

Pharmacy Safety Self-Assessment

Completion Guide

Introduction to the PSSA

The Pharmacy Safety Self-Assessment (PSSA) is one of a variety of Continuous Quality Improvement (CQI) tools available within the AIMS Pharmapod platform. Its use allows for the proactive identification of areas of potential risk within a pharmacy’s work processes, enabling pharmacy teams to implement improvements to their work processes and monitor these improvements over time. The College will only be able to view anonymous, aggregate data and will **not** have access to any individual pharmacy team’s PSSA information.

The PSSA consists of a series of six domains and there are several statements within each domain focused on the implementation of tangible medication safety strategies. The Designated Manager is responsible for ensuring the PSSA is complete and should involve the whole pharmacy team in its completion. This ensures successful implementation of the ensuing improvement activities. The PSSA does *not* need to be completed at one time; each domain may be completed individually and the PSSA can be paused at any time. Overall, the PSSA takes only a few hours to complete.

Pharmacies must complete the PSSA by **December 31, 2021** and at least once every two to three years thereafter to facilitate ongoing advancements in medication safety practices. This is a mandatory requirement under the Assurance and Improvement in Medication Safety (AIMS) program, the supplemental Standard of Practice and Standards of Operation.

Completing the PSSA Tool

The suggested approach to completing the PSSA tool and transforming the insights gained into actionable improvements for the pharmacy team are outlined below. A worked example of the steps outlined below is available on page 4 of this guide.

- Review the PSSA Domain Statements.** Review and discuss each of the statements under the six domains. The pharmacy team is to reflect on their current practice and select the level that is most representative of the current practice as outlined below:

Always: Best Practice is Being Achieved	Indicates excellent risk management strategies in place that are evaluated and monitored to achieve desired outcomes or goals for medication safety.
Sometimes: Partial Opportunity for Improvement	Indicates good risk management and control systems in place, but an opportunity exists for improvement of controls or increased adherence to controls. Controls may partially be in place, however full implementation, evaluation or monitoring is required to achieve further risk reduction.
Never: Significant Opportunity for Improvement	Indicates effective risk controls have not yet been developed, and a significant lack of risk control exists. Actions to improve risk management are a matter of priority to achieve desired outcomes or goals for medication safety.

2. **Identify areas for improvement.** Identify the statements where the pharmacy team selects “sometimes” or “never” as these signal areas for potential improvement.
3. **Develop an action plan to address the identified areas for improvement.** You are encouraged to use the SMART goals framework to ensure that the actions are described in a way that allows for effective implementation. (See appendix 1 for detailed information and a worked example).
 - The domains contain an auto saving feature, thus, they can be exited and accessed in the future allowing for completion over time. The completion rate of each domain is displayed on the PSSA Dashboard.
4. **Implement the action plan.** Upon completion of the PSSA tool the actions created will be available in one document accessible by clicking ‘Action Plan Summary’. You may wish to download and print the summary document to share with your team to facilitate implementation. Once actions have been completed, they can be marked as such within the system.
5. **Monitor improvements and measure progress.** The PSSA must be repeated every 2-3 years. Completed PSSA cycles can be reviewed at anytime within the AIMS Pharmapod platform allowing for the monitoring of improvement over time.

Note on Trouble Shooting:

If you wish to cancel your current PSSA in progress and start fresh you may do so by clicking on the top right wheel icon.

PSSA Domains

PSSA Domain		Description
1	Comprehensive Patient Information	<p>This domain assesses collecting and updating pertinent patient information.</p> <p>→ Implementation of the actions generated from the completion of this domain will ensure that processes for gathering accurate patient information are followed consistently to promote patient safety.</p>
2	Communication	<p>This domain assesses communication with patients, prescribers and amongst the pharmacy team.</p> <p>→ Implementation of the actions generated from the completion of this domain will ensure that methods of communication used by the pharmacy team minimize the potential for error.</p>
3	Medication Storage, Preparation and Equipment	<p>This domain assesses the storage and disposal of medications/ medical devices and a pharmacy's process for responding to recalls</p> <p>→ Implementation of the actions generated from the completion of this domain will allow the pharmacy team to optimize medication storage within their pharmacy to support a safe medication supply and efficient workflow</p>
4	Training and Education	<p>This domain assesses the training of pharmacy staff involved in the dispensary workflow</p> <p>→ Implementation of the actions generated from the completion of this domain will allow for the implementation of procedures that provide ongoing education and training to the pharmacy team which supports medication safety</p>
5	Medication Safety Event Management	<p>This domain assesses how pharmacy team members address, record and analyze medication incidents and near misses</p> <p>→ Implementation of the actions generated from the completion of this domain will support adherence to the AIMS program standards unifying the approach to medication safety across all pharmacies</p>
6	Pharmacy Processes and Continuing Quality Improvement	<p>This domain assesses pharmacy processes that have an impact on medication safety and service quality</p> <p>→ Implementation of the actions generated from the completion of this domain will ensure that dispensary work processes reviewed regularly and improved</p>

Statement and Action Example

Domain 5	Medication Safety Event Management	
Statement 4	Pharmacy team members have a regular process to review medication incidents and near misses to create opportunities for shared learning and process improvements.	<input type="radio"/> Never <input checked="" type="radio"/> Sometimes <input type="radio"/> Always

The pharmacy team has rated their level of alignment with the above statement as “sometimes”. As such, this signals an opportunity for improvement. Below are examples of actions that may be implemented to better align a pharmacy’s practice with the statement.

