USER GUIDE

Medication Safety Self-Assessment® for Community Pharmacy

Canadian Version II, 2022

This User Guide is designed to support the use of the Medication Safety Self-Assessment for Community Pharmacy, Canadian Version II in your pharmacy. It offers guidance for submission and analysis of the assessment results.

ISMP Canada is not a standard-setting organization and the assessment items in the MSSA are not intended to represent a minimum standard of practice. The MSSA is a checklist of items, encompassing all aspects of safe medication usage. MSSA findings are intended for internal use and become more useful as repeat assessments are performed to see where improvements have been achieved over time. No pharmacy should expect to score high in all areas.

For questions about the Medication Safety Self-Assessment for Community Pharmacy, or this User Guide, email mssa@ismpcanada.ca.

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Section 1: Completing the MSSA Handbook

Assemble a team from your pharmacy staff to complete the 116 self-assessment items. Note that not all items will be applicable in all settings. At a minimum, MSSA team members should include a pharmacist, a pharmacy technician or pharmacy assistant, and the pharmacy manager. Since the medication use process is complex and involves more than one person, the value and accuracy of the self-assessment will be enhanced if it is completed by multiple members of the pharmacy staff.

The estimated time to complete the MSSA Handbook is 1 to 2 hours, which can be done in one or more meetings. The team should avoid scoring too quickly or falling into line with a manager's or any one pharmacist's viewpoint before a discussion is possible. Such results tend to reflect one person's practice, rather than the pharmacy's activities in general. An alternative would be to get everyone's scorings offline and summarize them; then, plan a meeting to discuss only those items that have received a range of scores (i.e., items that are inconsistently scored). When a decision is made about the level of implementation for each self-assessment item, mark one of the following choices next to each item:
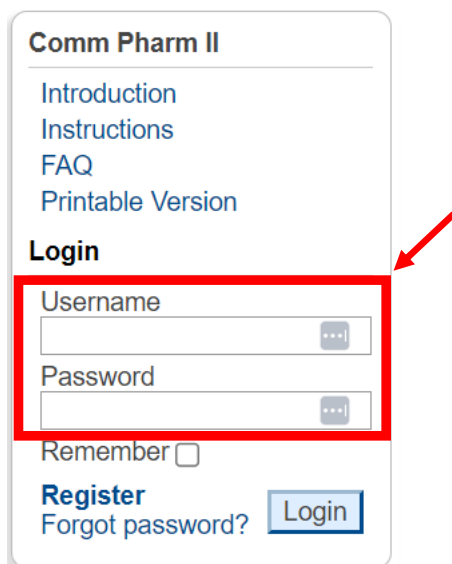
Possible Responses	Definition	Scoring
N	**Not Implemented** – Select "Not Implemented" for items that are not in use at this time (e.g., automation).	0
R	**Rarely** – Select "Rarely" for items that are implemented and in practice less than 25% of the time.	1
S	**Sometimes** – Select "Sometimes" for items that are implemented and in practice 25-50% of the time.	2
O	**Often** – Select "Often" for items that are implemented and in practice 50-75% of the time.	3
A	**Always** – Select "Always" for items that are implemented and in practice more than 75% of the time. For self-assessment items with multiple components, full implementation (score of A) is appropriate only if all components are present.	4
NA	**Not Applicable** – This option is available for selected items only, with criteria as described. Generally, this response is available for circumstances that do not exist (e.g., a pharmacy that does not offer opioid agonist therapy cannot respond to items related to this service).	0

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www.ismpcanada.ca

Some of the MSSA items may refer to systems not currently in place at your store (e.g., barcode scanning), yet these systems could be applicable to the scope of service provided and may reflect opportunities to enhance future medication safety. These items should be given a score of N – Not Implemented because they reflect a level of practice to which all pharmacies should aspire, despite not yet being widely implemented. On the other hand, some of the MSSA items may refer to services that the pharmacy does not offer (e.g., opioid agonist therapy); these items could be given a score of NA – Not Applicable. The team discussions often lead to conversations about possible safety improvements and how to apply them in practice.

