Pharmacy Safety Self-Assessment User 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. It 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 is only able to view anonymous, aggregate data and does *not* have access to any individual pharmacy team's specific PSSA information, except for the completion status.

At the start of the PSSA, there are a few demographic questions that allow the College to benchmark based on pharmacy type, size, prescription volume and services provided. The assessment 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. The PSSA does *not* need to be completed at one time; each domain can be completed individually and saved. Overall, the PSSA takes only a few hours to complete.

Pharmacies were required to complete the PSSA for the first time by **December 31, 2021,** and subsequently at least once every two to three years thereafter to facilitate ongoing improvements 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

The suggested approach to completing the PSSA 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.

1. **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:

Never	Select "Never" for items that are not in practice at this time.
Rarely	Select "Rarely" for items that are in practice less than 25% of the time.
Sometimes	Select "Sometimes" for items that are in practice 25-50% of the time.
Often	Select "Often" for items that are in practice 50-75% of the time.
Always	Select "Always" for items that are in practice more than 75% of the time.

Not Applicable	This option is available for selected statements that do not apply to all community pharmacies (e.g., a pharmacy that does not offer compounding cannot respond to statements related to this service).

2. **Identify areas for improvement**. Identify the statements where the pharmacy team selects "sometimes", "rarely" or "never" as these indicate important areas for 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).

4. **Implement the action plan**. Upon completion of the PSSA, the actions created will be available under SMART Action Plans. You may wish to download and print the PSSA 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 was required to be completed for the first time by December 31, 2021 and must be completed at least once every 2 to 3 years thereafter. Completed assessments can be reviewed at anytime within the AIMS Pharmapod platform allowing for the monitoring of improvement over time.

PSSA Domains

	PSSA Domain	Description
1	Comprehensive Patient Information	This domain assesses collecting and updating pertinent patient information. ➜ 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.
2	Communication	This domain assesses communication with patients, prescribers and amongst the pharmacy team. ➜ 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.
3	Medication Storage, Preparation and Equipment	This domain assesses the storage and disposal of medications/ medical devices and a pharmacy's process for responding to recalls. ➜ 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
4	Training and Education	This domain assesses the training of pharmacy staff involved in the dispensary workflow. ➜ 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.
5	Medication Safety Event Management	This domain assesses how pharmacy team members address, record and analyze medication incidents and near misses. ➜ 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.
6	Pharmacy Processes and Continuing Quality Improvement	This domain assesses pharmacy processes that have an impact on medication safety and service quality. ➜ Implementation of the actions generated from the completion of this domain will ensure that dispensary work processes are reviewed regularly and improved.

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.	○ Never ○ Rarely ⦿ Sometimes ○ Often ○ 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 <u>examples</u> 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	• 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	

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Appendix 1: SMART Framework for Describing Actions

SMART Concept		Worked Example
S for Specific - Is our target-specific?	What do we want to accomplish? Why do we want to accomplish this? What are the requirements? What are the constraints?	• 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?	How will we measure our progress? How will we know when the goal is accomplished?	• 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?	How can the goal be accomplished? What are the logical steps I should take?	• 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?	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?	• 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?	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?	• This is a recurring meeting on the first Tuesday of each month with progress reviewed in three months' time.

Appendix 2: AIMS Pharmapod Platform Screenshot

PSSA Dashboard in AIMS Pharmapod Platform

	COMPLETION RATE		SAFETY SCORE

Not Started	Not Started	Not Started	Not Started	Not Started	Not Started	
Domain 1: Comprehensive Patient Information	Domain 2: Communication	Domain 3: Medication Storage, Preparation and Equipment	Domain 4: Training and Education	Domain 5: Medication Safety Event Management	Domain 6: Pharmacy Processes and Continuing Quality Improvement	

Stage	Status	Start Date	Completion Date	Completed Actions	Safety Score	PDF
Domain 1: Comprehensive Patient Information	Not Started	Not Started	Not Started	0/0	Not Started	
Domain 2: Communication	Not Started	Not Started	Not Started	0/0	Not Started	
Domain 3: Medication Storage, Preparation and Equipment	Not Started	Not Started	Not Started	0/0	Not Started	
Domain 4: Training and Education	Not Started	Not Started	Not Started	0/0	Not Started	
Domain 5: Medication Safety Event Management	Not Started	Not Started	Not Started	0/0	Not Started	
Domain 6: Pharmacy Processes and Continuing Quality Improvement	Not Started	Not Started	Not Started	0/0	Not Started	