ABSTRACT
The prevailing model of self-handling injectable medications is often not optimized due to the device being consistent with the medication. A 2018 survey of healthcare providers noted that only 61% of patients read the instructions for use and 84% make errors when using autoinjectors. These errors can be mitigated through proper training and subseque...

BACKGROUND/SIGNIFICANCE
Background: The incidence of chronic autoimmune conditions are rising significantly. Many patients require injection-education-improves-patient-confidence-satisfaction. Patient satisfaction: Patients were highly satisfied, overwhelmingly recommending this service 100% of the time by responding affirmatively to the question, “Would you recommend this to someone else who may be starting this medication?”

OBJECTIVES
This study aimed to improve patient experience and injection technique through a novel clinical product identifying and addressing injection training gaps and patient-centric goals for training via a face-to-face call with a specialty pharmacy clinician among treatment naïve and treatment experienced patients.

METHODS
A retrospective analysis was performed from a single-center specialty pharmacy. The criteria for inclusion involved treatment naïve and treatment experienced patients receiving a self-administered, injectable medication. Patients received the call two-months post-dispensing. The call allowed patients to share their experience, provide feedback, and any questions or concerns they may have. The goal of the call was to observe and provide rationale for additional device training.

RESULTS
For the 36 patients in scope, 66% of the patients were not previously trained so had to administer the medication and close knowledge gap through the injection training. Of the patients that were previously trained, their goals were: reassurance they were completing the injection correctly and utilizing all resources available to them.

CONCLUSIONS
A live injection training call with a specialty pharmacy clinician delivered high patient satisfaction. Live injection training with patients has been associated with preventing unnecessary physician follow-up visits and costs to the provider or specialty pharmacy pertaining to their medication, thus lowering healthcare costs for patients associated with these specific physician’s office visits. Patients can avoid injection-education-improves-patient-confidence-satisfaction. Additional analyses would be required to determine if the training closed knowledge gaps or resolved specific patient and caregiver barriers.

REFERENCES

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