

Module: QScript Learning –Effective Communication: Pharmacists

Course: PRESCRIBER AND DISPENSER TRAINING

Suggested Citation:

Insight: Centre for AOD Training and Workforce Development. Effective Communication: Pharmacists. QScript Learning. Prescriber and dispenser training [Internet]. 2023. Available from: <https://insight.qld.edu.au/training/elearning>.

1. Makdessi CJ, Day C, Chaar BB. Challenges faced with opioid prescriptions in the community setting – Australian pharmacists' perspectives. *Research in Social and Administrative Pharmacy*. 2019;15(8):966-73.doi: 10.1016/j.sapharm.2019.01.017
2. Berna C, Kulich RJ, Rathmell JP. Tapering Long-term Opioid Therapy in Chronic Noncancer Pain. *Mayo Clinic Proceedings*. 2015;90(6):828-42.doi: 10.1016/j.mayocp.2015.04.003
3. Pharmacy Board of Australia. Guidelines for dispensing of medicines. AHPRA; 2015.
4. De Kleijn L, Pedersen JR, Rijkels-Otters H, Chiarotto A, Koes B. Opioid reduction for patients with chronic pain in primary care: systematic review. *British Journal of General Practice*. 2022;72(717):e293-e300.doi:
5. Matthias MS, Johnson NL, Shields CG, Bair MJ, MacKie P, Huffman M, et al. "I'm Not Gonna Pull the Rug out From Under You": Patient-Provider Communication About Opioid Tapering. *The Journal of Pain*. 2017;18(11):1365-73.doi: 10.1016/j.jpain.2017.06.008
6. Bridgeman PJ, Bridgeman MB, Barone J. Burnout syndrome among healthcare professionals. *American journal of health-system pharmacy : AJHP : official journal of the American Society of Health-System Pharmacists*. 2018;75(3):147-52.doi: 10.2146/ajhp170460
7. Kumar S. Burnout and doctors: prevalence, prevention and intervention. *Healthcare (Basel)*. 2016;4(3):37.doi: 10.3390/healthcare4030037
8. Chen C-C, Lan Y-L, Chiou S-L, Lin Y-C, editors. The Effect of Emotional Labor on the Physical and Mental Health of Health Professionals: Emotional Exhaustion Has a Mediating Effect. *Healthcare*; 2023: Multidisciplinary Digital Publishing Institute.
9. Glare P, Ashton-James C, Han E, Nicholas M. Deprescribing long-term opioid therapy in patients with chronic pain. *Internal medicine journal*. 2020;50(10):1185-91.doi:
10. Spielfogel JE, McMillen JC. Current use of de-escalation strategies: Similarities and differences in de-escalation across professions. *Social Work in Mental Health*. 2017;15(3):232-48.doi: 10.1080/15332985.2016.1212774
11. Sommers-Flanagan J, Sommers-Flanagan R. *Clinical Interviewing*. US: John Wiley & Sons Inc (US); 2016. 704 p.
12. Bordin ES. The generalizability of the psychoanalytic concept of the working alliance. *Psychotherapy*. 1979;16:252-60.doi:
13. Leonie LR, Jürgen F, Pia K, Anita R, Andreas F, Human-Friedrich U. Attachment and Therapeutic Alliance in Substance Use Disorders: Initial Findings for Treatment in the Therapeutic Community. *Frontiers in Psychiatry*. 2021;12.doi: 10.3389/fpsyt.2021.730876
14. Insight Centre for AOD Training and Workforce Development, QScript Learning. Anjelo Ratnachandra - Disability model [cited 2020 20 Sep]. Available from: <https://youtu.be/hz5XvhljONI>.
15. Insight Centre for AOD Training and Workforce Development, QScript Learning. Dr Ian Thong - Diagnosing neuropathic pain [cited 2020 20 Sep]. Available from: <https://youtu.be/rUHVPzvYBAs>.
16. Royal Australian College of General Practitioners. Prescribing drugs of dependence in general practice, Part A – Clinical governance framework [cited 2019 Aug 1]. Available from: <https://www.racgp.org.au/clinical-resources/clinical-guidelines/key-racgp-guidelines/view-all-racgp-guidelines/drugs-of-dependence>.
17. Manhapra A, Arias AJ, Ballantyne JC. The conundrum of opioid tapering in long-term opioid therapy for chronic pain: A commentary. *Substance Abuse: Implementation and Quality Improvement: Applying and Advancing Best Practices in Opioid Use Disorder and Addiction Treatment*. 2018;39(2):152-61.doi: 10.1080/08897077.2017.1381663

