Ontario College of Pharmacists

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AIMS

Assurance and
Improvement in
Medication Safety

A PATIENT SAFETY AND QUALITY IMPROVEMENT PROGRAM OF THE
ONTARIO COLLEGE OF PHARMACISTS

AIMS ENGAGEMENT SURVEY RESULTS

Conducted February 21 – March 4, 2022

INTRODUCTION

Continuous quality improvement is an important part of how the College ensures its programs are supporting its mandate to serve and protect the public. By continuously evaluating our programs and responding to feedback from registrants, our goal is to enhance the way we all put patients first.

In February 2022 the College partnered with Pharmapod to ask AIMS registered users to help identify barriers to reporting medication events through the AIMS Pharmapod platform, and to provide insights on potential improvements to both the program and platform.

More than 500 users responded to the survey between February 21 and March 4, 2022. Here is a summary of what we learned.
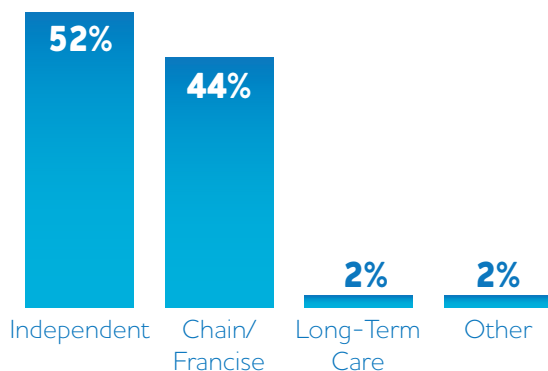
DEMOGRAPHICS OF RESPONDENTS

Understanding which pharmacy professionals use the AIMS Pharmapod platform, and knowing the type and size of the pharmacies where they primarily work, helps identify opportunities to better target education and resources that can support registrants in successfully meeting the requirements of the AIMS Program.
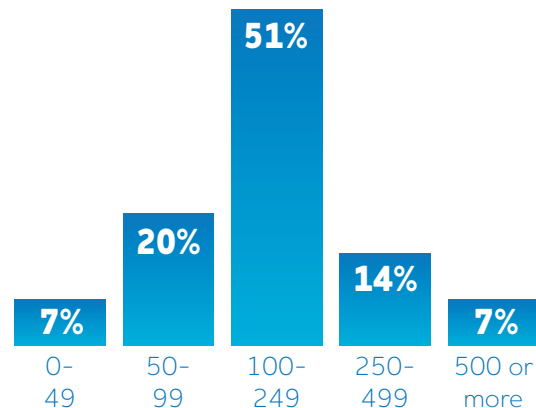
SUBMISSIONS BY PHARMACY TYPE

Which pharmacy type do you currently practice in (or own) that participates in the AIMS Program?

Independent	Chain/Francise	Long-Term Care	Other
52%	44%	2%	2%

AVERAGE PRESCRIPTIONS PER DAY

What is the average number of prescriptions filled **per day** at the pharmacy where you practice primarily?

0-49	50-99	100-249	250-499	500 or more
7%	20%	51%	14%	7%

DEMOGRAPHICS OF RESPONDENTS

SUBMISSIONS BY ROLE

What is your role in the pharmacy where you primarily practice?

Role	Percentage
Designated Manager	31%
Staff Pharmacist	24%
Pharmacy Owner	19%
Pharmacy Assistant	17%
Pharmacy Technician	6%
Relief Pharmacist	2%
Other	1%
Student	0.2%
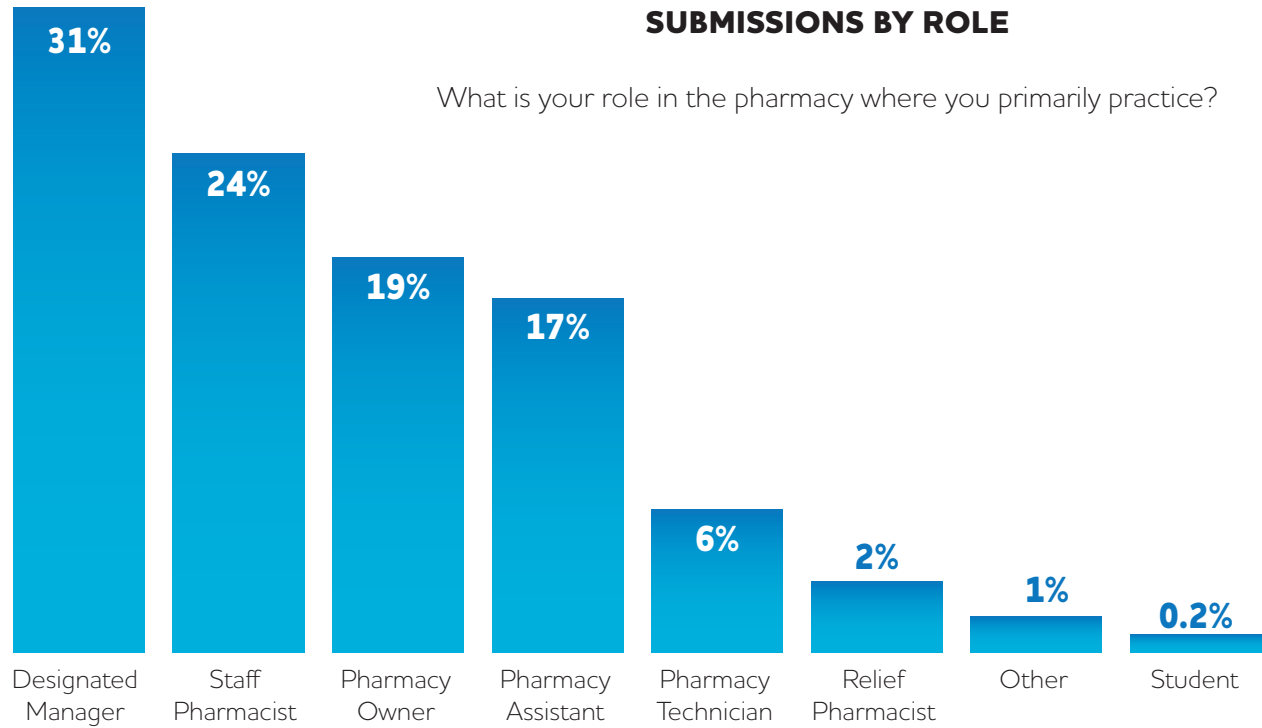
ADDITIONAL ACCESS BY ROLE

