



MEDIA RELEASE

Medication Incident Reporting Pilot for Community Pharmacies Launches Patient safety culture benefits all Manitobans

Winnipeg, MB, August 14, 2017 – A new medication incident reporting program aimed at shared learning on ways to prevent recurring medication errors is being launched to improve patient safety and result in better health outcomes for Manitobans. The College of Pharmacists of Manitoba (the College), in partnership with the Institute for Safe Medication Practices Canada (ISMP Canada) and SafetyNET Rx, is launching a year-long pilot of a province-wide program where community pharmacists report, review and share learnings about why medication errors occur and how they can be prevented.

In Manitoba, existing safeguards already require community pharmacies to ensure:

- The patient involved in the incident is safe and has any medical attention they need
- The patient receives the right medication in a timely fashion
- The patient involved has an opportunity to discuss their concerns
- All staff involved are informed including pharmacy managers
- The medication prescriber is informed of the error
- The medication error is investigated to find the root cause and practice changes are made to prevent a similar error

“We all have a role to play in improving patient safety,” said Health, Seniors and Active Living Minister Kelvin Goertzen. “I commend the College of Pharmacists for their leadership in introducing this pilot project as a mechanism for continuous improvement for community pharmacies.”

“The difference between current practices in the province and what Safety IQ offers, is standardization in reporting and shared learning,” said Dr. Certina Ho, Lecturer, Leslie Dan Faculty of Pharmacy, University of Toronto and Project Lead at ISMP Canada. “ISMP Canada’s tools empower community pharmacy professionals to anonymously report medication errors and near misses and to share what they learn among pharmacy professionals provincially and nationally.”

The pilot will help community pharmacies build a culture of patient safety where the focus is on better understanding of why a medication error occurred and preventing further occurrences.

Volunteer pharmacies reporting during the pilot are collected in a central database hosted by ISMP Canada. Specialists then analyze the data, make recommendations for improvement and disseminate this information nationally. Participating pharmacies will be able to assess and improve their practices through a standardized incident reporting program, and to learn from data shared in Manitoba and other provinces participating in the ISMP Canada Community Pharmacy Incident Reporting (CPhIR) program.

“Initially, I viewed the reporting piece as the priority,” said Melissa Sheldrick, a mother who lost her son in 2016 because of a medication error in a community pharmacy. “Through my work advocating for medication error reporting, I realized that it’s the communication and analysis that is most important to improving patient safety.”

The Safety IQ Pilot will help identify potential gaps in patient safety. In turn, the ISMP Canada data collection and analysis, will inform standards of pharmacy practice for the entire province. Research conducted by SafetyNET Rx found that similar projects in other provinces have demonstrated increased pharmacy awareness of medication errors and improved communication and learning to prevent future errors.

“The College of Pharmacists of Manitoba is pleased to launch this pilot with hopes of rolling out a provincial continuous quality improvement program that will assist pharmacy professionals to provide safer care of their patients in Manitoba,” said Jennifer Ludwig, President of the College Council. “This program is consistent with the College’s mandate of protection of the public and we thank the pharmacies and pharmacy professionals that have volunteered to take part in the pilot.”

The College of Pharmacists of Manitoba (College) was established in 1878 and is the pharmacy regulatory and licensing authority in Manitoba. The principal mandate of the College is to protect the health and well-being of the public by ensuring and promoting safe, patient-centred, and progressive pharmacy practice in collaboration with other health-care providers.

For more information on the College of Pharmacists of Manitoba, visit:
<http://www.cphm.ca/index.html>

For more information on ISMP Canada, visit:
<http://www.ismp-canada.org/>

For more information SafetyNET Rx, visit:
<http://www.safetynetrx.ca/>

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