

New Quality Improvement Reviews (QIRs)

With the implementation of the COMPASS Continuous Quality Improvement Program, a new process is being developed for Professional Practice Reviews (PPRs). The revised PPR process will now be referred to as Quality Improvement Reviews (QIRs). The change in name reflects a change in the focus of the review process—moving from confirming compliance, to coaching and assisting pharmacy staff in their quality improvement efforts. This change is intended to help achieve the desired culture of safety within Saskatchewan pharmacies. The focus of the new reviews centers around safety activities, including medication incident reporting and reviewing the Medication Safety Self-Assessment (MSSA) and improvement plan, with the goal of ensuring all pharmacy staff are actively looking for ways to decrease incidents and ensure medication safety is continually reviewed and addressed.

The new QIR process will contain several similarities to the current PPR process, such as the pharmacy manager completing a self-assessment prior to scheduling a review and a report being provided at the end of the QIR, summarizing any recommendations and follow-up issues.

Virtual Pharmacy Visits

One significant change to the process will be that most QIRs will be performed virtually via an internet application (ConnectWise) instead of in-person. However, there may still be situations that require an onsite visit. During the virtual visit, the field officer will be able to connect to the community pharmacy's computer to review safety-related tools. On the date of the review, the pharmacy manager will receive an email asking them to log into an online program at the scheduled time, allowing the field officer to view their computer virtually. During the review, the field officer will ask the pharmacy manager/QI coordinator to access the CPhIR website to assess the safety work completed. The objective of reviewing this information is NOT to look at the specific details of the incidents, but to review the narrative of incidents to assist pharmacy staff in improving the completeness of their reporting in order to be able to better identify the root cause of the incidents. The MSSA graphics and improvement plan will also be reviewed.

Once the review is complete, the pharmacy manager will be provided with a report of the review with recommendations for improvement and potential resources that can assist the pharmacy staff with quality improvement efforts.

More specific information regarding the computer program, ConnectWise Control, which is a standards-based, secure remote assistance tool that is being used for the virtual visits, is explained below.

ConnectWise Control (formerly ScreenConnect)

At a previously agreed upon date and time, the pharmacy manager will receive an email link or pass code to share their screen with the Saskatchewan College of Pharmacy Professionals (SCPP) field officer. The pharmacy manager/QI coordinator would then need to click on the link in the email or enter the received passcode on the SCPP's ConnectWise webpage (<https://scpp1.screenconnect.com/>) to initiate the screen share. Once the link is clicked or the passcode is entered, a cookie is downloaded onto the computer being viewed (the pharmacy computer). Both the pharmacy manager/QI coordinator and the SCPP field officer will then be

connected to the program. The SCPP field officer will then send a share screen request to the pharmacy manager. The pharmacy manager then has a choice of settings for the screen share. The pharmacy manager can either share their full monitor or just one application (such as a browser window) and can either allow control of the pharmacy computer to the SCPP field officer or deny control of the pharmacy computer to the SCPP field officer.

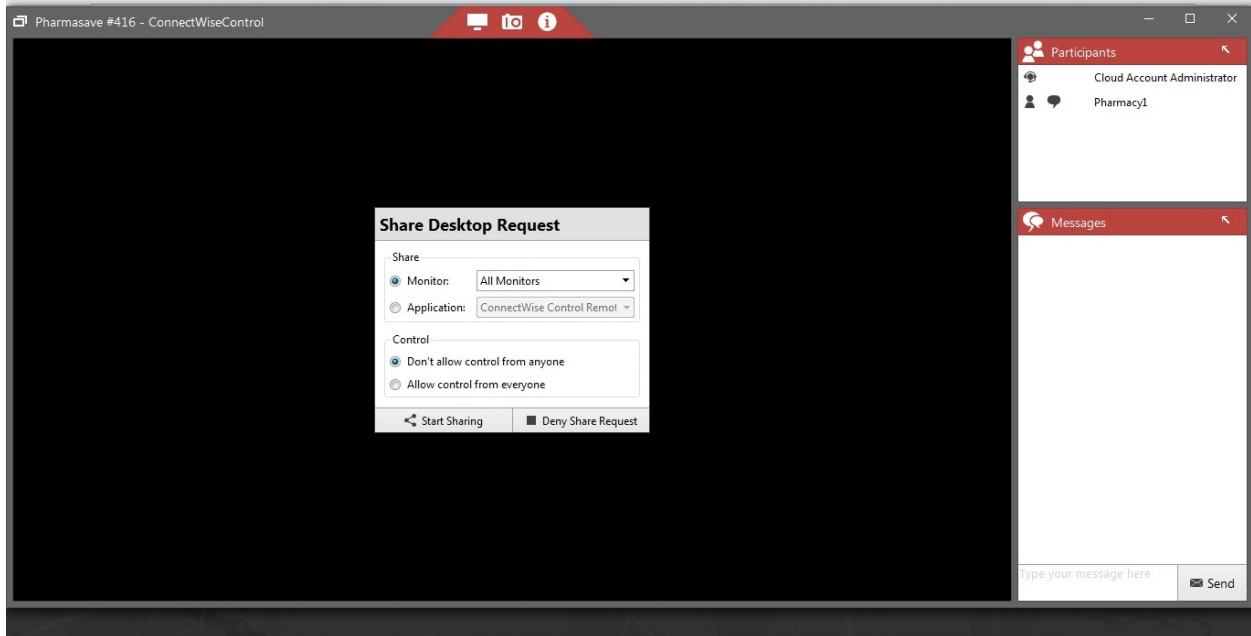


Figure 1 - Pharmacy computer ConnectWise screen share options

Recommendation

The recommendation from SCPP is to only share one application (in this case, the browser with the CPhIR website) and to deny control of the pharmacy computer to the SCPP field officer. This would comply with privacy and security policies. The pharmacy manager would be in control of the screen share session and would show the SCPP field officer only what they would like the College to see at the time. The College in conjunction with the pharmacy manager would then review CPhIR, MSSA graphics and improvement plans for the purposes of the QIR. This would be the identical information the SCPP field officer would be looking at in person if they were at the pharmacy however in the interest of making more efficient use of resources we are intending to do this work virtually. At any time, the pharmacy manager can end the screen share session by exiting the browser window or clicking “End Session” (the Stop button in the screen sharing control panel).