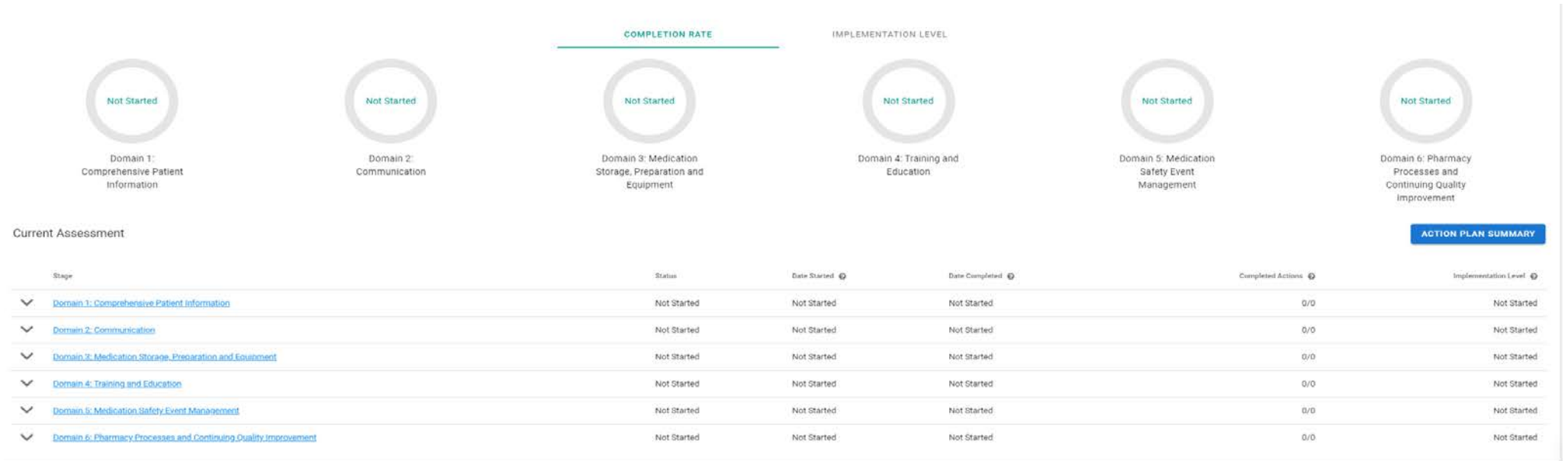
Action Type	Action Required	Owner	Due Date	Notes
Preventative	<ul style="list-style-type: none"> We will hold a monthly patient safety meeting with the pharmacy team on the first Tuesday of each month where all medication incidents and near misses recorded will be discussed to encourage shared learning We will discuss root causes, contributing factors and learning points from the incidents/near misses and agree on changes that we can implement in the pharmacy to prevent future incidents/near misses Everyone will be encouraged to contribute and bring suggestions for improvement to the meeting We will review the plan in three months to ensure it is taking place as planned 	AB (DM)	1 Feb 2020	

Appendix 1: SMART Framework for Describing Actions

SMART Concept		Worked Example
S for Specific - Is our target-specific?	<p>What do we want to accomplish? Why do we want to accomplish this? What are the requirements? What are the constraints?</p>	<ul style="list-style-type: none"> We will hold a patient safety meeting with the pharmacy team This is to address opportunities for improvement identified in PSSA Domain 5 Statement 4.
M for measurable - Is our target measurable?	<p>How will we measure our progress? How will we know when the goal is accomplished?</p>	<ul style="list-style-type: none"> Notes from the meeting and associated actions will be recorded and shared with the entire team. We will review this action in three months (April) to ensure it is taking place as planned.
A for achievable - Is our target achievable?	<p>How can the goal be accomplished? What are the logical steps I should take?</p>	<ul style="list-style-type: none"> An agenda will be created for each meeting We will discuss root causes, contributing factors and learning points of incidents and near misses and agree on what we will do differently in the future.
R for relevant - Is our target relevant?	<p>Is this a worthwhile goal? Is this the right time? Do we have the necessary resources and support? Is this goal in line with long-term objectives?</p>	<ul style="list-style-type: none"> Everyone will be encouraged to contribute and bring suggestions for improvement to the meeting. All team members will receive information on what was covered and next steps, including those not working on the day of the meeting.
T for time-bound - Is our target time-bound?	<p>How long will it take to accomplish this goal? When is the completion of this goal due? When am I going to work on this goal?</p>	<ul style="list-style-type: none"> This is a recurring meeting on the first Tuesday of each month with progress reviewed in three months' time.

Appendix 2: AIMS Pharmapod Platform Screenshots

PSSA Dashboard in AIMS Pharmapod Platform



Domain Statement Example

Pharmacy team members have a regular process to review medication incidents and near misses to create opportunities for shared learning and process improvements.

Never
 Sometimes
 Always

▼ Add Notes

Action Example

Action



Action Type

Corrective Preventative

Owner

John Smith (DM)

Due Date

02-04-2020

Action Required

-We will hold a monthly patient safety meeting with the pharmacy team on the first Tuesday of each month where all medication incidents and near misses will be discussed to encourage a shared learning approach across the team.
-An agenda will be created for each meeting
-We will discuss root causes, contributing factors and learning points of incidents and near misses and agree on what we will do differently in the future.
-Any supporting patient safety information, including Response Team bulletin actions will also be reviewed during the meeting.
-Everyone will be encouraged to contribute and bring suggestions for improvement to the meeting. Notes from the meeting and associated actions will be recorded. All team members will receive information on what was covered and next steps, including those not working on the day of the meeting. We will review this action in three months (April) to ensure it is taking place as planned.

Notes

Add a Note...

ADD ACTION

SAVE

NEXT DOMAIN