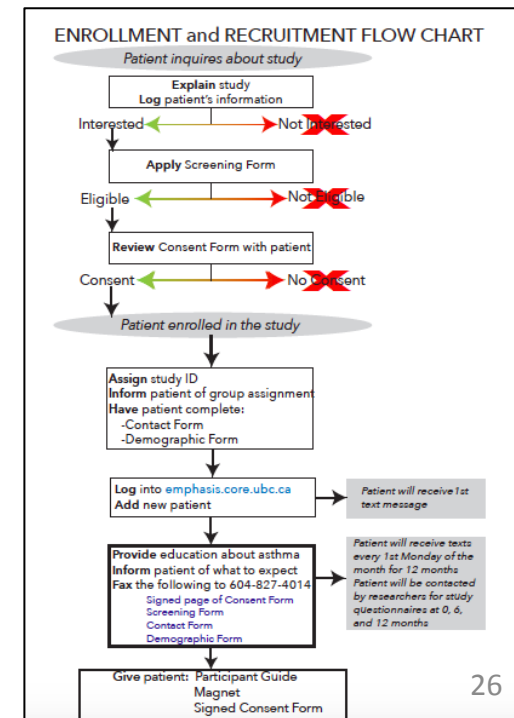
Baseline EmPhAsIS Procedures

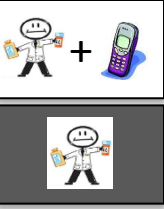
1. **Recruit** (Explain study to patients)
2. **Screen** (Patients for eligibility)
3. **Consent** (Eligible patients)
4. **Complete Enrolment Procedures** (Related to Intervention or Usual Care)

In your binder



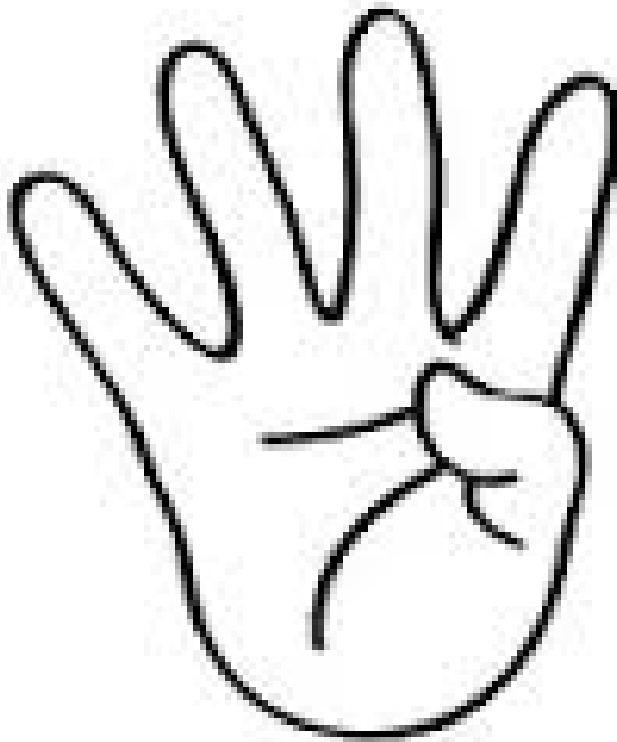
- **Enrollment and Recruitment Flow Chart** (laminated)






