All Things Ignatian

Pharmacists for Patient Safety

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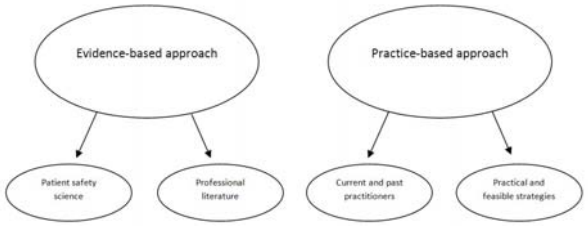
Patient Safety Event Reporting System

A communication network and supporting website was developed for Nebraska pharmacists who are geographically isolated to:

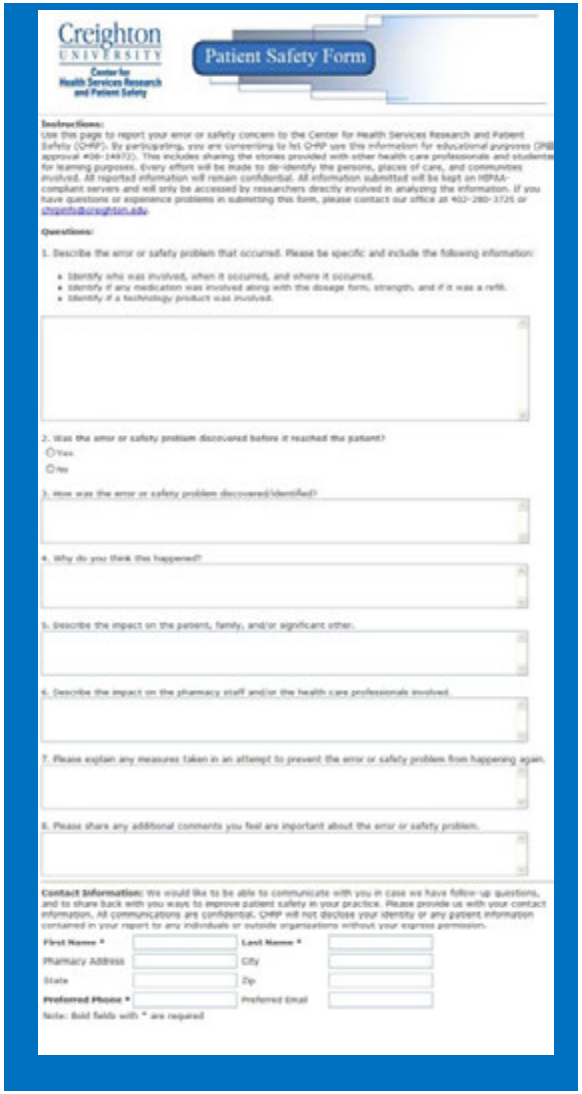
- Report patient safety problems (errors and near misses)
- Receive feedback about ways to address problems and prevent future occurrences
- Share strategies for improving patient safety
- Engage in a communication network with their peers

Reports are analyzed using an evidence- and practice-based approach, and provides pharmacists with feedback within a two-week timeframe.



Progress

Thirty-seven pharmacists are participating and have submitted nine patient safety event reports. Analysis of the reports revealed that all members of the pharmacy staff are involved in errors. Errors stemmed from inaccurate information, including wrong medication, directions, or quantity. Pharmacists indicate submitting a report takes two-five minutes. Challenges to participation that pharmacists have identified are time, high workload, and current use of a corporate organizational error reporting system, which requires pharmacists to submit the same report to two separate systems.



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Current Findings

Pharmacists are willing to participate in a system to improve patient safety practices within their pharmacy and share their experiences with other pharmacists. They require rapid feedback with proven or practical implementable strategies. Time and workload continue to be barriers to use.

Ignatian Values

The formation of a communication network allows for sharing of patient safety problems in pharmacy practice and potential solutions for those problems. Gaining a greater understanding of the difficulties that each of us faces as practitioners and communicating with one another to share our thoughts, feelings, and ways of handling these difficulties embodies ***men and women for and with others***.

Providing pharmacists with feedback about patient safety problems they are experiencing, and monthly patient safety education enables all participants to gain a greater understanding of how to provide rural patients with safer care. Rural patients and providers face unique difficulties in accessing and providing care. Providing pharmacists with a communication network facilitates them becoming true change agents who encompass the ***faith that does justice***.

This project provides pharmacists with an understanding of how safety issues impact both the patient and their provider in a physical, emotional, and spiritual way. Through openness, honesty, respect, and fairness, pharmacists are guided in making the best decision possible for all involved. This foundation of ***magis*** and ***cura personalis*** establishes that we are all human and make mistakes, but that we must work to care for the whole person and the greater good in our treatment of both our patients and peers.

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