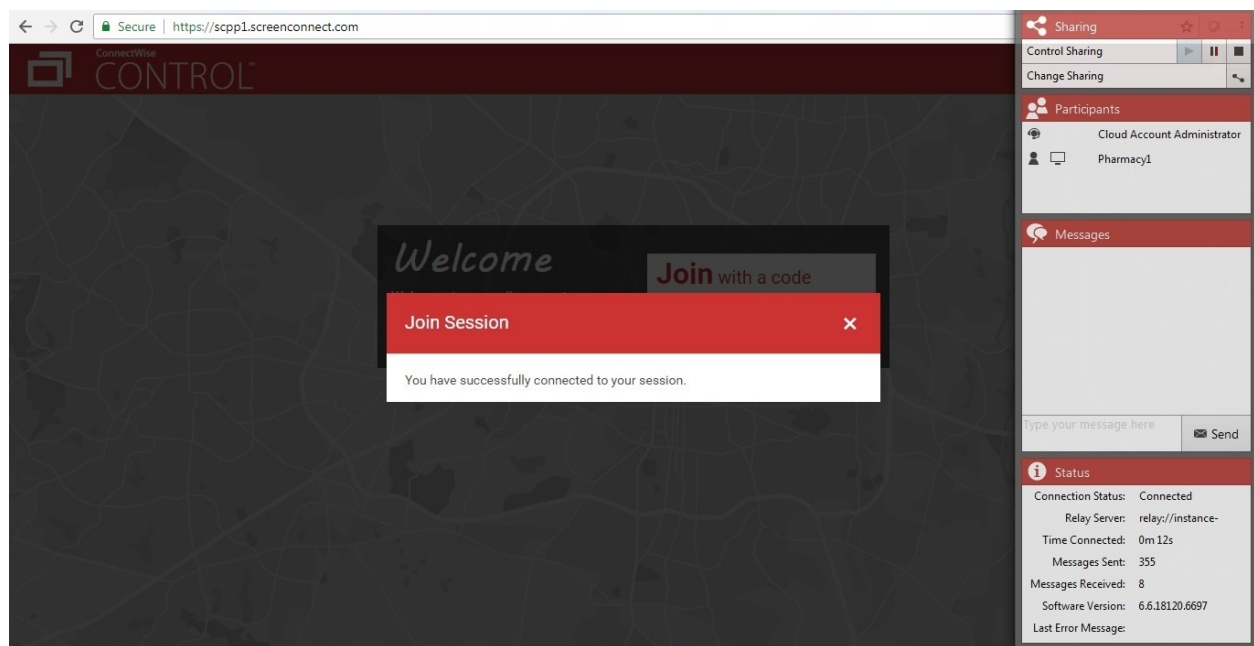


Figure 2 - Pharmacy computer ConnectWise screen sharing control panel

Important Notes

The pharmacy manager is in charge of initiating the screen share session, choosing their settings for the session and ending the screen share at any time.

A screen share session *cannot* be initiated by SCPP without participation from the pharmacy manager (first by either clicking on an emailed link or entering a received passcode on the SCPP ConnectWise webpage, and second by clicking on the Start Sharing button on the screen share request window from the College).

The email containing the link or passcode would come from a member of the College (an email address ending in @saskpharm.ca). For security purposes, the College advises not to click on any screen share links from other email addresses.

The College will not be able to see or access any keyboard keystrokes from the Pharmacy computer. For any password screens, the College would only be able to see the starred-out or dotted-out password fields on the screen, but not the actual passwords themselves (unless the pharmacy manager clicks on a “Show Password” option on that program’s password screen).

For security purposes, if the default setting on a program password screen is to show the characters of the password, the College advises to temporarily change the setting for the screen share session, or to log in to the program prior to initiating the screen share session.

The pharmacy manager can minimize or close any programs, applications, or files that they do not want the College to see prior to initiating the screen share. The College would not have access to these programs, applications, or files at any time during the screen share session. Further, if only an application screen is being shared (such as a browser window), the College would not be able to see any other programs or applications even if they remain open on the pharmacy computer.

A cookie will need to be downloaded onto the computer being viewed (the Pharmacy computer). There is no software or hardware that needs to be purchased, downloaded or installed on the Pharmacy computer. Once the screen share session is complete, the cookie can be uninstalled from the Pharmacy computer.

The College will take all necessary steps to ensure the security of the Host account (the College's ConnectWise Control account).

IT Advisor

SCPP has retained the assistance of Powerland Computers in Regina as the IT advisor to this project. If there are technical questions regarding this project, please contact Darcey Sare, Senior Technician at dsare@powerland.ca. As well, more information on ConnectWise can be found in the following links:

<https://www.connectwise.com>

<https://www.connectwise.com/software/control>

Advancing Safety

SCPP views the change in the review process as a positive step in our ongoing partnership with our members. The College believes that pharmacy managers and QI coordinators will find the revised reviews to be helpful in advancing their safety efforts within the pharmacy.

If you have any questions regarding the new QIR process, please contact Jeannette Sandiford at info@saskpharm.ca.