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



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 2015

In your binder



- **Patient Quick Info Letter**

Tip

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



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**

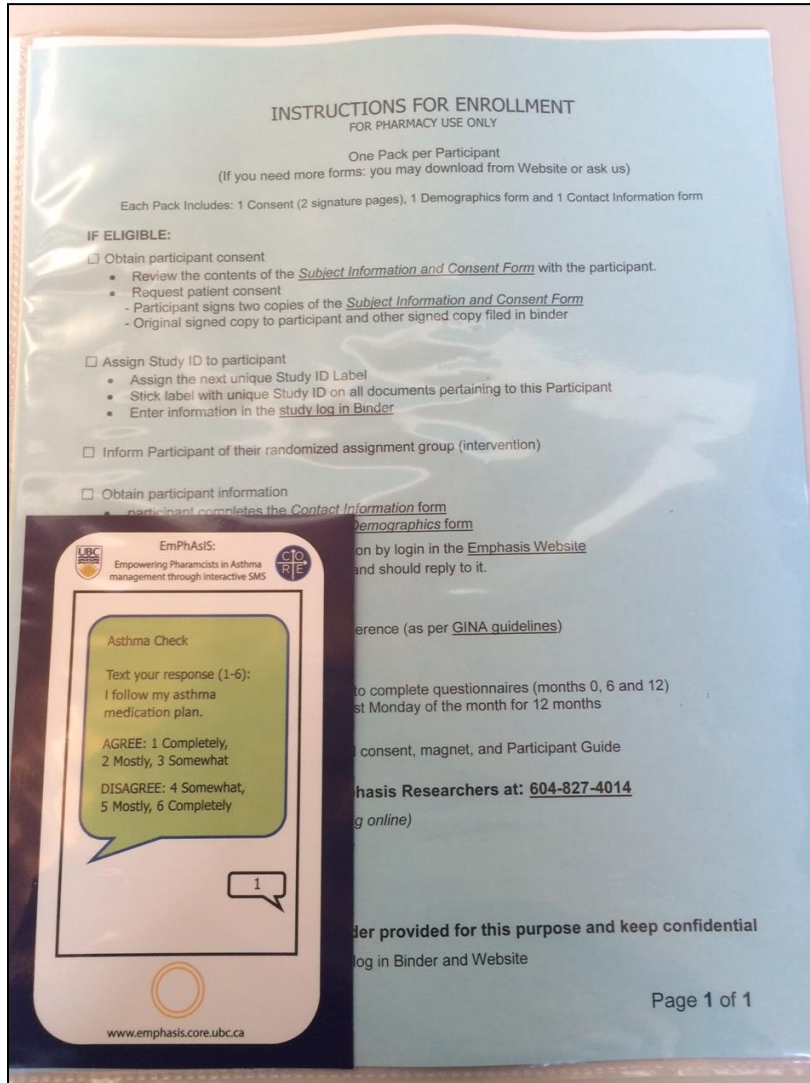
Via website



- **Online Participant Screening Form**



3. Consent Eligible Patients



In your binder



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

Instructions

Subject Information and Consent Form

Contact Form

Demographic Form

Participant Guide

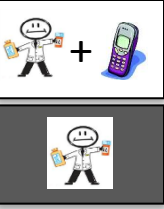
[Magnet - Intervention Group only]

- Use 1 package per eligible patient



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**
 - **Demographic Form**
- 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

