

## Phase 2b - Pre-Intervention Survey

The objective of this pre-intervention survey is to collect data related to the current processes Monash Health pharmacists undertake whilst obtaining RACF and/or servicing pharmacy information during RACF patient admission or discharge.

1. Was this patient a resident of an aged care facility (RACF)? \*

- Yes (Please proceed with the questionnaire)
- No (Not suitable for this study, do not proceed further with the survey)

2. Was this patient for temporary respite care at the RACF? \*

- Yes (Not suitable for this study, do not proceed further with the survey)
- No (Please proceed with the questionnaire)

3. Was the patient using his or her own designated pharmacy for medication supply? \*

(Different to the pharmacy contracted to the RACF)

- Yes (Not suitable for this study, do not proceed further with the survey)
- No (Please proceed with the questionnaire)

4. Were you required to actively seek out information about either the RACF or servicing pharmacy? \*

\*Important\* This applies to any situation where the information was not already present in the Pharmacy Medication Management Plan (e.g. a new admission or the information is missing). Active effort was needed to obtain the details even if it was as simple as gathering the information from the faxed RACF patient profile or a google search).

- Yes
- No

5. Were you seeing the patient on admission or discharge? \*

- Admission
- Discharge

6. Which type of information were you required to obtain? \*

(Can select multiple options)

- Aged care facility details
- Servicing pharmacy details

7. Was the RACF information you were seeking for already available on site at Monash Health? \*

(e.g. On the wards, transferred RACF patient profile, EMR, SMR etc.)

- Yes
- No

8. Was the servicing pharmacy information you were seeking for already available on site at Monash Health? \*

(e.g. On the wards, transferred RACF patient profile, EMR, SMR etc.)

- Yes
- No

9. What was the estimated time you took to obtain the RACF information? (even if it was already available on site at Monash Health) \*

Example: The estimated time you took to obtain the RACF information - by obtaining the name of the RACF from the patient EMR profile then searching for it on google to obtain the facility contact number - Time taken: Less than 5 minutes.

Not applicable

Less than 5 minutes

5-10 minutes

10-15 minutes

Other

10. What was the estimated time you took to obtain the servicing pharmacy information? (even if it was already available on site at Monash Health) \*

Example: The estimated time you took to obtain the servicing pharmacy information - by obtaining the name of the pharmacy from the patient's faxed RACF profile then searching for it on google to obtain the contact number - Time taken: Less than 5 minutes.

Not applicable

Less than 5 minutes

5-10 minutes

10-15 minutes

Other

11. Which day of the week did this encounter occur? \*

(Admission or discharge)

Sunday

Monday

Tuesday

Wednesday

Thursday

Friday

Saturday

12. During what time range did this encounter occur? \*

- 7am to 9am
- 9am to 5pm (Business hours)
- 5pm to 7pm
- 7pm to 9pm
- 9pm to 9am

13. What resources were utilised to obtain the required information? \*

(Can select multiple options)

- Internet search
- Phone call
- Transferred RACF patient profile
- SMR
- EMR
- My Health Records
- Nurse in Charge/Ward clerk
- Other

14. In your opinion, what was the level of difficulty obtaining the required information? \*

- Very easy
- Easy
- Moderate
- Difficult
- Very difficult

15. Any particular reason for the difficulty?

Enter your answer

16. Any additional comments?

Enter your answer