



Community Pharmacy Professionals  
Advancing **Safety** in Saskatchewan

# [directions]

## REPORT FROM THE FIELD ON OUR COMPASS PROGRAM

VOLUME THREE / ISSUE ONE

JANUARY 2018

Welcome to the first [directions] newsletter since implementing COMPASS in all community pharmacies in Saskatchewan. For those of you reading [directions] for the first time, this newsletter is intended to provide you with information specific to the COMPASS program and medication and patient safety. Suggestions on information that you would find helpful in [directions] are welcomed and appreciated.

### ***Ask Me Anything Sessions***

The Institute for Safe Medication Practices (ISMP Canada) has developed a process to allow community pharmacy staff members, specifically Pharmacy Managers and/or Quality Improvement (QI) Coordinators, to request a designated time to ask questions, troubleshoot problems or get instruction on the COMPASS tools (CPhIR and MSSA). These “Ask Me Anything” sessions are intended for questions that may need a little more time (15-30 minutes). Pharmacy staff can continue to phone ISMP Canada at any time for shorter, less in-depth questions.

ISMP Canada wants to ensure that individuals who have questions or require other information (refresher training) are able to speak directly with ISMP Canada staff. Members are welcome to register for a date and time to speak with ISMP Canada via a scheduled teleconference. Calls are booked in 15-minute or 30-minute allotments. Register for a time slot through this link: <https://secure.ismp-canada.org/CPhIR/Reporting/ama.php>

## ***Cumulative Statistics***

Statistical reports are provided to bring awareness of the importance of identifying, reporting and discussing medication incidents. A total of **9668** incidents have been reported to the Community Pharmacy Incident Reporting (CPhIR) database between September 1, 2013 and November 30, 2017.

### **Incident Types**

**205** users have submitted at least one incident on CPhIR, with the top three types of incidents being:

- incorrect dose/frequency – **2417**
- incorrect quantity – **1734**
- incorrect drug – **1461**

### **Outcomes**

The majority or **7,362** of incidents reported had an outcome of NO ERROR, which means the incidents were intercepted BEFORE they reached the patient.

There were **2,159** NO HARM incidents, which means the incidents reached the patient, but did not cause harm.

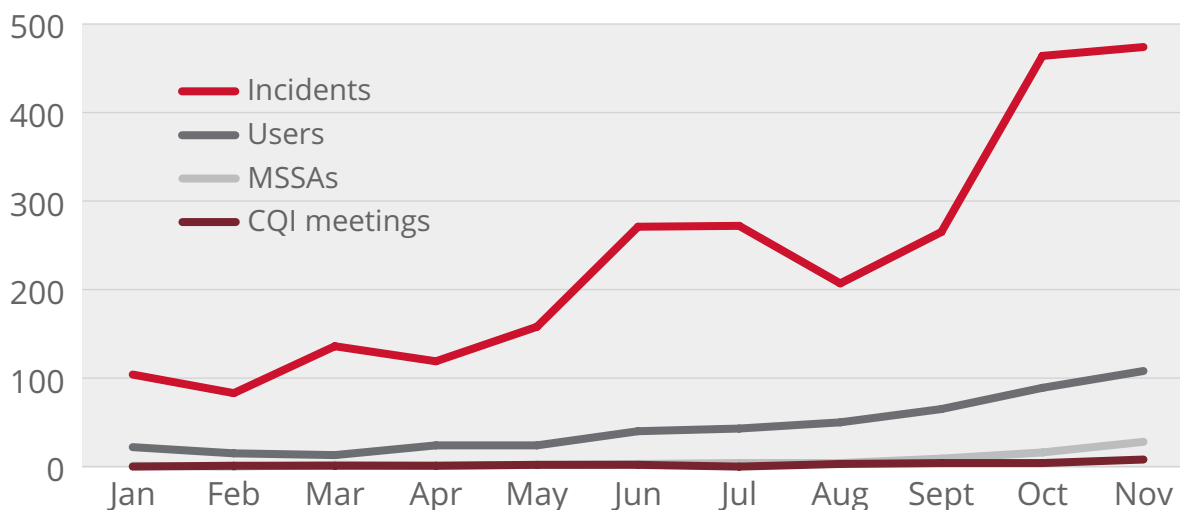
**147** reported incidents did result in HARM, with most of these in the category of MILD HARM.

