

PIP QIP's Impact on Patient Safety and How Pharmacy Professionals Practice Pharmacy

In January 2014, the Drug Plan and Extended Benefits Branch (DPEBB) and eHealth Saskatchewan launched the PIP QIP to develop a plan for continuous quality improvement, which includes ensuring that the data in the PIP is as accurate and complete as possible.

PIP QIP analysis has identified two key points:

1. Inconsistent data entry practices by the PIP end users are impacting patient profiles
2. Not all prescriptions (including logged) or dispenses (DINs and NPNs) are being transmitted to the PIP (failed transactions)

PIP end users – for example, in a community pharmacy setting, this can include anyone who is processing prescriptions on the Pharmacy Practice Management System (PPMS).

Failed transaction – a prescription or dispense that is not registered in the PIP.

Note: When using a CeRx integrated PPMS, sending a prescription to the PIP is independent of sending a claim for adjudication to a payer (e.g. the DPEBB).

A **Failed Transaction Report** can be generated in the PPMS and viewed by any pharmacy staff member at any time to correct and re-submit information to the PIP.

CeRx integrated PPMS – also known as a PIP-integrated pharmacy system. Prior to the PIP integration, a processed prescription was sent to the DPEBB for adjudication. Then in hourly batches, this data was sent from the DPEBB to the PIP to be recorded on the patient's profile. With PIP integration, the prescription being processed is simultaneously sent to both the DPEBB and the PIP. This results in the prescription information being immediately available in the PIP.

Real Life Example

A PIP failed transaction resulted in a rivaroxaban prescription that was not recorded on the patient's PIP profile. The patient was taken to hospital in an emergency situation and health care providers were unable to do a best possible medication history since information was missing from the PIP profile. There were several potential medication and/or clinical errors that could have harmed the patient as a result.

In January 2016, there were more than 15,000 transactions that were not recorded in the PIP by pharmacies in Saskatchewan. In other words, 15,000 prescriptions logged or dispensed did not make it onto the PIP patient profiles. This resulted in many incomplete PIP profiles, which could potentially result in patients being harmed. It is the pharmacy professional's responsibility to hold the safety of patients above all else. Eliminating PIP failed transactions must be a priority.

Who has access to the PIP and eHR Viewer?

Pharmacists, as well as pharmacy technicians and assistants, physicians, nurse practitioners, registered nurses, clerical administration staff, dentists, optometrists and many other health care providers have access to the PIP and eHR Viewer. This is another reason to ensure PIP profiles are accurate and up to date.

Why do prescriptions or dispenses fail?

1. System downtime/failure to retransmit
 - Bypassing the PIP due to unresolved warning/error messages
2. Prescriptions for patients with masked profiles
 - Prior to processing these prescriptions, consent must be obtained from the patient to temporarily access the masked PIP profile by “breaking the glass.” This consent must be applied in the PPMS to ensure that all prescriptions are transmitted to the PIP
3. Drugs not in the PIP database
 - Using the PIP’s drug monograph search, confirm if the drug product is listed in the PIP drug database. If the product is listed, it must be recorded in the PIP
4. Data mismatch (e.g. month and year of birth or gender mismatch)
 - The patient information on the PPMS must match the information on their Saskatchewan health card. It must have matching last names (including hyphens and spaces), gender, month and year of birth, and health card number
5. Set up of NPNs on the PPMS

Why should pharmacy professionals care about failed transactions?

1. Negative impact on patient safety (see rivaroxaban example)
 - Clinical decisions may be made on incomplete and inaccurate PIP profile information
 - Prescriptions missing from the PIP profile are not involved in Drug Utilization Review
2. Other health care practitioners are viewing the PIP and the eHR Viewer to gather patient information
 - Reflect on the medication reconciliations you may have performed and the inaccuracy of some patient PIP profiles. Imagine how much easier medication reconciliation or medication assessments would be if all prescriptions and dispenses showed up on the PIP profile too. Incorporating the principles of PIP QIP will greatly increase the relevance and completeness of the PIP profiles.
3. It is part of the pharmacy professional’s duty of care to the patient as legislated in *The Prescription Drugs Act*

How do pharmacy professionals ensure all prescriptions are being captured in the PIP?

1. Make it part of the pharmacy workflow to ensure all prescriptions and dispenses are appropriately recorded in the PIP
2. Advocate for patient safety to the pharmacy team
3. Engage all pharmacy team members on how to prevent and manage failed transactions
4. Print and review the Failed Transaction Report (FTR) at least once a day and resolve all issues
5. Ensure NPNs are recorded in the PIP (see instructions on the PIP QIP website)
6. Ensure that the PIP is attached as a “plan” for all prescriptions and dispenses, so that the information is sent to the PIP (e.g. SKPIP/SKDIS is attached to prescriptions when transmitting from Kroll PPMS)

****Remember, every pharmacy professional is responsible for the accuracy, completeness and timeliness of the prescription information submitted to the PIP. As stated in *The Prescription Drugs Act*, “All drugs prescribed or dispensed to persons in Saskatchewan are to be recorded in the provincial database.”**

Electronic health records have changed the way pharmacy professional’s practice. They have the ability to access comprehensive patient information at the click of a button. All health care providers need to ensure that information is available, accurate and concise.

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For additional information on PIP QIP visit:

<https://www.ehealthsask.ca/pipqip>

Questions?
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