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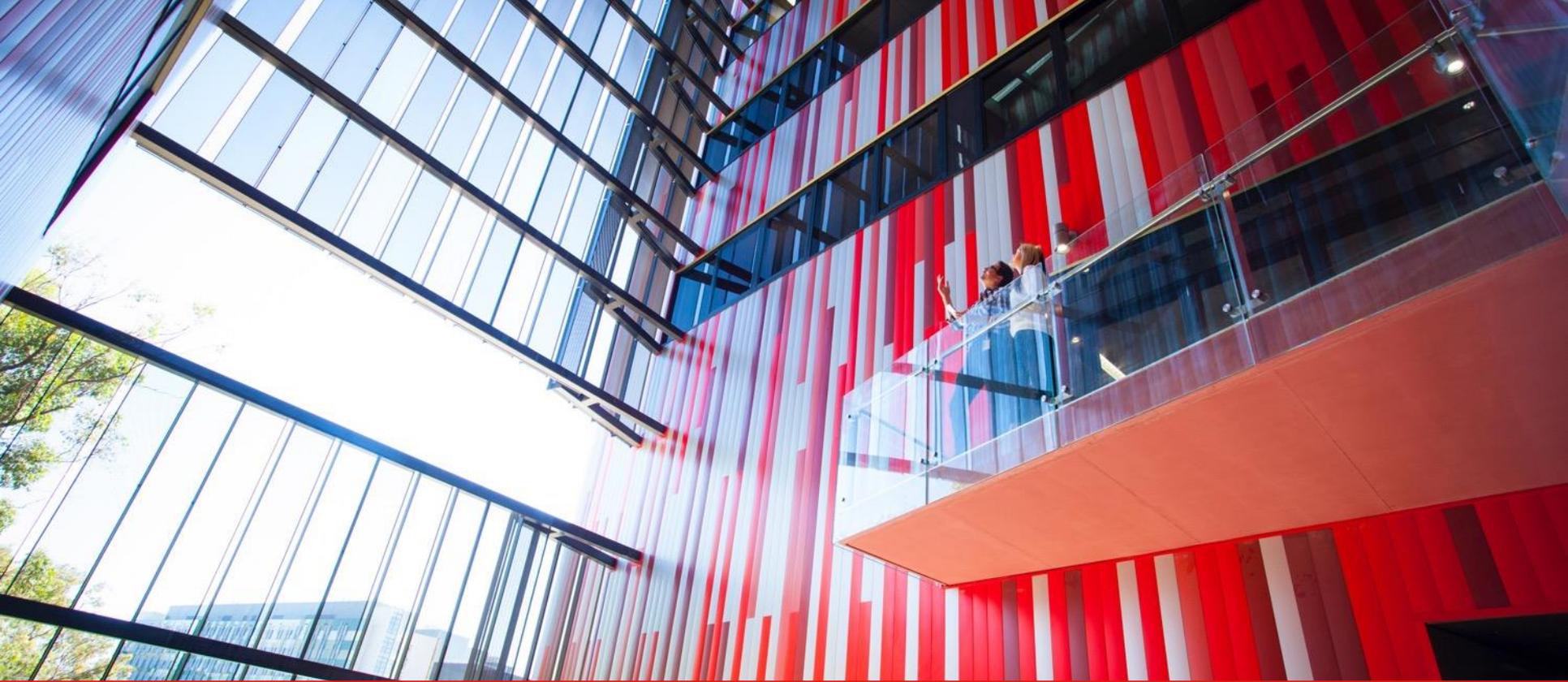


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More than medication: Wellbeing goal planning between mental health consumers and community pharmacists