Section 2: Accessing your Online MSSA Account

To access your online MSSA account, follow the steps outlined below:

1. Go to the login page for the MSSA for Community Pharmacy, Canadian Version II:
    https://mssa.ismp-canada.org/comm-pharm-ii

2. Enter your unique **username** and **password**.

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Login

Username
[   ]

Password
[   ]

Remember ☐

Register
Forgot password?   [Login]

3. To reset a password, click on the "**Forgot password**?" link at the bottom of the left side menu. Enter the email address that is linked to the MSSA account, then click the "Submit" button. An automatic email will be sent to this email address to enable a new password.

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If you are subscribed to ISMP Canada's **Community Pharmacy Incident Reporting (CPhIR)** program, you may also access the online MSSA through your CPhIR account, as shown below.

1. Log into the CPhIR program at www.cphir.ca.
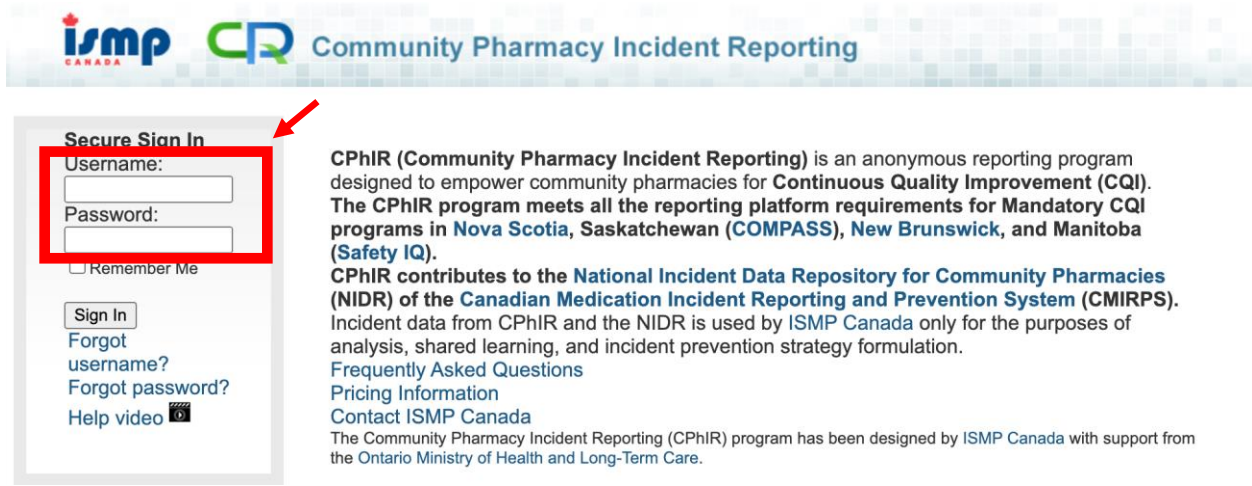
2. Click on the "**MSSA**" link at the top of the page, located beside the pharmacy's username.


Step 3: Click on the "OK" button when the message box appears

3. Click "**OK**" in the pop-up window that appears, indicating that you are exiting the CPhIR program.

Section 3: Entering MSSA Data Online

1. Click on **"Begin a new assessment"** under the section titled, "Comm Pharm II" and under the sub-heading "Assessments".

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Assessments

Begin a new assessment
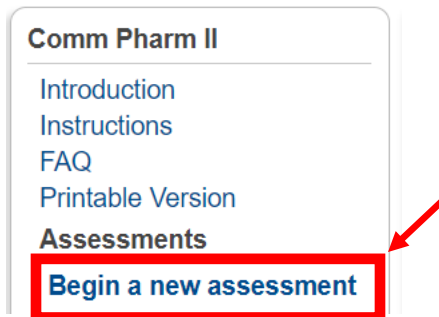
2. Complete the "Demographics" section on the first page according to your pharmacy's information.

Medication Safety Self-Assessment for Community Pharmacy - Comprehensive Canadian Version II
Demographics

| **Demographics** | **I** | **II** | **III** | **IV** | **V** | **VI** | **VII** | **VIII** |

1. Province:

2. How big is the community served by your pharmacy?i
- ○ Very small population centre (less than 1,000)
- ○ Small population centre (1,000 - 29,999)
- ○ Medium population centre (30,000 - 99,999)
- ○ Large population centre (100,000 and over)

3. Complete data entry of the self-assessment item scores for each of the 8 tabs along the top. A check mark beside each of the tabs indicates that all items in that tab have been scored.

| **Demographics✓** | **I✓** | **II✓** | **III✓** | **IV✓** | **V✓** | **VI✓** | **VII✓** | **VIII✓** |

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Scorings of N, R, S, O, A, or NA within the Core Characteristic box on the right side corresponds with the scoring descriptions at the top of the page.

