



# CULTURE SHIFT 101:

## SAFETY AND JUST CULTURE IN COMMUNITY PHARMACY

PRESENTED BY THE COLLEGE OF PHARMACISTS OF MANITOBA

### REGISTRATION:

To register to attend the event in-person, via video-conference, or webcast, please call the College office at **204-233-1411** or email **profdevelopment@cphm.ca**. Provide us with:

- your full name
- your licence number (if applicable)
- whether you are participating in-person, at a rural MBTelehealth site, or webcast
- dietary restrictions (if attending in-person)

Registration deadline is **May 22, 2018**. This event is **free** to attend for pharmacists and pharmacy staff.

This program will also be available on the **Previously Recorded Programs** page of the College website following the live webcast.

### ACCREDITATION:

This program has been accredited for 2.0 CEU by the College of Pharmacists of Manitoba (Accreditation No. 18012M) for pharmacists and pharmacy technicians in Manitoba (Expiry date: May 31, 2019).

### WHEN:

**May 29, 2018**

**Dinner:** 6:00-7:00pm

**Presentation:** 7:00-9:00pm

### WHERE:

**In Person:**

**Samuel Cohen Auditorium**

St. Boniface Hospital Research Centre  
351 Taché Ave, Winnipeg, MB

**MBTelehealth:**

**Contact the College of Pharmacists of Manitoba office for available sites.**

**Webcast:**

**St. Boniface Hospital Research Centre:**

[www.sbrstream.ca/1/page/Home.aspx](http://www.sbrstream.ca/1/page/Home.aspx).

Please note: St. Boniface Hospital Research Centre has created a new webcasting platform located at the above link. Participants must register a new username and password to participate. Please see the [webcasting instructions](#) for more information.

### LEARNING OBJECTIVES:

After attending this presentation participants will be able to:

- Define the characteristics of just-and-safe vs. blame-and-shame cultures
- Describe the current safety culture in Manitoba community pharmacies
- Engage strategies to improve the safety culture of your pharmacy through the experience of a community pharmacist
- Understand the emotional impacts of medication errors on healthcare professionals and supports available
- Identify new and enhanced resources available in Manitoba to embrace cultural shifts from a blame-and-shame to a just-and-safe approach to medication errors

### SPEAKERS:

Barbara Sproll, B.Sc. Pharm  
Medication Safety Pharmacist  
WRHA Regional Pharmacy Program

Dr. Certina Ho, RPh, B.Sc. Phm, MIST, MEd, PhD  
Project Lead, ISMP Canada  
Lecturer, Experiential Education Coordinator  
Leslie Dan Faculty of Pharmacy  
University of Toronto

Shannon Trapp, B.Sc., BA., B.Sc. Pharm  
Community Pharmacy Manager

Adrian Boucher, B.Sc. (Hon.), PharmD  
Leslie Dan Faculty of Pharmacy  
University of Toronto

