



# Safety IQ Quick Guide: Documentation

Questions can be emailed to [safetyiq@cphm.ca](mailto:safetyiq@cphm.ca)  
Information and resources are available at the following link:  
[cphm.ca/practice-education/quality-assurance/safety-iq/](http://cphm.ca/practice-education/quality-assurance/safety-iq/)

## Why is documentation Important?

Documentation is important from two different perspectives: **measuring and monitoring** the effectiveness of process or procedure changes and for **regulatory compliance and review**.

Without proper documentation to track your improvement plans, you won't know if your changes have been effective or not.

Secondly, documentation is key to accountability and regulatory compliance. The College inspection process is in place to protect the public interest and compliance with Safety IQ is a key component of College accountability to the public.

In the rare event the College must launch an investigation relating to a complaint by a member of the public, a colleague, or the College, documentation that you followed the requirements of the Medication Incident and Near-Miss Event Practice Direction is key evidence that will be collected.

**Your documentation of medication incidents and improvement plans should demonstrate reflection, learning, and meaningful change.**

## What do I need to document?

Pharmacy managers must ensure the following information is documented and readily available for regulatory review:

- medications incidents and near-miss events are reported (documented) to the medication incident reporting platform;
- all pharmacy communication with the patient, prescriber, and staff related to the incident;
- safety self-assessment (SSA)
- action plans developed in response to incidents and near-miss events, SSAs, and shared learning (your reporting platform will provide online tools for documenting improvement plans); and
- formal continuous quality improvement (CQI) meetings (at least one meeting per year) including date, staff present and topics discussed.

## What is a CQI meeting?

A yearly continuous quality improvement (CQI) meeting is a requirement of Safety IQ and gives the pharmacy team an opportunity to:

- Discuss medication incidents and near-miss events and brainstorm improvement plans to prevent recurrence
- Review results of your Safety Self-Assessment and improvement plans
- Review the pharmacy's incident data summary for trends and discuss potential issues
- Share learnings and staff education on medication safety from other sources (the College, ISMP Canada)

## What is an SSA?

A Safety Self-Assessment (SSA) is a tool for pharmacy staff to examine all areas of practice from collecting patient information through to patient education and quality assurance. The goal is to proactively identify processes or systems within the pharmacy that have the potential to cause medication incidents and make improvements to prevent them.

Medication incident reporting platforms may or may not offer an SSA as part of its services. If your reporting platform does not offer an SSA, the pharmacy manager must source an SSA from an alternate provider.





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## How do I ensure my pharmacy's Safety IQ documentation is compliant with College requirements?

**Because pharmacies are using a variety of reporting platforms each with different capabilities, there is a potential to miss a step in the documentation process.**

**It is imperative that you understand your reporting platform's capabilities.** Reporting platform providers will be responsible for providing training resources and tools as well as ongoing support and communication to pharmacies. Pharmacy managers must ensure that all staff are trained on the reporting platform and the tools available.

### Documenting Medication Incidents

Your pharmacy's policy and procedures on documentation must ensure that the entire history of an incident can easily be tracked and cross-referenced. **If your incident reporting platform does not allow entry of patient identifiers or prescription numbers, you must create a process or procedure to ensure that all required documentation can be traced back to the specific incident and patient.** This might include, for example, noting the incident number from the reporting platform directly in the patient record or using an [incident log](#).

### Documenting CQI Meetings and SSA Improvement Plans

There will be variation in what reporting platforms offer for documenting CQI meetings and SSA improvement plans, so pharmacy managers must ensure pharmacy documentation policy and procedure meets documentation requirements for these Safety IQ elements. Pharmacy managers may use the following College resources to support CQI meetings and SSAs:

- [CQI Meeting FAQ](#)
- [How Are We Doing? Toolkit for Effective CQI Meetings](#)
- [SSA FAQ](#)
- [Safety Self-Assessment Improvement Plan](#)

### Documenting Safety IQ Engagement

The pharmacy manager must also self-declare the following information in the **pharmacy portal on the College website\***:

- the pharmacy's medication incident reporting platform and date the pharmacy was subscribed
- the date the pharmacy's SSA is complete and the product used.
- the date the pharmacy's formal CQI meeting is complete.

\*Filling out the self-declarations in the pharmacy profile **does not** meet documentation requirements set out in the Medication Incident and Near-Miss Event Practice Direction.