N Not Implemented – Select "Not Implemented" for items that are not in use at this time (e.g., automation).

R Select "Rarely" for items that are implemented and in practice less than 25% of the time.

S Sometimes – Select "Sometimes" for items that are implemented and in practice 25-50% of the time.

O Often – Select "Often" for items that are implemented and in practice 50-75% of the time.

A Always – Select "Always" for items that are implemented and in practice more than 75% of the time. For self-assessment items with multiple components, full implementation (score of A) is appropriate only if all components are present.

NA Not Applicable - This option is available for selected items only, with criteria as described.

Core Characteristic # 17: Vaccines: *Standard procedures are developed and followed to reduce the risks associated with administering vaccinations.*	N	R	S	O	A	NA
17.1 Vaccine products are stored in a dedicated area in the main refrigerator, or a separate fridge, with sufficient space for segregation and readability of product labels. *Select NA if your pharmacy does not administer vaccines.*	○	○	○	○	○	○

4. Click on the "**Check MSSA For Errors**" button at the bottom of the page when data entry is complete, to double-check whether any items were missed or unsaved. In doing so, any incomplete Core Characteristics will be specified in a separate pop-up window. Once these have been addressed, click on the "Save" button.

Save | Check MSSA For Errors | *There are currently unsaved changes*

The MSSA contains the following errors:

There are unanswered questions in the following sections:
II, IV

5. Select one of the following options when the pop-up window appears: "**OK**" to continue the submission process or "**Cancel**" to edit your MSSA scores.

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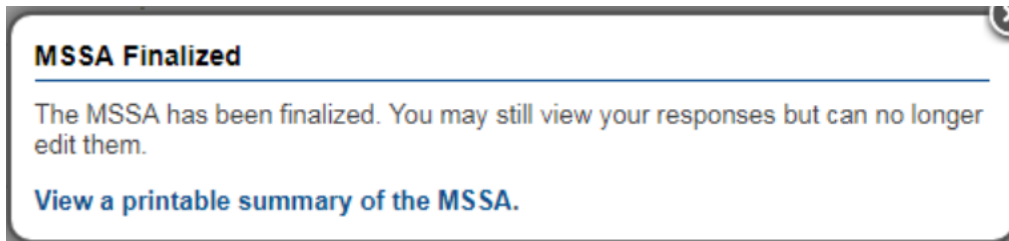www.ismpcanada.ca

mssa.ismp-canada.org says

The MSSA is now complete. Do you want to submit the results to
ISMP Canada?

Once the MSSA results have been submitted you will no longer be
able to edit them. Are you sure you want to continue?

Cancel   OK

After clicking "OK" to submit your MSSA results, a confirmation message will appear,
indicating the MSSA has been finalized. You will no longer be able to edit your
responses. Any changes or updates to your MSSA responses can be documented
during the next annual MSSA.

MSSA Finalized

The MSSA has been finalized. You may still view your responses but can no longer
edit them.

View a printable summary of the MSSA.

Section 4: Navigating your MSSA Account

After you have entered all your scores online, you can view your results and print them in tabular or graphic form. This allows for a snapshot view of your current status, as well as comparison with aggregate data from all pharmacies submitting data.

No other MSSA user is able to access or view your results. ISMP Canada protects the privacy, confidentiality and security of data submitted to the ISMP Canada server. There is no link between the pharmacy identity and the aggregate self-assessment data.

The following screenshot displays the navigation commands:

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  View Assessment
  Print Results
  Export Own Results
  Graph Results

View Assessment: Allows you to view your finalized assessment results.

Print Results: Allows you to generate a report summarizing the assessment results. This report can then be printed. Scores are calculated for each of the Core Characteristic and Key Element sections. A total score is provided at the end of the report.

Export Own Results: Allows you to generate an Excel spreadsheet containing the finalized assessment results.