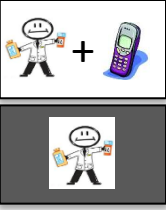
- Recruit, screen, enroll patients

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)*



4. Providing Asthma Education

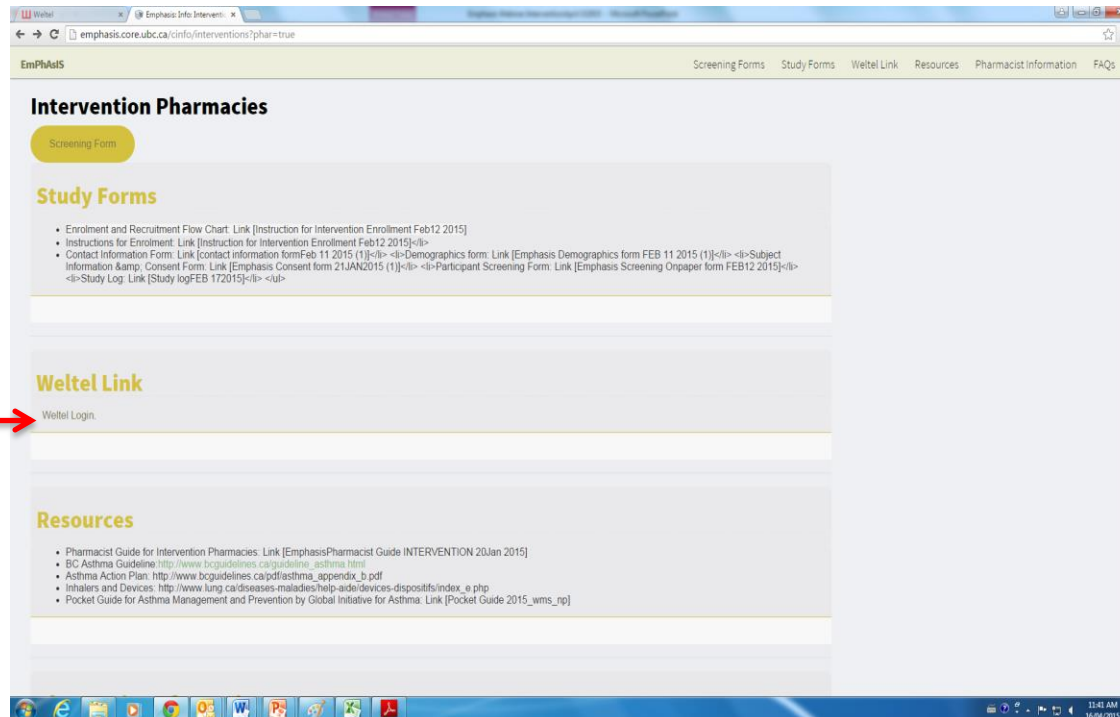
- Both Intervention and Usual Care Pharmacies:
 - As this is a real-world ('pragmatic') clinical trial, provide education according to your own practice
 - Educational resources on asthma available website for both patients and pharmacists





4. Initiating Text Messages

- Intervention Group Pharmacies Only
 - Access WelTel Platform via website





4. Initiating Text Messages

- Intervention Group Pharmacies Only
 - **Login** into WelTel platform (via 'Pharmacists' section of EmPhAsIS website)

The diagram shows the WelTel login interface. It features a blue header with the 'WELTEL' logo. Below the logo are two input fields: 'Username' and 'Password'. A yellow box on the right points to the 'Username' field with the text 'Your username (i.e. phar007)'. A yellow box on the left points to the 'Password' field with the text 'Your created password'. Below the input fields is a white 'LOGIN' button. At the bottom of the interface, there is a link that says 'Forgot your password?'.



4. Initiating Text Messages

1. Click on **Add Patient**

2. Enter **full name**

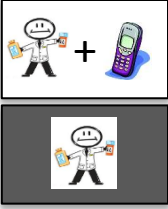
3. Enter Patient Study ID

4. Must be a **cell phone number**

5. Click on **'Save'** after completing the required fields

The screenshot shows the WELTEL 'Add Patient' interface. The top navigation bar includes 'Checkins', 'Patients', and 'Add Patient' (highlighted with a red box and arrow). The left sidebar contains a 'Filter Patients' section with fields for Name, Enrollment State (set to 'ACTIVE'), Phone Number, Study Number, Username, and Clinic (set to 'ANY'). The main form area is titled 'Add Patient' with the subtitle 'Add a new patient to the database.' Below this is the 'New Patient' section with fields for Full name, Username, Clinic (set to 'Pharm001'), Primary Phone Number, Alternate Phone Number, and Email. Red arrows point from the numbered instructions to the corresponding fields: 'Add Patient' button, Full name field, Username field, Primary Phone Number field, and the 'SAVE' button. A 'CLEAR' button is also visible in the sidebar. Red text prompts are visible below the Username and Primary Phone Number fields: 'Please enter a username.' and 'Please enter a valid number.'

