



Creation of an educational video to improve the management and administration of ophthalmic treatments at home: hospital retrocession has its role to play!

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What was done ?

- ✓ Evaluation of the knowledge and practices of outpatients to whom we provide ophthalmic treatments (OT) at the hospital pharmacy (retrocession).
- ✓ Creation of educational tools to enrich our dispensing advice.

Why was it done ?

Our hospital receives patients with OT: eye drops and ophthalmic ointments to treat infectious and inflammatory diseases. These OT are at risk of administration errors and storage at home, which may impact their efficacy and/or lead to adverse effects.

How was it done ?

Questionnaire which characterizes patients' knowledge and difficulties about OT has been created and approved by our institution's ethics committee.



Design of an animated video for adult patients and advice sheets for each OT dispensed.

Anonymous questionnaire created to obtain feedback on these tools. QR-code referring to those tools is integrated into ophthalmology prescriptions . **Flash it !**

What has been achieved ?

34 patient responses

- ✓ 26.7% have administration difficulties
- ✓ 43.3% have already forgotten their treatment
- ✓ 1/3 are unaware that an eye inner angle light pressure promotes the drop action and reduces side effects
- ✓ Patients are interested in getting advice or educational tools

Video

The 5-minute video in French: "How to administer your OT" (1195 views on YouTube) describes practical aspects and administration steps (administration order, good practice gestures).



50 feedback responses

- ✓ 17 patients and 33 city and hospital health professionals
- ✓ All patients found the video **understandable** and it made them feel **more confident** in managing their OT
- ✓ All professionals would recommend it
- ✓ The overall approach to improve dispensing advice was evaluated as very satisfactory (84.3%)

What next ?

We would like to create a similar video for pediatrics and expand to other high-risk treatments to promote good use and compliance at home.



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