Victoria Stewart, Sara McMillan, Fiona Kelly, Amanda Wheeler



Goals

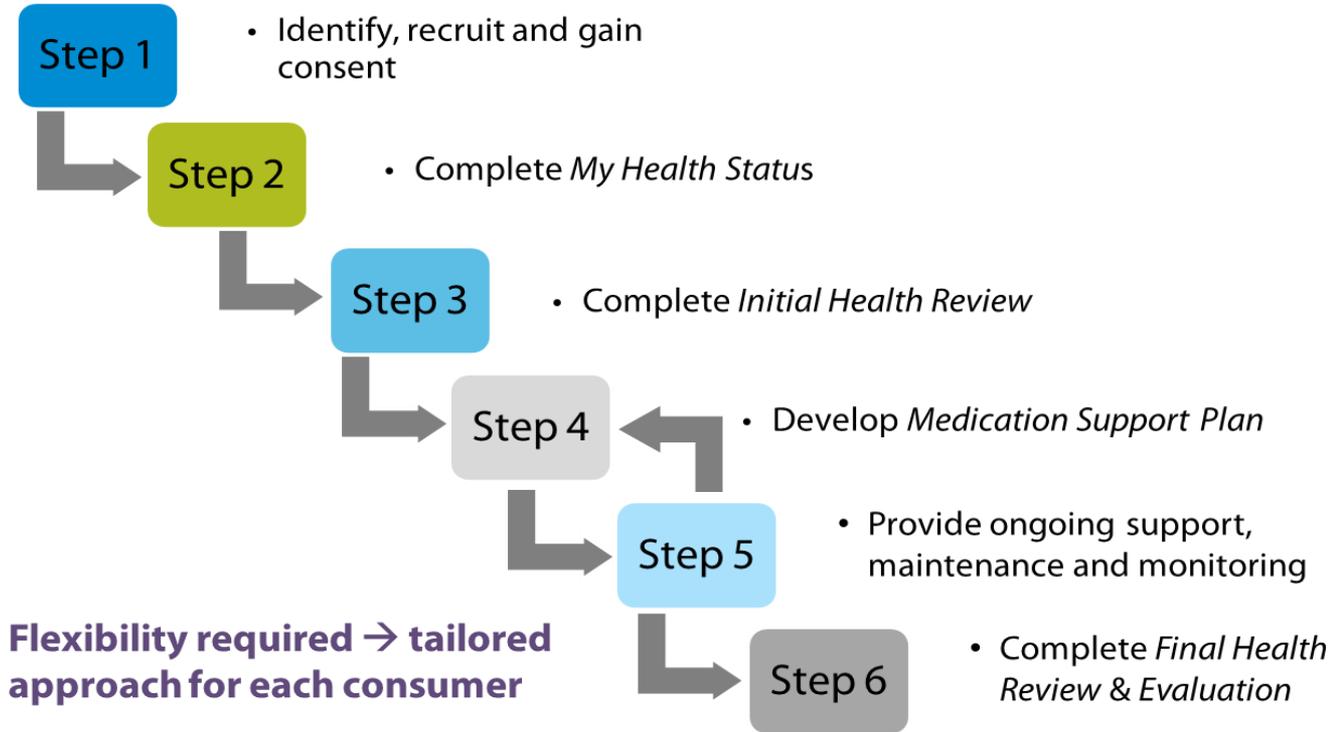
- Goal planning is regularly used in mental health service delivery ¹
- Process of discussion and negotiation ²
- Goals help identify, prioritise and guide interventions
- Goal achievement enhances treatment motivation, adherence, self-efficacy and health related quality of life ³
- Little is known about the use of goal planning in community pharmacy



Mental Health Community Pharmacy project

- The Mental Health Community Pharmacy (MHCP) pilot project (2013-2014), funded by Department of Health ⁴
- Community pharmacists provided an individualised and flexible medication support service to people experiencing depression and/or anxiety
- Pharmacist staff (n=163, including 142 pharmacists) recruited from rural and urban settings across 3 Australian states (QLD, WA, NSW)
- One day training workshop

Medication support service





Goal content

- Difficulties with medication management collaboratively identified
- Co-design of goals (n=749) and strategies/action plans
- Goals were thematically analysed and categorised
 - Improved health (sleep, exercise, weight) – 35.1%
 - Use of medicines (adherence, quality use of medicines) – 28.8%
 - Manage mental health (using medicines, health-promoting strategies) – 15.3%
 - Satisfaction with life (vocation, relationships, leisure, transport) – 11.8%
 - Manage physical illnesses (medicine use, health-promoting strategies) – 9.0%



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The development of a taxonomy to support goal setting between mental health consumers and community pharmacists

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ABSTRACT

Background: Goal setting is widely used in mental healthcare, yet there is limited information about goal development between community pharmacists and people experiencing mental health conditions.