18. Insight Centre for AOD Training and Workforce Development, QScript Learning. Honest conversations- Dr Andrew Churchman [cited 2020 20 Sep]. Available from: <https://youtu.be/dYg3EEgAKks>.
19. Turner JP, Richard C, Lussier M-T, Lavoie M-E, Farrell B, Roberge D, et al. Deprescribing conversations: a closer look at prescriber–patient communication. *Therapeutic Advances in Drug Safety*. 2018;9(12):687-98.doi: 10.1177/2042098618804490
20. Zhang Y, Turner J, Martin P, Tannenbaum C. Does a consumer-targeted deprescribing intervention compromise patient-healthcare provider trust? *Pharmacy*. 2018;6(2):31.doi: 10.3390/pharmacy6020031
21. Insight Centre for AOD Training and Workforce Development, QScript Learning. Drugs of dependence- Dr Andrew Churchman [cited 2020 20 Sep]. Available from: <https://youtu.be/Ks4RVPDSRqw>.
22. Insight Centre for AOD Training and Workforce Development, QScript Learning. Responding to patient threats- Jim McDowell [cited 2020 20 Sep]. Available from: <https://youtu.be/n2kuMIZSctk>.
23. Insight Centre for AOD Training and Workforce Development, QScript Learning. Patient is threatening aberrant behaviours- Dr Joss O’Loan and Dr Matt Young [cited 2020 20 Sep]. Available from: <https://youtu.be/JdNISuTXGEw>.
24. Insight Centre for AOD Training and Workforce Development, QScript Learning. Patient is threatening self harm- Dr Andrew Churchman [cited 2020 20 Sep]. Available from: <https://youtu.be/usN94pg0YjM>.
25. Knight KR, Kushel M, Chang JS, Zamora K, Ceasar R, Hurstak E, et al. Opioid pharmacovigilance: A clinical-social history of the changes in opioid prescribing for patients with co-occurring chronic non-cancer pain and substance use. *Social Science & Medicine*. 2017;186:87-95.doi:
26. Insight Centre for AOD Training and Workforce Development, QScript Learning. Key tips on saying no to prescribing- Lisa Barling [cited 2020 20 Sep]. Available from: <https://youtu.be/hX8RwSzy6DU>.
27. Insight Centre for AOD Training and Workforce Development, QScript Learning. Having a plan- Jim McDowell [cited 2020 20 Sep]. Available from: <https://youtu.be/PD2cUlfAFd8>.
28. Insight Centre for AOD Training and Workforce Development, QScript Learning. Realigning expectations- Dr Andrew Churchman [cited 2020 20 Sep]. Available from: <https://youtu.be/U1ITV3spv8w>.
29. Insight Centre for AOD Training and Workforce Development, QScript Learning. Giving options- Dr Joss O’Loan and Dr Matt Young [cited 2020 20 Sep]. Available from: <https://youtu.be/YtUc3W-Ntpg>.
30. Paola S. A Duty of care [cited 2019 29 August]. Available from: <https://ajp.com.au/news/a-duty-of-care/>.
31. Insight Centre for AOD Training and Workforce Development, QScript Learning. Tips for raising concerns about prescriptions with doctors- Lisa Barling [cited 2020 20 Sep]. Available from: <https://youtu.be/90DUJX5tATc>.
32. Insight Centre for AOD Training and Workforce Development, QScript Learning. What if you are having trouble negotiating- Lisa Barling [cited 2020 20 Sep]. Available from: <https://youtu.be/MASW8TzBCwY>.
33. Insight Centre for AOD Training and Workforce Development, QScript Learning. Summary engaging in difficult conversations with doctors- Lisa Barling [cited 2020 20 Sep]. Available from: <https://youtu.be/XYfIB5bRyts>.
34. Insight Centre for AOD Training and Workforce Development, QScript Learning. If you are unable to reach agreement with the doctor- William Lai [cited 2020 20 Sep]. Available from: <https://youtu.be/0QtEGEmO00M>.
35. National Collaborating Centre for Mental Health. Violence and aggression: Short-term management in mental health, health and community settings. 2015.doi:
36. Wise EA, Lyketsos CG, Onyike CU. Aggression and violence. In: Levenson JL, editor. *The American Psychiatric Association Publishing Textbook of Psychosomatic Medicine and Consultation-Liaison Psychiatry*. Third ed. Washinton, DC: American Psychiatric Association Publishing; 2019. p. 165-92.
37. Egan G, Owen JJ, Reese R. *The skilled helper: A problem-management and opportunity-development approach to helping*. 10th ed. Monterey: Calif Brooks/Cole; 2014.
38. Ivey AE, Ivey MB, Zalaquett CP, Quirk K. *Essentials of intentional interviewing: Counseling in a multicultural world*. 3rd ed: Cengage Learning; 2015.
39. Spencer S, Johnson P, Smith IC. De-escalation techniques for managing non-psychosis induced aggression in adults. *Cochrane Database of Systematic Reviews*. 2018(7).doi: 10.1002/14651858.CD012034.pub2

40. Royal Australian College of General Practitioners. General practice – A safe place: A guide for the prevention and management of patient-initiated violence. Melbourne: RACGP; 2015. Available from: <https://www.racgp.org.au/FSDEDEV/media/documents/Running%20a%20practice/Security/General-practice-A-safe-place.pdf>.
41. Insight Centre for AOD Training and Workforce Development, QScript Learning. De-escalation tips- Jim McDowell [cited 2021 3 Mar]. Available from: <https://youtu.be/pSIM13PZsr8>
42. Insight Centre for AOD Training and Workforce Development, QScript Learning. Self care post difficult conversations- Dr Andrew Churchman [cited 2020 20 Sep]. Available from: <https://youtu.be/la32mciD-Zw>.
43. Bosch B, Mansell H. Interprofessional collaboration in health care: Lessons to be learned from competitive sports. Canadian pharmacists journal : CPJ = Revue des pharmaciens du Canada : RPC. 2015;148(4):176-9.doi: 10.1177/1715163515588106