SAFETY IQ MEDICATION INCIDENT REPORTING PLATFORM CRITERIA

REPORTING CAPABILITY

- Platform must submit all reported medication incidents/near misses into the CMIRPS National Incident Data Repository for Community Pharmacies (NIDR).

- All data must be anonymous.

- Data fields used by the platform must contain a minimum set of common data fields (data standards) as identified by the College.

Notes:

Submission of incident and near miss information to a national incident data repository, allows for analysis of national data and distribution of shared learnings and trends across the profession.

Pharmacies will sign a data sharing agreement with ISMP Canada for reporting to the national incident data repository.

Platform providers will work with ISMP Canada to work on data submission and mapping technology to allow for export of incident/near miss data in an acceptable format to the national incident data repository.

Data reported to the national incident data repository will be anonymous – no patient identifiers nor identifiers of pharmacy staff reporting or involved in the incident.

INTELLIGENCE CAPABILITY AND DATA ACCESS

- Platform allows for shared contribution/data entry when reporting. Specifically, more than one user can add medication incident/near miss details when reporting.

- Platform must produce online and real-time summary reports for the pharmacy manager.

- Platform provides online tools for documenting improvement plans.

- In the case that the CMIRPS National Incident Data Repository cannot provide engagement data, platform vendor must provide the College of Pharmacists of Manitoba with a monthly engagement report in Excel format. This report will include aggregated data regarding the number of pharmacies in Manitoba who have reported a medication incident/near miss in the previous month and the date of the last report for each de-identified pharmacy.

Notes:

Platforms should allow more than one staff member to add info into an incident report as often times more than one person is involved when an incident occurs.

Pharmacies should have access to data summary reports to enable them to analyze incident/near-miss trends within their individual pharmacy.

Pharmacies should document improvement plans for future evaluation and discussion in terms of the effectiveness of the changes made.

The College will not have access to individual incident submissions. The College will receive de-identified data summaries from the national repository. To evaluate the engagement of pharmacies in the roll-out of the Safety IQ program and beyond, the College will ask platform providers to provide de-identified data on the number of pharmacies that have reported an incident/near miss and the date of the last report for each de-identified pharmacy.

TRAINING CAPABILITY

- Platform must include an online module accessible to all pharmacy staff on how to use the platform for shared contributions when reporting.

- Platform must provide responsive technical support services that pharmacy staff can readily access

Notes:

Effective training is imperative to engagement of staff in the pharmacy's CQI program and reporting of incidents and near misses.

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.

INTERFACE DESIGN

- Platform must provide a link to Safety IQ resources on the College of Pharmacists of Manitoba website: https://cphm.ca/practice-education/quality-assurance/safety-iq/

Notes:

A link on the platform home page to the College's Safety IQ page will provide easy and convenient access to resources and information for pharmacy staff.

DATA SECURITY AND PRIVACY

- Platform must store any Safety IQ data securely on servers located in Canada.

- Platform providers must develop a Terms of Service Agreement for review by the College of Pharmacists of Manitoba.

Notes:

Pharmacies will need to sign data sharing agreements with the platform provider they choose (unless the pharmacy is using a preexisting platform that meets College criteria). The pharmacy owner is the owner of the incident data information not the platform provider.

SAFETY SELF-ASSESSMENT (SSA) CAPABILITY

Not a requirement of the platform

Notes:

An SSA is a requirement for pharmacies under the practice direction and must be completed within the first year of the Safety IQ program launch or a new pharmacy opening and then every 3 years thereafter. Pharmacies can subscribe to a SSA tool from a different platform provider if necessary.

STUDENT TRAINING CAPABILITY

Not a requirement of the platform

Notes:

As education of future pharmacists and technicians on the importance of CQI is very important, platforms that do have a capability to provide tools for training of students are encouraged to work with pharmacy and technician education programs.

MANDATORY REPORTING FIELDS

- Date Incident Occurred

- Type of Incident

- Incident Discovered By

- Medication System Stages Involved in this Incident

- Medication(s) Involved

- Degree of Harm to Patient due to Incident

- Incident Description/How the Incident was Discovered

OPTIONAL REPORTING FIELDS

- Time Incident Occurred

- Patient's Gender

- Patient's Age

- Other Incident Information

OPTIONAL LEARNING FIELDS

- Contributing Factors to this Incident

- Actions at Store Level (Include action plan, person in charge, and target date for completion)

- Shared Learning to Disseminate (What has been done to prevent a similar occurrence in the future)

Notes:

Although Contributing Factors and Actions at Store Level are optional learning fields, this information is very important for analysis of the incidents at a national level. Incident and near miss reporting submitted by Safety IQ pilot pharmacies provided rich data for analysis as these optional fields were regularly completed in detail.