

Abstract

A patient once discharged with warfarin, receives a follow-up educational phone call within the pre-specified time frame of discharge and first follow-up post-hospitalization visit. After that, the burden is on the patient to remember the risk factors, do's and don'ts associated with warfarin, and when to call their providers to discuss any changes in current diagnosis or medication regimen or diet/lifestyle changes that can alter the warfarin management. The purpose of this project was to increase patients' awareness regarding barriers for effective OAC therapy management through weekly follow-up phone calls. The development of a comprehensive outline for follow-up phone calls and training to assist providers in conducting proper anticoagulant management to keep INR values within the therapeutic range to avoid ADEs. The paired t-test was used to determine if the means of the two sets of observations differed when the same groups of individuals were tested before and after the educational follow-up phone calls. Evaluation of the pre- and post- educational survey questionnaire surveys revealed that the participant had gained more knowledge and a better understanding of the warfarin AOC therapy management; this helped the participant in managing their INR values within the therapeutic range (2.0 to 3.0). The results did show statistically significant differences; however, they were also clinically significant from pre- to post-intervention. The results of this project can be used as a valuable resource for future research conducted using larger sample sizes, and the sustainability of this project can be accomplished by repeating the project on a larger scale with funding from interested stakeholders, in coordination with the health care team members.

Keywords: anticoagulant, warfarin, INR, quality improvement, OAC interventional, OAC education.