
Thank You for Intervening

Mining the Data – Just in Time!

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Disclosure

Victoria Sills, B.Sc.Pharm. has nothing to disclose.

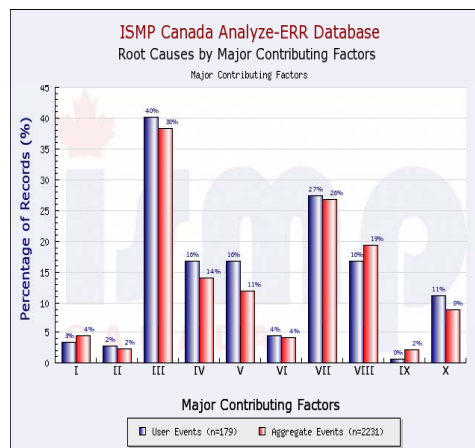
Medication Incident Reporting

- Manual reporting of all incidents in 2005.
- Opportunity: Medication Incident Reporting software available through ISMP Canada funded in the Province of Ontario by the Ministry of Health and Longterm Care.
- Pilot in early 2005.
- Full implementation in October 2005.

“Firsts”

- Electronic incident reporting system.
- REAL TIME graphs and search features.
 - Safe Medication Practices Committee
- Root cause (contributing factors) database.
- “Seamless” procedure to submit data elements to a national database.

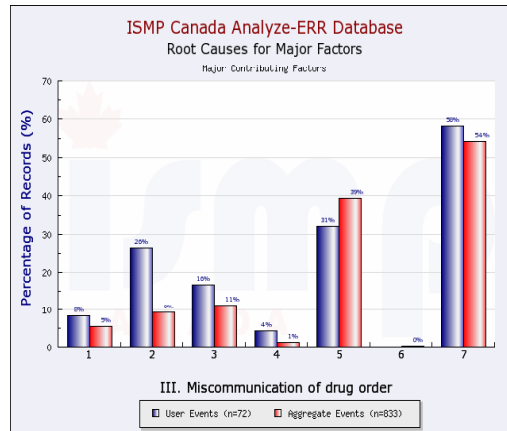
Major Contributing Factors



Legend:

- I. Critical patient information missing
- II. Critical drug information missing
- III. Miscommunication of drug order
- IV. Drug name, label, packaging problem
- V. Drug storage or delivery problem
- VI. Drug delivery device problem
- VII. Environmental, staffing, or workflow problem
- VIII. Lack of staff education
- IX. Patient education problem
- X. Lack of quality control or independent check systems

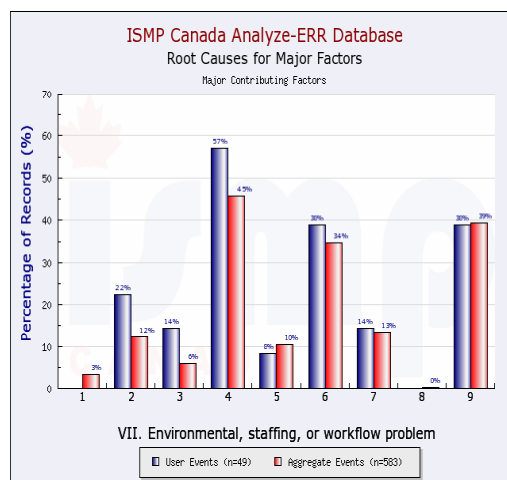
Miscommunication



Legend:

1. illegible
2. ambiguous
3. incomplete
4. misheard orders
5. misunderstood orders
6. intimidation/faulty interaction
7. other

Environmental, Staffing, Workload



Legend:

1. lighting
2. noise
3. clutter
4. interruptions
5. staffing deficiencies
6. workload
7. inefficient workflow
8. employee safety
9. other