6. Patient will receive first text message within a few seconds/minutes



4. Complete Enrolment

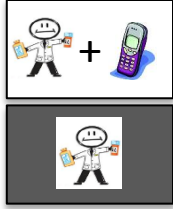
- **Provide** patient with:
 - Plastic package containing
 - Signed **Subject Information & Consent Form**
 - **Participant Guide**
 - Magnet (for **Intervention Group**)
- **Inform** patient that:
 - Research team will follow-up within 48 hours
 - S/he will receive text messages on the first Monday 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**
 - Signed **Subject Information & Consent Form** (page 9)
 - **Contact Form**
 - **Demographic Form**
- **Update the Study Log**
 - Found at the front of your binder





Additional Resources

- Please view **mini-webinars** 
 - Baseline Procedures: Recruiting and Screening Patients
 - Baseline Procedures: Consenting and Enrolling Patients
 - Baseline Procedures: Usual Care Pharmacy, Next Steps
 - Baseline Procedures: Intervention Pharmacy, Next Steps
- Please refer to **Pharmacist Guide** (in your binder) 
 - Intervention and Usual Care Versions available



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

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**



adherent

adherent

not adherent



Automation of Monthly SMS

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

The diagram illustrates the WelTel login process. It features a central blue login form with the 'WELTEL' logo at the top. The form contains two input fields: 'Username' and 'Password', each with a blue arrow pointing to it from a yellow annotation box. The 'Username' box is annotated with 'Your **username** (i.e. phar007)'. The 'Password' box is annotated with 'Your created **password**'. Below the input fields is a white 'LOGIN' button. At the bottom of the form, there is a link that says 'Forgot your password?'.

WELTEL

Username

Password

LOGIN

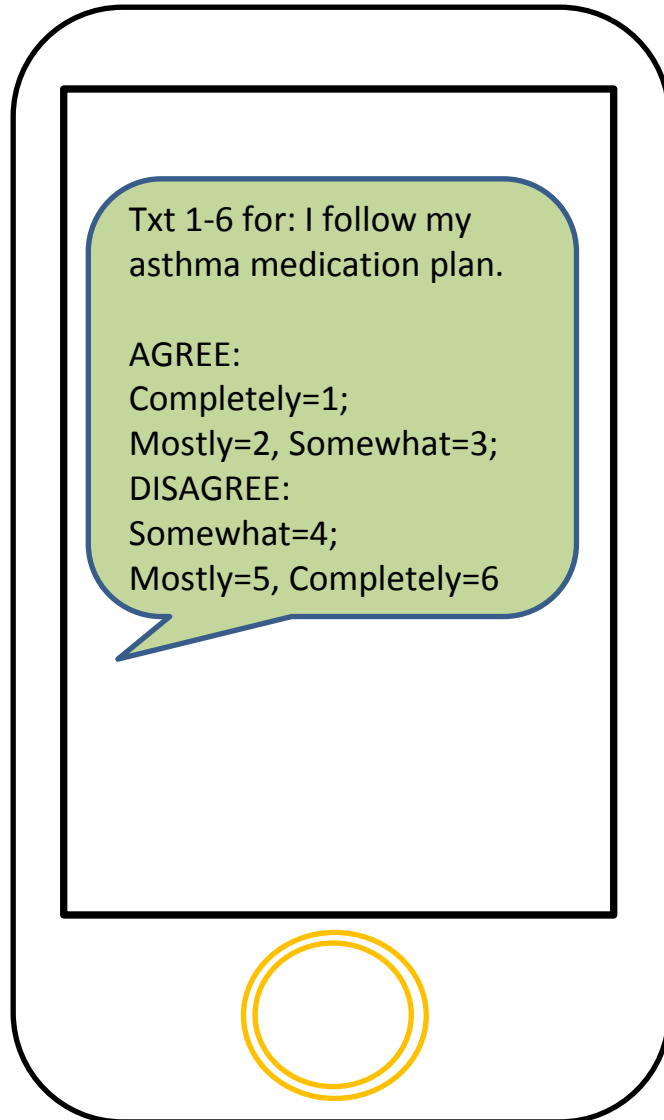
Forgot your password?

