



College of Pharmacists of Manitoba NEWSLETTER

FALL 2024

INSIDE THIS EDITION:

- 03 [Safety IQ Feature: The Critical Role of Documentation and Record Keeping for Medication Incidents and Near-Miss Events](#)
- 05 [Message from the Chair](#)
- 06 [Feature: Stay Compliant](#)
- 07 [In Memorium](#)



Safety IQ Feature

Proper documentation and record keeping are fundamental to maintaining the safety, quality, and integrity of pharmacy practice. Learn more about why documentation matters and key areas of documentation in continuous quality improvement.

Injection Compliance

As the fall vaccine season kicks off, pharmacists and pharmacy managers must ensure they comply with Manitoba's regulations by practicing within their authorized scope. Read more about the authorization requirements and reminders to all pharmacy professionals.

Our mission 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.

EXECUTIVE COMMITTEE

Ryan Buffie, Chair, Pharmacist
Kathy Hunter, Vice Chair, Pharmacist
Donna Forbes, Public Representative
Pawandeep Sidhu, Pharmacist

COUNCILLORS

Alanna Doell, Pharmacist
Donald Himbeault, Public Representative
Amanda Jenkyns, Public Representative
Chantal MacDonald, Pharmacy Technician
Brendon Mitchell, Pharmacist
Teryl Moore, Pharmacist
Elizabeth Reimer, Public Representative
Lavern Vercaigne, Ex Officio Member

COLLEGE STAFF

Kevin Hamilton, Registrar and Chief Executive Officer
Rani Chatterjee-Mehta, Deputy Registrar
Anne Janes, Director of Policy and Legislation
Brent Booker, Assistant Registrar, Review and Resolution
Kim McIntosh, Assistant Registrar, Qualifications and Practice Development
Chris Louizos, Assistant Registrar, Quality Assurance and Field Operations
Kevin Chaboyer, Quality Assurance and Field Officer
Arleigh Andrushak, Quality Assurance and Field Officer
Emily Kaminsky, Investigator
Stacey Hjorleifson, Investigator
Anna Brown, Professional Conduct Coordinator
Meret Shaker, Practice Consultant, Policy and Legislation
Lori McKietiuik, Director of Operations
Bev Robinson, Registration Officer
Lindsay Henderson, Executive Assistant to the Registrar and Deputy Registrar
Anja Sadovski, Communications Specialist
Neely Hammerberg, Communications Coordinator
Maria Arquiza, Data Coordinator
Robyn Maharaj, Administrative Assistant, Quality Assurance

The mandate of the College is to serve and protect the public interest

This Newsletter is published four times per year by the College of Pharmacists of Manitoba (CPhM) and is forwarded to every pharmacy professional in the Province of Manitoba. Decisions of the CPhM regarding all matters such as regulations, drug-related incidents, etc. are published in the newsletter. The CPhM therefore expects that all pharmacy professionals are aware of these matters.



200 Taché Avenue, Winnipeg, Manitoba
Phone: (204) 233-1411 Fax: (204) 237-3468
Email: info@cphm.ca Website: cphm.ca



Safety Feature: The Critical Role of Documentation and Record Keeping for Medication Incidents and Near-Miss Events

Proper documentation and record keeping are fundamental to maintaining the safety, quality, and integrity of pharmacy practice. As healthcare professionals, pharmacists are entrusted with ensuring that medication incidents are managed with precision and that continuous quality improvement (CQI) measures are effectively implemented. To meet these responsibilities, comprehensive documentation serves as both a safeguard for patients and pharmacists and is a cornerstone of regulatory compliance.

Why Documentation Matters

Documentation should not be viewed as a formality but rather as a critical tool that supports pharmacy professionals in delivering safe and effective care. Whether it's tracking medication incidents or implementing improvement plans, accurate record-keeping allows pharmacies to identify patterns, reduce the risk of errors, and continuously refine processes. It also ensures transparency, allowing for accountability and regulatory review, which in turn fosters trust among patients, prescribers, and regulatory bodies.

Key Areas of Documentation in Continuous Quality Improvement (CQI)

Under Manitoba's pharmacy practice standards, pharmacy managers must ensure the thorough documentation of CQI activities. This includes:

1. Medication Incidents and CQI Plans

Every medication incident must be recorded, along with the corresponding CQI improvement plans. These records should be readily available for regulatory review. Documentation ensures that all incidents lead to actionable steps that enhance patient safety and reduce future risk.

2. Communication with Patients and Prescribers

Beyond reporting incidents to the medication incident reporting platform, pharmacists must document all communications with the patient and prescriber involved. This serves as a record of the incident, outlining steps taken to address the issue.