Graph Results: Allows you to view your results in a graph format that compares your results against the aggregate scores of all users who have completed the MSSA online.
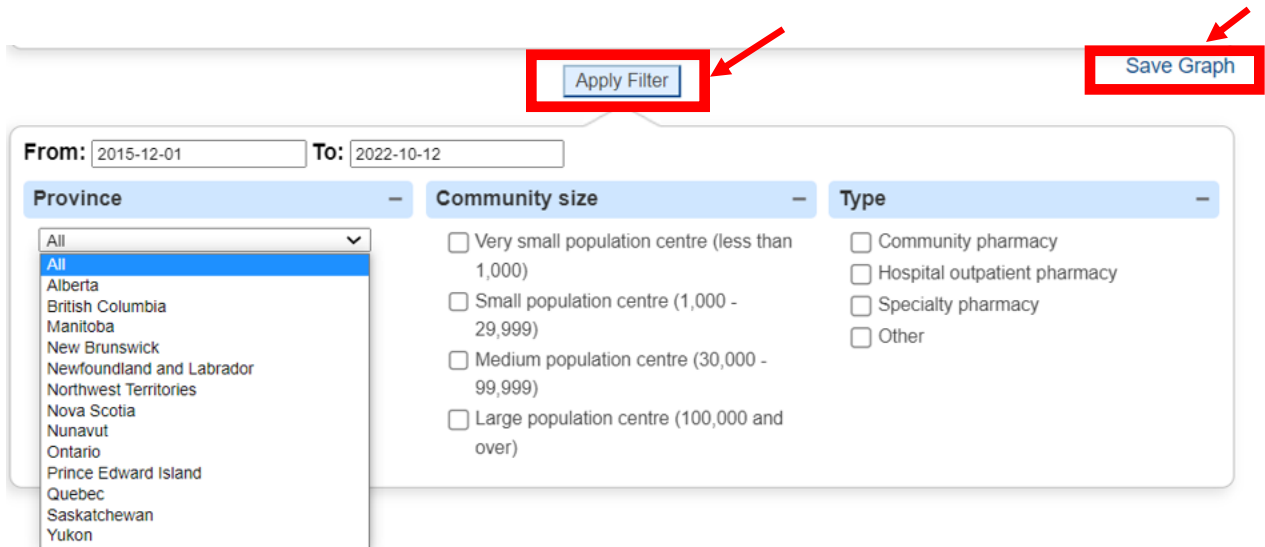
Section 5: Analyzing your MSSA Data

You can compare Key Elements, Core Characteristics, and specific Self-Assessment Items. Separate graphs will be generated for each of these choices. The graph will indicate "n =" for the number of users in the aggregate grouping.