Your **username**
(i.e. phar007)

Your created
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



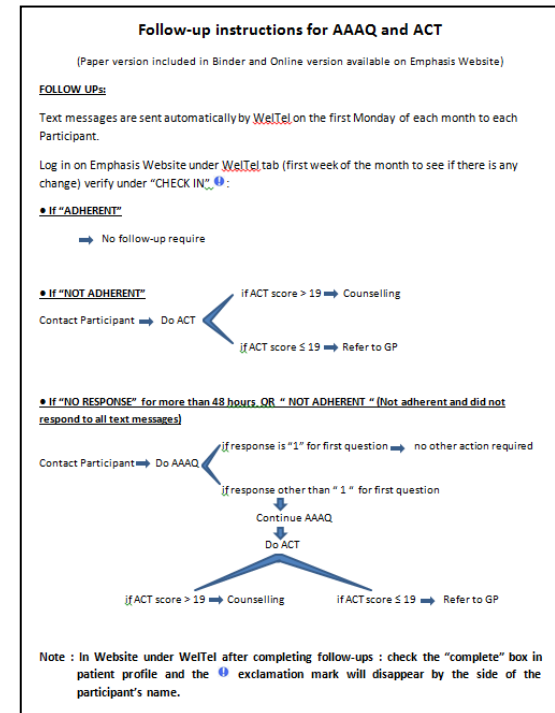
Follow-up EmPhAsIS Procedures

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. Checkins

- 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. Checkins

- ‘Checkins’ 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



1. Checkins

- ‘Checkins’ 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 **patient's name** to view profile and SMS history

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

Symbol indicates ‘checkins’ needing review



1. Checkins

- Profile view for individual patient

The screenshot shows the WELTEL interface for a patient named 'mary'. The top navigation bar includes 'WELTEL', 'Checkins', 'Patients', 'Add Patient', and 'Tools'. The user is logged in as a 'Clinician'. The main content area is divided into several sections:

- Checkins for week of:** A dropdown menu showing 'Monday, April 27, 2015'.
- Filter Checkins:** A list of filters with counts: ALL (5), INCOMPLETE (0), ADHERENT (2), NOT ADHERENT (1), BAD RESPONSE (0), NO RESPONSE (2), and CUSTOM (5).
- Patient Profile:** A blue header for 'mary' with a 'CURRENT CHECKIN' dropdown.
- Checkin Summary:** Four boxes showing 'Checkin Date' (Apr 07, 2015), 'Classification' (ADHERENT), 'EMPHASIS' (QUESTIONNAIRE), and 'Complete' (a checked box).
- Reference Table:** A table with 5 rows of questions related to asthma medication adherence.
- Contact mary:** A section for sending messages, with a 'Message' input field and a 'TEMPLATES' button.
- History:** A table showing the patient's history of checkins, including 'Unknown' and 'System' entries with dates and times.

Four yellow callout boxes with red arrows point to specific elements:



- 1. Checkin status:** Points to the 'ADHERENT' classification box.
- 2. SMS send and response History (Tip: "Read up", earlier text on bottom):** Points to the 'History' section.
- 3. Access to AAAQ or ACT:** Points to the 'QUESTIONNAIRE' emphasis box.
- 4. Complete box indicates monthly checkin was completed and reviewed by you (Tip: Important to check this for NOT ADHERENT patients):** Points to the 'Complete' box with the checked icon.



2. Follow-up Non-Adherent Patients

- Your role in this step is the most important part of the EmPhAsIS study
- Because this is a pragmatic study, 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
 - **AAAQ Form** (in binder) 
- Asthma Control Test (**ACT**) to assess asthma control
 - Accessible via WelTel OR
 - **ACT Form** (in binder) 



