



Community Pharmacists
Advancing **Safety**
in Saskatchewan

[directions]

REPORT FROM THE FIELD ON OUR COMPASS PROGRAM

VOLUME ONE / ISSUE ONE

JUNE / JULY 2015

Are you looking for Directions?

Then you've come to the right place and we invite you to explore our Monthly COMPASS Report From The Field: A helpful guide for pharmacies participating in the COMPASS pilot project. Depending on what is happening on the safety landscape in Saskatchewan, you can expect to receive Directions in your inbox every one to two months.

Some of the topics that will be "encompassed" in this and future newsletters are; statistics, helpful hints, upcoming deadline reminders, Catch of the Month, and other safety related information.

As always we are open to receiving friendly Directions from you our valued participants. Please let us know if you have suggestions or ideas to share from the field. We would be happy to include them.

Statistics

Our statistical reports provide us with numerical evidence of the value of the COMPASS program by breaking down the numbers into 3 very simple incident reporting categories. These numbers are directly derived from the inputs provided by our pilot pharmacies. We would not have this valuable information without your diligence and cooperation. **THANK YOU!!**

The following are the statistics for incident reporting in the CPhIR (*Community Pharmacy Incident Reporting*) system.

This report covers all data entered starting from **Phase 1, September, 2013** until the end of May, 2015.

To date there have been 2681 incidents reported on the CPhIR system.

A breakdown of the top 3 incidents include:

- **577** incidents where the incorrect quantity was dispensed.
- **563** incidents with an incorrect dose/frequency.
- **403** incidents that involved an incorrect drug.

The majority or 2139 of these incidents had an outcome of NO ERROR - which means the incidents were intercepted BEFORE they reached the patient.

514 were no harm incidents which means the incidents reached the patient but did not cause harm. There were 28 reported incidents that did result in HARM. Information from ISMP Canada indicated that 25 were MILD harm and 1 was MODERATE harm.

To date, up to and including the end of April, 66 pharmacies have entered at least 1 incident into the CPhIR system and 52 pharmacies have either completed or have started their online data entries for the MSSA. 69 pharmacies have held one quarterly meeting.

Reminders and Deadlines

If your pharmacy has yet to record an incident, please make every effort to enter 1 or 2 within the next week.

A good opportunity for an incident could be one that requires a new label to be printed. For example, perhaps one or more of the following errors occurred while preparing a prescription:

- ***Incorrect Patient***
- ***Incorrect Quantity***
- ***Incorrect Drug***
- ***Incorrect Prescriber***

If it is not possible to enter the incident immediately, set it aside and enter it when you have a little more time.

The MSSA is a tool that is used to proactively identify processes in the pharmacy that could potentially cause incidents. Therefore, completing the MSSA is as equally important as entering the actual incidents that have already occurred. The MSSA does take some time to complete, but those that have done it have found it to be highly beneficial. It may be helpful to assign a smaller group of pharmacy staff to complete the MSSA instead of trying to gather the entire team. The smaller group should involve two to three people including at least one pharmacist and one pharmacy assistant.

Deadlines.....

Please schedule and hold your second quarterly meeting by the end of June.

Field officer visits to **COMPASS pharmacies** are expected to begin in June.

Watch for field officers to contact you in the very near future to schedule a visit with your pharmacy.

Public Awareness

By now your pharmacy should have received **2 COMPASS stickers** to post in your pharmacy along with information postcards for distribution to patients. If you haven't received these items, need more postcards or have any questions, please contact **Jeannette Sandiford** at the email below or phone **306-584-2292 ext ***.

Please display the stickers and start distributing the postcards to patients as soon as possible. This will help us achieve our public awareness goals for phase II, which are to help your patients become more aware of the safety efforts that your pharmacy is engaging in, and to explain the benefits. Feel free to share any comments or questions you receive from your patients. It will be helpful to understand how they are responding to the material. And please note that there will be more awareness efforts undertaken in the future. Consider this our first step.

ISMP FAQs

The following are questions that have been asked of **ISMP-Canada** by COMPASS pharmacies and are being provided to help other COMPASS pharmacies with similar questions.

- ***What should I do if I forget my CPhIR password?***

On the CPhIR login page, click on the "Forgot password" link on the left-hand menu. Alternatively, you can email cphir@ismp-canada.org for assistance

- ***I entered information into CPhIR and it was logged out after a period of idle time. Is the information saved?***

No, after 24 minutes of inactivity, CPhIR will automatically time out for confidentiality reasons. All unsaved information will be lost. To prevent lost information, submit data as an open incident. Open incidents can be edited within 90 days via the CPhIR Home page.

This information is available from the FAQs of CPhIR where you can access via the "CE & Resources" tab on the top menu.

- ***Where is the link to MSSA? What is my password to access MSSA?***

Login to CPhIR. You can create and access your MSSA account by clicking “Your Account” from the top menu. Click on the “Login to MSSA” button and you will automatically be directed to create/access your MSSA account.

- ***What is the Quality Improvement (QI) module about?***


QI (in CPhIR) is an online environment for community pharmacies to document quarterly staff meetings and discussion in response to medication incidents (and incident analysis); as well as action plans to improve medication safety in the practice setting. Continuous quality improvement helps make the environment safer for practitioners and patients.

Failed Transactions

eHealth Saskatchewan *and* the Saskatchewan Drug Plan launched the first initiative of the PIP Quality Improvement Program (QIP)/COMPASS alignment in March, 2015. The focus of this first initiative is “Failed Transactions” (missing information) in PIP. Complete and accurate information in the PIP is crucial to patient safety. Updated Failed Transaction numbers will be sent out to each pharmacy in the next two weeks. Pharmacies are reminded that your Failed Transaction Report should be printed off on a daily basis and all transactions that failed, and should be in PIP, should be retransmitted on the same day. If there are any questions please refer to the “Failed Transaction Guide” that was emailed to you. You can also contact the **eHealth Service Desk at 1-888-316-7446** or email the PIP QIP team at pipqip@ehealthsask.ca

Refresh Your Knowledge

One of the many benefits to being a part of the COMPASS pilot project is that your pharmacy staff have access to many references and resources through the CPhIR website.

One of these resources are those found in the many tabs of the CPhIR website. Anytime you see the following icon,  it means that there is a short video that provides a brief refresher on that particular tool. For example, if you want to refresh your knowledge on how to enter an incident report, simply click on the video icon and the information is provided. These videos are a great refresher or can be used to train new staff members on COMPASS tools.

There are many resources that can be found under the CE & Resources tab on the CPhIR website that includes new information but also archived material that act as great refreshers or orientation for new staff.

Contact Information

COMPASS ----- Jeannette Sandiford, SCP Field Officer:
Jeannette.sandiford@saskpharm.ca

CPhIR ----- ISMP Canada: cphir@ismp-canada.org

MSSA ----- ISMP Canada: mssa@ismp-canada.org

Technical Support ----- (COMPASS): **1-866-544-7672**