Latest from the Safety IQ Blog

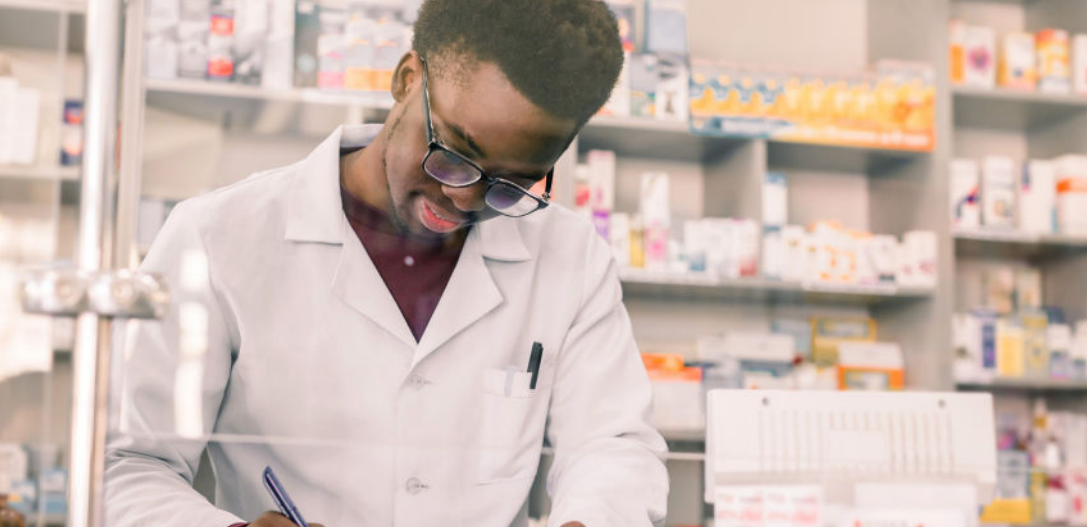
The [Safety IQ Blog](#) features short, actionable articles to support continuous quality improvement in your pharmacy. Here are the latest posts:

- [Strategies for Enhancing Medication Safety Culture Through Incident Reporting](#)

Explore strategies for enhancing medication safety culture through incident reporting in community pharmacies. Discover how to craft effective incident reports, prioritize system-based solutions, and foster a culture of continuous improvement. Learn from ISMP Canada's analysis of medication incidents and gain insights to prevent future errors. Empower your pharmacy team with actionable tips and resources for promoting patient safety.

- [Pharmacy Workflow Improvements: Insights from the Community Pharmacy Survey on Patient Safety Culture](#)

Discover practical strategies to enhance pharmacy workflow and promote patient safety and staff satisfaction. Based on insights from the 2023 College of Pharmacists of Manitoba (CPhM) survey, learn how optimizing workflow processes can streamline operations, reduce errors, and improve overall pharmacy efficiency.



Safety Measure

Data Reports from the NIDR

Data matters! Statistical reports from the [National Incident Data Repository \(NIDR\) for Community Pharmacies](#) highlight the common types of incidents and near-miss events in Manitoba, guiding the improvement efforts of pharmacy professionals and the College of Pharmacists of Manitoba (CPhM).

2023 Year in Review: Medication Incidents and Near-Miss Events

Here is a summary of the data reported by Manitoba's pharmacy professionals for 2023:

- Pharmacy professionals have submitted 2317 reports to the NIDR in 2023
- Pharmacy professionals have reported 1333 medication incidents (medication dispensed and reached the patient) and 193 caused patient harm
- Pharmacy professionals reported 984 near-miss events in 2023

The top three incident types were:

- Incorrect dose
- Frequency
- Incorrect drug and Incorrect strength/concentration

[Please view the Safety IQ: 2023 Year in Review graphic for more details.](#)

3. Outcomes of CQI Plans from Medication Incidents

Documentation should not only reflect the creation of improvement plans but also their outcomes. By tracking the effectiveness of these plans, pharmacies can assess whether changes made after a medication incident have led to safer practices.

4. Outcomes from Safety Self-Assessments (SSA)

Safety self-assessments are another essential aspect of CQI, helping pharmacies to proactively identify areas of potential risk. All improvement plans developed from these assessments, along with their outcomes, must also be recorded.

5. Formal CQI Meetings with Pharmacy Staff

Pharmacy managers must document all formal CQI meetings, noting the date, staff present, and topics of discussion. These records demonstrate a commitment to collaborative improvement and allow for clear tracking of ongoing efforts to enhance safety and performance. Such documentation ensures that CQI remains an integral and routine aspect of pharmacy operations, rather than an afterthought.