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: _____

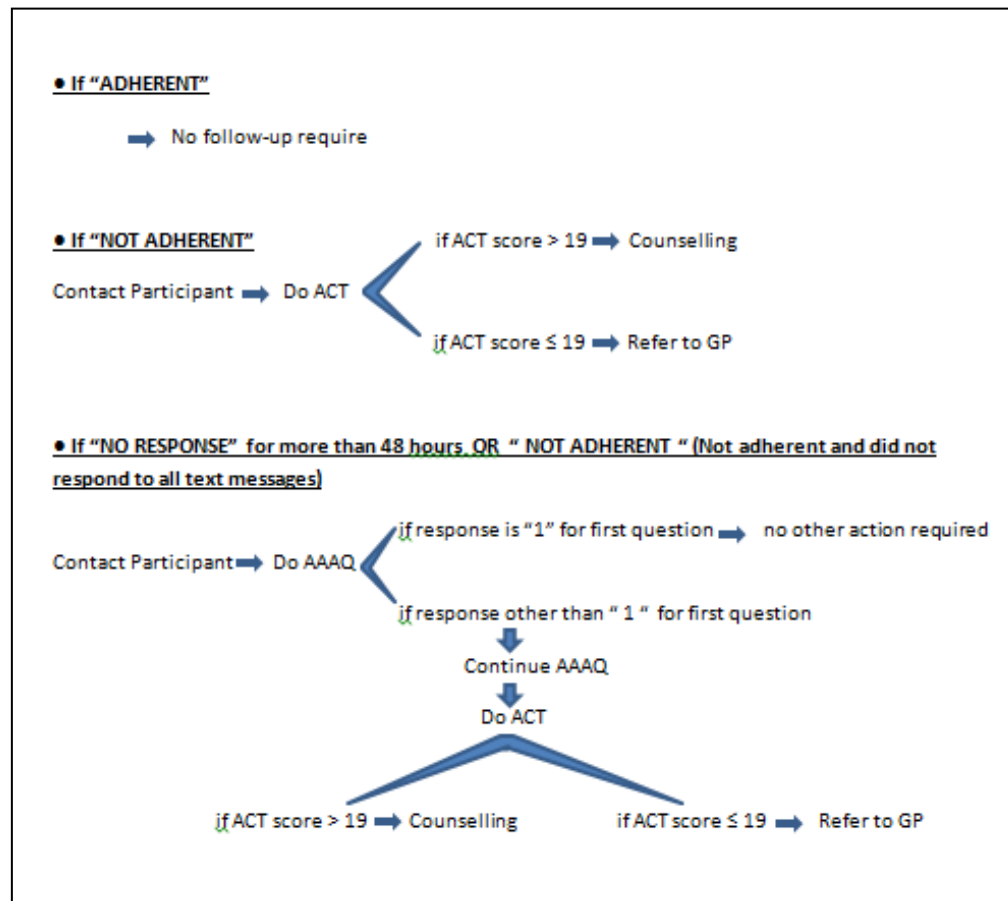
ACT questionnaire Feb 12 2013 page 1 of 1

- 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

- Please view **mini-webinar**  
 - Follow-up Procedures: Intervention Pharmacy Monthly Follow-up and WelTel Platform
- Please refer to **Pharmacist Guide** (in your binder) 
 - For Intervention Group

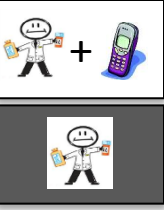


EmPhAsIS

Empowering Pharmacists in Asthma management through Interactive SMS

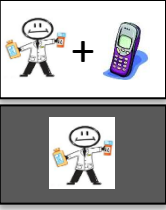
VI. Conducting EmPhAsIS in your Pharmacy

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)



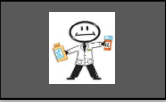
1. Print Medication Profile

- Once a participant has completed 12 months of follow-up in the study, 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



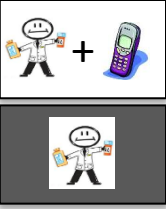
2. Arrange Collection of Materials

- Once all of the participants enrolled in your pharmacy have completed 12 months of follow-up in the study, 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

- ☐ Inform your staff of your participation as an EmPhAsIS site
- ☐ Have team (pharmacists, technicians, and students)
 - ☐ 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 in your area to inform them about the study
- ☐ Create a short-cut on your computer(s) to our website (<http://emphasis.core.ubc.ca/>) for instant access
- ☐ For Intervention Groups, create your password for WelTel platform



EmPhAsIS

Empowering Pharmacists in Asthma management through Interactive SMS

Questions?

Please do not hesitate to contact us

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