Objectives: i) To review goals developed in partnership between Australian community pharmacists and people experiencing depression/anxiety, and ii) categorize goals and develop a taxonomy.

Methods: Community pharmacists (n = 142) who had completed a mental health training program provided an individualized medication support service and documented goal planning for 350 people experiencing anxiety and/or depression. Goals were reviewed using a general inductive content analysis to develop themes which were then grouped, categorized, and coded. This involved three researchers in different phases of the coding, repeated review and redrafting of the taxonomy, and inter-rater reliability consistency checks.

Results: The goals (n = 749) represented a diverse range of health behaviors and outcomes (e.g., medication adherence, relationships, leisure activities). The resulting taxonomy involved five overarching domains: improved health; satisfaction with life; manage physical illnesses; manage mental health; and use of medicines.

Conclusions: Pharmacists have a role in providing person-centered care and addressing social determinants of health by considering factors that contribute to a person's overall wellbeing. While further testing is necessary, the taxonomy is valuable for pharmacists unfamiliar with supporting goal development with people experiencing anxiety and/or depression.

Consumers liked



Greet me

Open, friendly, and confidential. (C028-02)
Friendly and feeling that staff sincerely care. (C079-04)

Know me

Personal connection made with pharmacist. (C107-25)
It was nice to be recognised and feel welcome. It was handy to receive phone calls to see how I was going. (C052-07)

Understand me

Empathy for myself and my condition. (C061-01)
Pharmacist gaining more understanding of me. (C088-20)

Respect & work with me

The interaction and problem solving and exchanging of ideas. (C014-01)
Pharmacist concern with my improvement. Helping me work out what is important to me. Helpful tips and ideas. (C020-03)



Pharmacy reported outcomes

- **Improved relationships:** *The main thing really was just building up a relationship with the people like when they kept coming in after that they felt like they knew you a bit better and a bit more comfortable in talking to and really that was the main thing, relationship building really it was really good. (CPI056)*
- **Improved communication:** *... it opened up the communication channel so they felt like they could come here and they could just have a yarn about their mental health issues and I felt that's what we achieved ... (CPI079)*



Pharmacy reported outcomes

- **Improved medication management:** *... she had issues with constipation she was low in iron, her doctor wasn't really listening to her because she thought she was a bit psychiatric ... there was kind of quite a lot of people involved but they weren't doing enough and we got her constipation sorted, we got her iron sorted out, she was feeling a lot better in general and she started working again. (CPI004)*
- **Improved mental health:** *I had one customer who has moved mountains and I'm so proud of him ... I'm talking from a guy that wanted to run in front of a train or go and jump off a cliff and I'm not exaggerating [he] was the lowest of low and I honestly thought that if I didn't pin him down and hold him down and really have a big firm chat with him he wouldn't be here today. ... slowly but surely and a lot of testing and a lot of trials and tribulations along the way he's now in a stable relationship cancer free, his mental health is being looked after beautifully and managed and we have a new person. (CPI065)*

Insights

- An effective mental health medication support service follows a naturalistic approach and provides flexibility for pharmacy staff to align their interactions and resources with the needs and preferences of individual consumers
- Consumers reported improvements in quality of life, satisfaction with medication, perceptions of illness, medication adherence, as well as person-centred expectations of community pharmacy services
- Consumers valued a person-centred approach by staff, fostering relationships, feelings of connectedness, and a perception that they were understood by pharmacy staff
- Ongoing assessment cycles, goal-setting, monitoring and review were important. Conversations identified a range of consumer needs that could benefit from pharmacist support and referral

THANK YOU