



Community Pharmacists  
Advancing **Safety**  
in Saskatchewan

# [directions]

## REPORT FROM THE FIELD ON OUR COMPASS PROGRAM

VOLUME ONE / ISSUE TWO

DECEMBER 2015

“ *The information presented by the program, after I entered in all the parameters, is unbelievably useful!*

*We've got a long list of items to go through, and a clearly defined path to follow to implement some process improvements.* ”

*Geoff Barton – Pharmacist and COMPASS pilot participant*

Pilot pharmacies are realizing value from the COMPASS program. Thank you to Geoff Barton for this unsolicited shout out. We are always open to receiving friendly Directions from our valued participants; be they bouquets or criticisms. Let us know your thoughts from the field.

As December begins and the second phase of the COMPASS pilot project draws to a close, we hope you enjoy this edition of the Directions newsletter.

### ***The Stats***

Our statistical reports provide us with strong, numerical evidence of the value of the COMPASS program. These numbers are directly derived from the inputs provided by our pilot pharmacies. Without your diligence and cooperation we would not be able to capture this valuable information. **THANK YOU!!**

The following are the statistics for incident reporting in the CPhIR (Community Pharmacy Incident Reporting) system, which includes all data entered from Phase I, September, 2013 until the end of October, 2015.

## **Total Incidents Reported**

To date there have been 4313 incidents reported.

*A breakdown of the top 3 incidents include:*

- **1017** incidents with an incorrect dose/frequency.
- **867** incidents where the incorrect quantity was dispensed.
- **635** incidents that involved an incorrect drug.

The majority or 3542 of these incidents had an outcome of NO ERROR - which means the incidents were intercepted BEFORE they reached the patient.

729 were no harm incidents which means the incidents reached the patient but did not cause harm. There were 42 reported incidents that did result in HARM. Information from ISMP Canada indicated that 41 were MILD harm and 1 was MODERATE harm.

To date, up to and including the end of October, 2015, 73 pharmacies have entered at least 1 incident into the CPhIR system and 63 pharmacies have either completed or have started their online data entries for the MSSA. 77 pharmacies have held at least one quarterly meeting.

## **Reminders and Deadlines**

**It's not too late!!!** If your pharmacy has yet to record an incident or complete the MSSA you still have time. The information that your pharmacy will glean from this effort will help make your systems and processes safer for patients and it will help guide the SCPP as it considers the possibility of implementing COMPASS in all Saskatchewan pharmacies.

Within the next month it is important for all COMPASS pharmacies to have utilized the tools and to ensure that the COMPASS requirements have been met in order to provide your valuable feedback during the evaluation of the pilot. SafetyNET-Rx will be assisting SCPP with the Phase II pilot evaluation via a survey of all COMPASS pharmacists. The survey should be distributed around mid-January 2016 so watch for the survey, and make sure to fill it out and return it. Your input will be greatly appreciated.

Please schedule and hold your next quarterly meeting.

## **Public Awareness**

One of our pilot project objectives was to increase the public's awareness of COMPASS. Promotional items such as door stickers and postcards were provided free of charge to pilot pharmacies. During Field Officer visits, it was noted that this material is not being broadly utilized.

*provided  
counter card*



If you haven't displayed the stickers or distributed the postcards, please consider making use of them or let us know of the barriers. If you feel more useful strategies could be implemented let us know. Please share your comments with Jeannette Sandiford at the email below or phone 306-584-2292 ext \*.

## **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 inquiries.

### **1. Can reporting of incidents to CPhIR be done via a mobile device?**

- a.** Yes, CPhIR is accessible via the Internet at <http://www.cphir.ca>. However, a dedicated CPhIR app is not currently available.

### **2. What is the best phone number to contact ISMP Canada for technical support of COMPASS?**

- a.** You can call toll-free at 1-866-544-7672 or email [cphir@ismp-canada.org](mailto:cphir@ismp-canada.org)

### **3. How many people should have access to data entry at CPhIR?**

- a.** Each pharmacy is assigned one CPhIR username/password combination. All pharmacy team members are encouraged to report near misses and medication incidents to CPhIR using the pharmacy's username/password. ISMP Canada encourages anonymous reporting; therefore there will not be different username/password combinations assigned to different staff members in the same pharmacy.

### **4. I am part of COMPASS Phase 2 using CPhIR to report near misses and medication incidents in my pharmacy. Do I need to do duplicate data entry for my corporate reporting system as well?**

- a.** Please consult your corporate office for further information.

