



# Safety IQ Quick Guide: Reporting Medication Incidents and Near-Miss Events



## What do I report?

All medication incidents must be promptly reported by pharmacy staff member(s) to your pharmacy's medication incident reporting platform.

The following instances are examples of what should be reported to your pharmacy's medication incident reporting platform:

- All medication incidents that reach the patient regardless of harm
- Any near-miss event that has the potential to cause harm if it had not been caught

## Who should report?

Any dispensary staff person can make a medication incident or near-miss report.

## How do I report?

You report medication incidents and near-miss events to your pharmacy's incident reporting platform.

While there are a number of basic required reporting fields, the narrative quality of your report is the richest data source.

**Ask yourself the following questions as you record and review your incident description to ensure your report has its greatest impact:**

- Does your description include the "What? When? Where? Why? and How?" of the incident?
- Is the incident description clear and concise?
- Have contributing factors been identified and are they included in the incident description?
- Is the action to be taken to prevent recurrence included in the incident description?
- Is your description free from patient, provider, or staff identifiers?

## Contact

Please forward your questions or concerns by email to [safetyiq@cphm.ca](mailto:safetyiq@cphm.ca)

For more information on Safety IQ, please visit: <https://cphm.ca/practice-education/quality-assurance/safety-iq/>

### What is a medication incident?

A medication incident is a preventable occurrence or circumstance that may cause or lead to inappropriate medication use or patient harm.

### What is a near-miss event?

A near-miss event is an event or circumstance that took place and could have resulted in an unintended or undesired outcome(s) but was discovered before reaching the patient.

### What is a near-miss event protocol?

Not all near-miss events are valuable from an improvement or learning standpoint and pharmacy professionals juggle many competing priorities. An official protocol on near-miss reporting should be established by the pharmacy team, but staff should consider the following:

**Potential impact on the patient:** would the patient be harmed if they were given this medication?

**Recurring nature of the near-miss event:** does the same near-miss happen repeatedly?

**The potential for shared learning:** could learning from a near-miss event benefit colleagues and patients at other pharmacies?

## Pharmacy Login Information (for pharmacy use):

**Username:** \_\_\_\_\_

**Password:** \_\_\_\_\_