As well, **142** pharmacies have either completed or started their Medication Safety Self-Assessment (MSSA) online data entries and **115** pharmacies held Continuous Quality Improvement (CQI) meetings.



## 2017 COMPASS Statistics

### Number of Incidents, Users and COMPASS Activities - 2017



	Incidents reported	Users	MSSAs (started or completed)	CQI meetings held
January	104	22	1	0
February	83	15	0	1
March	136	13	2	1
April	119	24	1	1
May	158	24	2	2
June	271	40	3	2
July	272	43	4	0
August	207	50	4	3
September	265	65	9	4
October	464	89	16	4
November	474	108	28	8

The above charts show the number of pharmacies submitting incidents and subsequently, the number of incidents reported, have increased. As more pharmacies joined COMPASS over 2017, the number of Medication Safety Self-Assessments (MSSA) being started or completed and the number of Continuous Quality Improvement (CQI) meetings held have also increased.

With all Saskatchewan community pharmacies now a part of COMPASS, the reporting of statistics will increase and trends that can assist with learning will become more apparent.

## ***Implementation Dates Reminder***

Pharmacies are to have fully implemented the COMPASS tools into their workflow by the dates below. These dates were chosen to allow pharmacy staff time to learn and use the safety tools without getting overwhelmed by trying to implement all the tools at once.



**February 1, 2018** – Community Pharmacy Incident Reporting (CPhIR) tool

- reporting actual incidents and near misses (good catches)

**April 1, 2018** – Medication Safety Self-Assessment (MSSA)

- survey completed and entered online

**June 1, 2018** – Quality Improvement (QI) Tool

- improvement plan developed and documented

Pharmacy staff can implement the tools sooner if they choose. Questions can be directed to Jeannette Sandiford at [info@saskpharm.ca](mailto:info@saskpharm.ca) or by phone at 306-584-2292.

## ***Resources***

There have been a number of resources posted to the Safety Resources section on the SCPP website under COMPASS intended to assist pharmacy staff with implementing COMPASS in the pharmacy, and provide information to both pharmacy staff and patients. The College encourages pharmacy staff to review the resources.

A revised COMPASS Pharmacy Manual is also available. Pharmacies may find it helpful to print off a copy and have it available for staff to review. As well, there have been some FAQs posted for both pharmacy staff and patients. These FAQs will be updated as there are new questions.

### **SMART Newsletters**

Beginning February 2018, and every three months thereafter, pharmacies will receive a SMART Medication Safety Agenda newsletter. Each SMART newsletter deals with a specific drug or process within a community pharmacy and the incidents that have occurred with that drug or process. For example, the first SMART newsletter will be on the topic of warfarin. Subsequent newsletters will include incidents reported with regards to compliance packaging, opioids, etc.

The SMART (Specific, Measurable, Attainable, Relevant and Time-based) Medication Safety Agenda consists of actual medication incidents that were

anonymously reported to the CPhIR program. Potential contributing factors and recommendations are provided for users to initiate discussion and encourage collaboration towards continuous quality improvement in the pharmacy. By putting together an assessment or action plan and monitoring its progress, the goal of the SMART Medication Safety Agenda is to help reduce the risk of similar medication incidents from occurring within pharmacies.

### **Previous Editions of [directions] Newsletter**

For the benefit of new COMPASS pharmacies, previous editions of the [directions] newsletter, as well as other COMPASS information can be accessed on the SCPP website under the COMPASS tab here:

<http://saskpharm.ca/site/compass?nav=sidebar>.

### **Volunteers for COMPASS Committee**

A new COMPASS Committee is being formed to be responsible for the continuous quality improvement of COMPASS and to provide oversight and direction for the COMPASS CQI program to resolve program issues.

SCPP is asking COMPASS QI Coordinators to consider volunteering to sit on the committee. If you are interested, please contact Jeannette Sandiford at [info@saskpharm.ca](mailto:info@saskpharm.ca) or by phone at 306-584-2292.

## **Contact**

**COMPASS** – Jeannette Sandiford, Assistant Registrar – Field Operations and COMPASS Lead, SCPP – [Jeannette.sandiford@saskpharm.ca](mailto:Jeannette.sandiford@saskpharm.ca); 306-584-2292

**CPhIR** – ISMP Canada - [cphir@ismp-canada.org](mailto:cphir@ismp-canada.org)

**MSSA** – ISMP Canada - [mssa@ismp-canada.org](mailto:mssa@ismp-canada.org)

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