Your pharmacy's scores are the gold bars, while the aggregate scores are the blue bars. The red line indicates the standard deviation and is an indication of the range of scores.
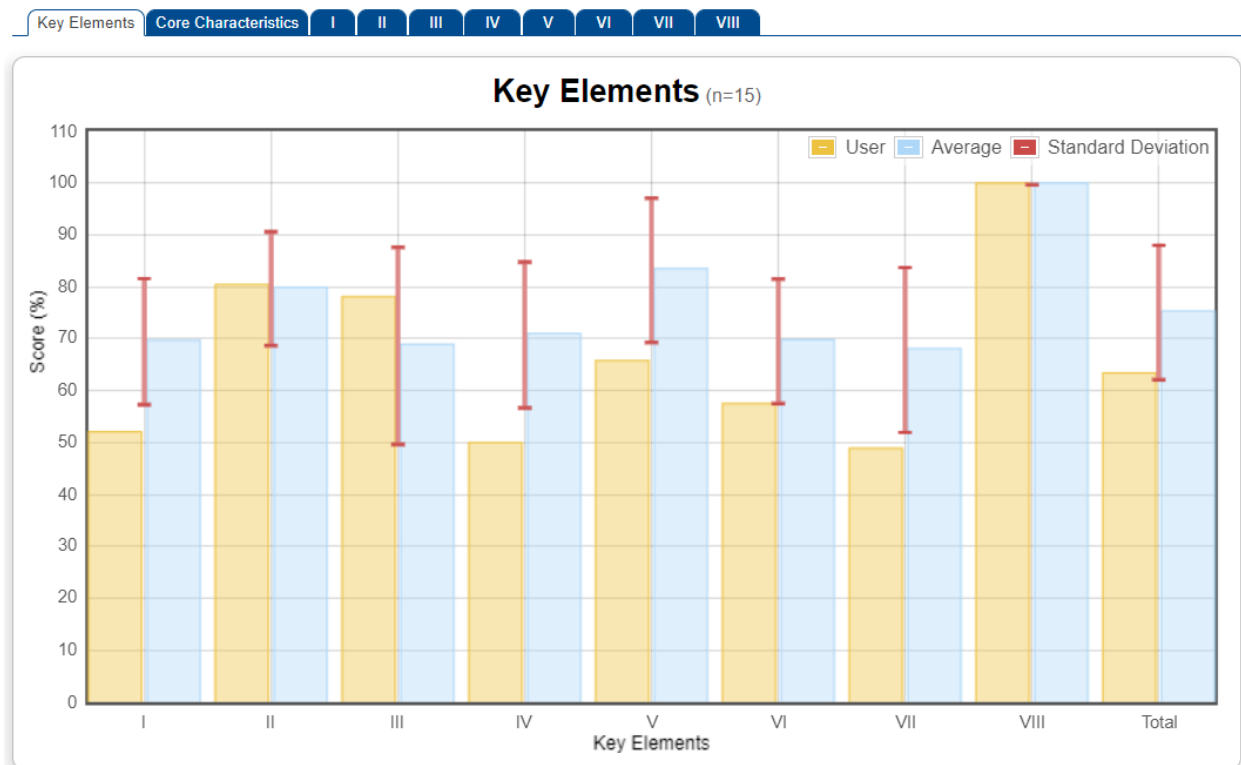
The aggregate data can be filtered by submission date, province, community size, and type of pharmacy (e.g., community, hospital outpatient, specialty).

An option to "Save graph" is available to generate an image file of the graph.

Apply Filter

Save Graph

From: 2015-12-01   **To:** 2022-10-12

Province	−
All ⌄	

All
Alberta
British Columbia
Manitoba
New Brunswick
Newfoundland and Labrador
Northwest Territories
Nova Scotia
Nunavut
Ontario
Prince Edward Island
Quebec
Saskatchewan
Yukon

Community size	−
☐ Very small population centre (less than 1,000)	
☐ Small population centre (1,000 - 29,999)	
☐ Medium population centre (30,000 - 99,999)	
☐ Large population centre (100,000 and over)	

Type	−
☐ Community pharmacy	
☐ Hospital outpatient pharmacy	
☐ Specialty pharmacy	
☐ Other	

Section 6: Setting up a Collaborative Group

For organizations with multiple pharmacies, collaborative groups can be established. This feature allows enhanced comparisons for individual pharmacies and for organizational leadership.

Individual pharmacies will follow the process for completing the assessment described above. Once their responses have been entered, individual pharmacies within a collaborative group can compare their results to their organization's aggregate subset, as well as to the full aggregate of all MSSA users.

Organizational leadership can compare the aggregate results from their pharmacies to the total aggregate and can also view individual site level results. This functionality can be used to develop organization-wide improvement plans as well as provide support to pharmacies that may be struggling in particular areas. Best practices can also be identified to support organizational learning.

Results from the collaborative group can be exported in an Excel file, allowing organizational leadership to assess the variation in scores among the pharmacies in the organization. In this example, there are 3 pharmacies in the collaborative group.

user	1.1	1.2	1.3	1.4	1.5	1.6	1.7
pharm1	0	2	3	2	0	4	3
pharm2	1	4	4	3	2	4	1
pharm3	2	3	3	3	1	4	2

Organizations interested in setting up a collaborative group will be required to provide ISMP Canada with a list of the pharmacies, with a key contact for each one, as well as the name and contact information for the collaborative lead. A collaborative group can be set up at any time, even if some pharmacies have already completed the MSSA. However, if the organization plans to work as a collaborative group, ISMP Canada can set up a consistent approach to usernames for the group if all sites are registered at the same time.

> For further assistance with completion and interpretation of your MSSA results, please contact ISMP Canada at
> mssa@ismpcanada.ca