To better understand users of the AIMS Pharmapod platform, Designated Managers* were asked to identify which other pharmacy team members have access to the platform.

*Note: Only Designated Managers could answer this question (161 total), and respondents could select multiple answers.

| Role	Percentage
Staff Pharmacist	83%
Pharmacy Assistant	37%
Pharmacy Owner	32%
Pharmacy Technician	21%
Relief Pharmacist	13%
Student	9%
None	2%
Other	1%
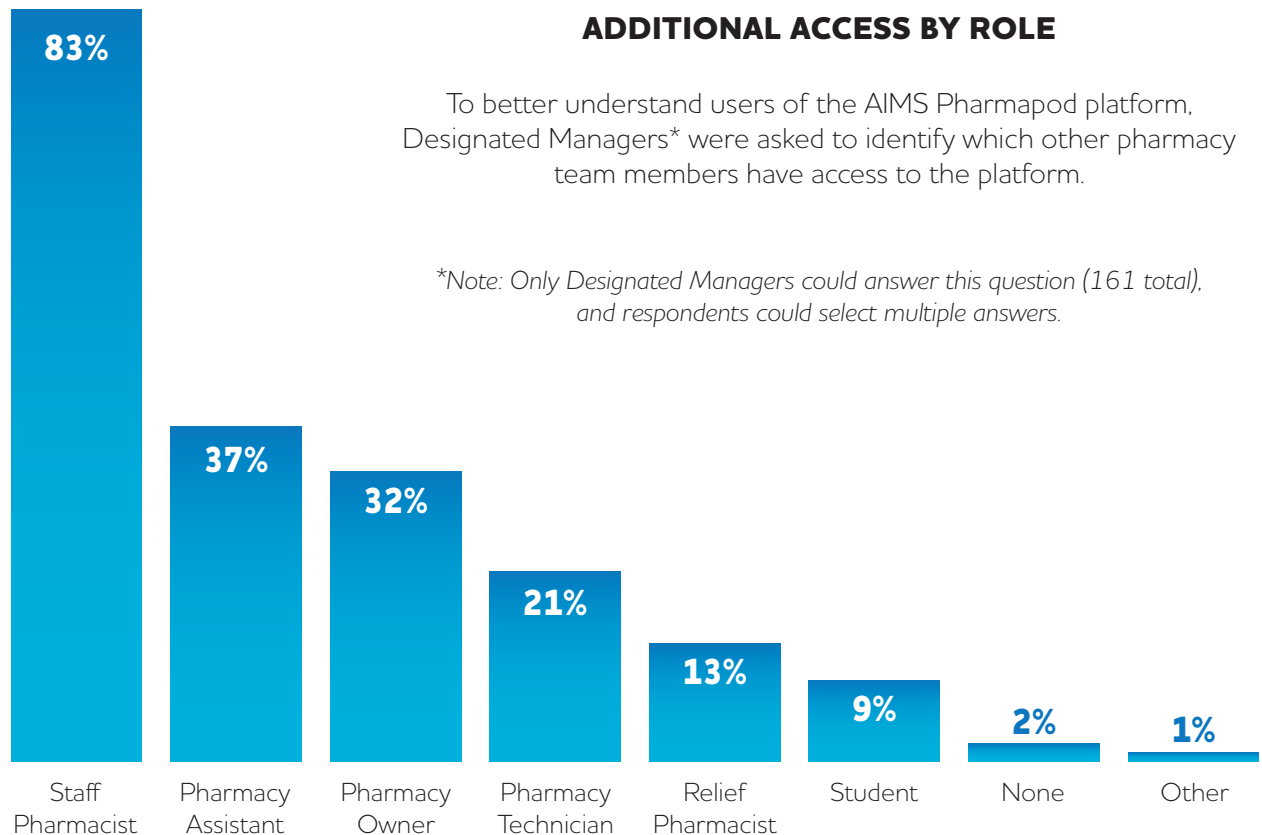
E-LEARNING MODULES

The College has developed education resources for the AIMS Program, and understanding any potential barriers to completing the e-Learning modules available through the AIMS Pharmapod platform or on the College website helps us enhance and evolve the supports we provide.

