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# IMPLEMENTATION OF A SAFETY AND HEALTH PROGRAM FOR THE MANAGEMENT OF PATIENTS WITH HEPATITIS C IN TREATMENT WITH DIRECT-ACTING ANTIVIRAL AGENTS

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## WHAT WAS DONE?

We have developed a pharmaceutical care program.

1 The following protocols were defined:

- ✓ A case selection and treatment guideline
- ✓ A protocol for the management of clinically relevant drug interactions
- ✓ A protocol with recommended dosages and administration techniques
- ✓ A protocol for the management of adverse drug events
- ✓ A protocol about clinical interview in order to ensure patient literacy
- ✓ Patients information leaflets

2 The Pharmacy Department was provided with:



3 Full-time Pharmacists



2 New patient information offices in the Outpatient Unit



A Queue Management System

3 Appointment scheduling: Pharmacy visits are scheduled after the Hepatologist/Infectious disease specialist appointments every 28 days.



4 The clinical interviews are documented in the electronic health record.

## WHY WAS IT DONE?

Chronic hepatitis C (CHC) affects approximately 3% of the world's population. The development of well-tolerated and effective Direct-Acting Antiviral Agents (AADs) has changed the therapeutic landscape. These therapies have a high efficacy with a good safety profile. Numerous challenges in terms of patient education, monitoring, medication errors, drug interactions and adherence exist. Our National Health System launched in April-2015 a Plan for a proper CHC management, establishing measures to optimize the AADs use.

## HOW WAS IT DONE?

A multidisciplinary team was formed with:



3 clinical pharmacists, 2 hepatologists, 1 infectious disease specialist and 1 nurse

Address the key points associated with the safe and efficient use of AADs and to create a useful clinical guideline.



Identify staffing, logistics and management needs for its implementation.



## WHAT HAS BEEN ACHIEVED?

No. patients included in the program	674	No.(%) pharmacist interventions accepted	194 (99%)
No. initial visits	674	Average waiting time to be attended	15'
No. follow-up visits	1,750	No. queries made to hospital pharmacist	84
No. patients attended/day	19,9	No. Adverse Drug Events reported to the Pharmacovigilance Centre	31
No.(%) adherent patients	412/412 (100%)	Cost savings(€)	121,194
No. pharmacist interventions	195		

## WHAT NEXT?

- ❖ This initiative provides a set of recommendations regarding CHC management and a support guide to standardize and guarantee a quality pharmaceutical care.
- ❖ The next step is to develop programs for the management of other pathologies following the same methodology that we have used for this initiative.