Pharmacy managers are responsible for ensuring that documentation is complete, accessible, and consistently maintained. By maintaining thorough records of medication incidents, CQI plans, and communications, pharmacies showcase their commitment to patient safety and professional accountability.



Message from the Chair

Dear Colleagues,

First, I want to express my sincere gratitude to everyone who participated in the recent consultation on the Proposed Amendments to the Pharmaceutical Regulation for Pneumococcal Vaccines. Your feedback is vital in shaping the future of pharmacy practice in Manitoba, ensuring that our regulations continue to reflect the evolving needs of both healthcare professionals and patients.

The consultation process facilitated meaningful discussions with stakeholders, provided an opportunity to gather a wide range of perspectives, and helped us share important information with both registrants and the public. These efforts demonstrate CPhM's commitment to engaging actively with those who contribute to and are affected by healthcare policies. By listening to diverse viewpoints, we aim to make informed decisions that enhance the safety, accessibility, and quality of care for people living in Manitoba.

As of September 20, 2024, Manitoba's Pharmaceutical Regulations have been updated to authorize pharmacists to administer all publicly funded pneumococcal vaccines, including both existing vaccines and any that may be introduced in the future. This significant change empowers pharmacists to take an active role in the upcoming vaccine rollout, enhancing community access to these essential vaccinations.

As we prepare for this rollout, I want to emphasize that the health of our community remains our top priority. Vaccines are crucial for protecting individuals and communities from serious illnesses. We encourage everyone to stay informed about vaccination options and to encourage your patients to reach out to you for guidance.

As we navigate this busy season, I encourage you to prioritize both personal and professional growth. Whether it's exploring opportunities beyond your pharmacy scope or taking part in professional

development sessions offered by CPhM, there are many ways to expand your expertise. Later this year, CPhM will host a collaborative PD/Webinar on General Prescribing Requirements and M3P Changes, featuring insights from the College of Physicians and Surgeons of Manitoba, College of Registered Nurses of Manitoba, Manitoba Veterinary Medical Association, and Manitoba Dental Association. You can also find additional professional development opportunities on the CPhM website: <https://cphm.ca/practice-education/learning-activities/>.

As we embrace the change of seasons, take a moment to reflect on our collective progress and the opportunities ahead. Fall is a time for growth and renewal, both personally and within our community.

Thank you for your continued dedication. Stay engaged, seek out new knowledge, and embrace the opportunities this season brings. Wishing you a productive and fulfilling fall season.

Ryan Buffie
Chair, College of Pharmacists of Manitoba



Stay Compliant: Ensure You Have Injection Authorization for the Fall Vaccine Season

As the fall vaccine season kicks off, pharmacists and pharmacy managers must ensure they comply with Manitoba's Pharmaceutical Regulation by practicing within their authorized scope. Administering drugs and vaccines by injection is considered an expanded scope activity, and proper authorization from the College of Pharmacists of Manitoba (CPhM) is required.

Key Reminders:

- **Practice within your authorized scope:**
 - Pharmacists must practice within their authorized scope of practice. Administering drugs and vaccines by injection requires specific authorization from the CPhM after you've completed the necessary training.
- **Training Does Not Equal Authorization:**
 - Completing educational requirements alone does not grant you the authority to administer injections. You must apply for and receive formal approval from CPhM.

Requirements for Authorization:

- Hold a valid pharmacist license and remain licensed with CPhM
- Complete the required injection training
- Maintain current CPR and First Aid certification
- Submit an application for injection authorization and receive approval from CPhM
- For more information on how to apply, visit Administering Drugs & Vaccines.
- **Transitioning from Intern to Pharmacist:**
 - If you were authorized by CPhM to administer injections as an intern, that authorization does not transfer to your pharmacist license. You must apply for injection authorization once you are granted a licence to practice and declare you have met and maintained the requirements annually upon license renewal.
- **Follow-Up on Applications:**
 - It is your professional responsibility to follow up with CPhM after submitting your application to confirm that it was received and approved. You cannot provide injections until you have received notification from CPhM that your application was approved.
- **Review and Confirm Authorization:**
 - Pharmacists should regularly review their profiles to ensure accuracy and confirm their injection authorization status.
 - Pharmacy managers should verify that all staff pharmacists are properly authorized before providing injections.

Pharmacists who administer injections without proper authorization will be referred to Complaints. To avoid disruptions in your ability to provide essential vaccinations this fall, ensure that all requirements are met, your application is submitted, and your authorization is confirmed.

For more details on administering injections, visit: <https://cphm.ca/practice-education/administer-drugs-vaccines/>



In loving memory...

Srinivas Karamcheti 8/5/2024

David Crawford 9/20/2024

Wayne Hogaboam 9/28/2024