### **5. How to decide what to enter and what not to enter in CPhIR? For example, when the number of tablets are not counted correctly, should we still report these incidents? We have incidents pertaining to blister packs with tablets missing, extra tablets, and tablets "jumping" to another slot, etc. Should this be entered as one record per patient?**

- a.** You can discuss with your pharmacy team to determine the scope, the extent, and the level of details in your reporting. The more information you entered initially to CPhIR, the easier it might be for your team to determine a plan of action at your quarterly Quality Improvement meetings.



## **6. Where can I access the comparative graphs in MSSA?**

- a.** Login to CPhIR. Click on the “CE & Resources” tab from the top menu. Select “MSSA” on the right-hand menu. You can then access the MSSA Instructional Guide where you will find the steps in accessing the graphs in MSSA as follows.
- b.** You can compare your aggregate MSSA scores by clicking the “Compare Aggregate” tab on the left panel of the MSSA homepage. This function allows you to compare your MSSA scores with other users nationally, provincially or regionally. After you click on the “Compare Aggregate” tab, you will see a screen which allows you to adjust the parameters you want to compare, such as Key Elements, Core Distinguishing Characteristics, etc. Once you have selected your parameters, click “submit.”

## **7. How to connect my CPhIR Search results into our quarterly meeting discussion?**

- a.** Once you open the “Medication Incident Discussion” window, there are two methods to import medication incidents for discussion at the staff meeting and they are listed as follows:
  - i.** You may import each incident by clicking “Add CPhIR Incident” and inputting the CPhIR incident number.
  - ii.** You may import a set of related incidents by clicking “Import CPhIR Incidents” and search the set of related incidents by the criteria desired. Then you can select all the desired incidents by marking the checkboxes listed under the “Import” column. If you select the wrong incident, then you can simply unmark the checkbox or click the red-cross listed beside the CPhIR incident number. Once you complete your selection, click “Import Selected Incidents” to import all the desired incidents for your medication incident discussion with your staff members.

## **8. I don't see the reports that I entered in the past when preparing for my quarterly Quality Improvement meetings.**

- a.** Only closed incidents can be searched or generated with statistical analysis. All open incidents are displayed on the CPhIR Home page. You may need to close your open incidents before attempting to retrieve them for preparation of your quarterly Quality Improvement meetings.
- b.** Open incidents cannot be searched or added into the “Medication Incident Discussion” section. To find an open incident, click on the “Home” tab, which shows a list of all your open incidents and you may check all the incidents that you wish to close. All open incidents are sorted by incident number and date incident initially entered. Only closed incidents can be searched and added into the “Medication Incident Discussion” section.



## **Errors From e-Prescriptions**

The question has been asked a few times if electronic or written prescription errors by other health care professionals, e.g. physician, RN-NP, dentist, etc., that come to the pharmacy should be reported. The following question was received by ISMP Canada regarding e-prescriptions;

*“We see a lot of physician electronic prescription errors. Should we enter these when caught by our staff?”*

The following is ISMP Canada’s reply;

*“You can report these as incidents pertaining to the “Prescribing” stage. You can discuss with your pharmacy team to determine the scope, the extent, and the level of details in your reporting. The more information you entered initially to CPhIR, the easier it might be for your subsequent quarterly Quality Improvement meetings with your team for determination of action plans, etc.”*

As well, when entering the incident information into CPhIR, additional information can be entered under the “Other Incident Info” section that includes; where the incident was from (e.g. hospital or medical clinic); and how the prescription presented to the pharmacy e.g. computer-generated, faxed prescription, or e-prescription. By adding this additional information, prescribing errors such as these can be tracked to determine the extent and prevalence of the errors. The potential is there to then provide other individuals or organizations with the information, and collaborate with them in order to resolve the underlying contributing factors that are leading to these types of errors.

## **Link To ISMP Canada Newsletters**

One of the many valuable resources that ISMP Canada provides is newsletters and safety bulletins. Through the ISMP Canada website it is possible to request notification when a new newsletter or safety bulletin is posted. The following is the link for pharmacists or any health care practitioners to sign up for the free ISMP Canada Safety Bulletins. – <http://www.ismp-canada.org/register/stayinformed.php>

## **Contact Information**

**COMPASS** ----- Jeannette Sandiford, SCP Field Officer:

[Jeannette.sandiford@saskpharm.ca](mailto:Jeannette.sandiford@saskpharm.ca)

**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**