E-LEARNING MODULES COMPLETED

Have you completed the e-Learning modules?

NO
13%

YES
87%
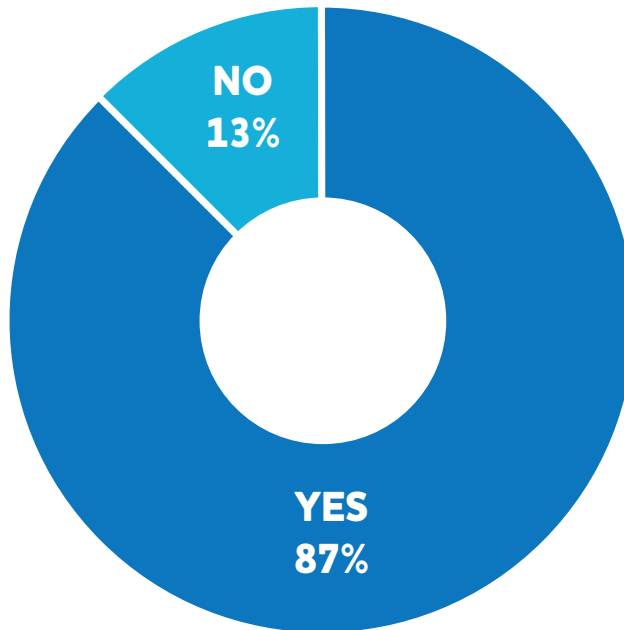
BARRIERS TO COMPLETING E-LEARNING MODULES

Respondents who indicated they had not completed the e-Learning modules in the previous question were asked to identify barriers to completion. Multiple options could be selected for this question.

51% Lack of Time

49% Did not know they are available

14% Not sure where to find the modules

4% Other
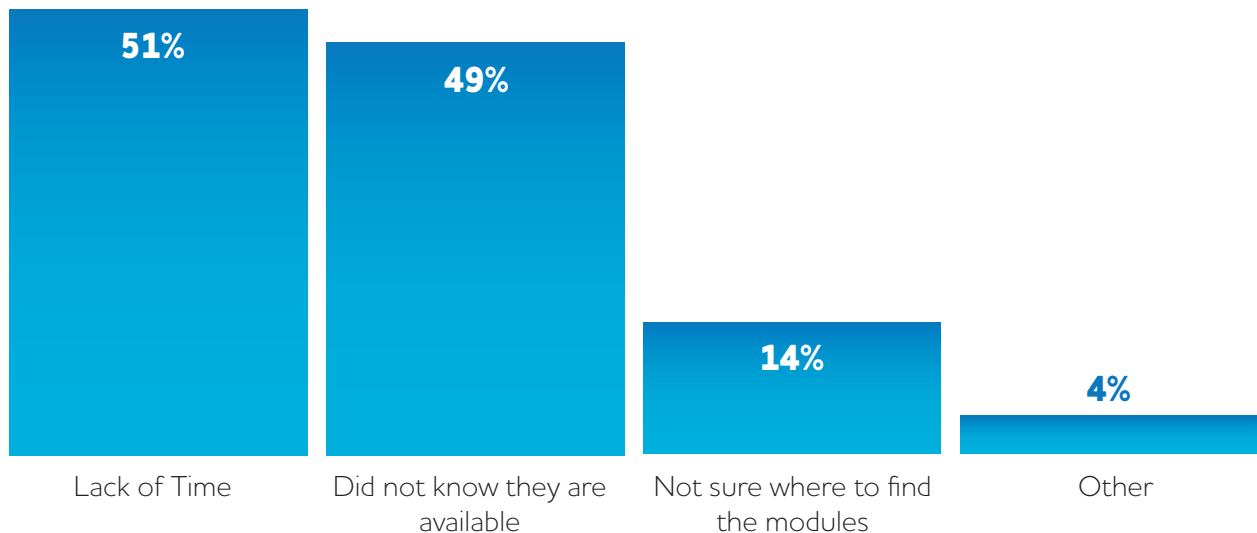
AIMS PHARMAPOD PLATFORM

The anonymous recording of medication safety events in the AIMS Pharmapod platform is a mandatory requirement of the AIMS Program. The data obtained from the engagement survey helps us better understand how often the platform is being used, as well as any barriers to recording medication safety events.

EVENT RECORDING

Have you ever recorded a medication event (incident or near miss) in the AIMS Pharmapod platform?

YES 64%	NO 36%

For those who have recorded an event, have you recorded a medication event (incident or near miss) within the last 12 months?

YES 82%	NO 18%

Do you feel that all **incidents** that occur in your pharmacy are recorded into the AIMS Pharmapod platform?

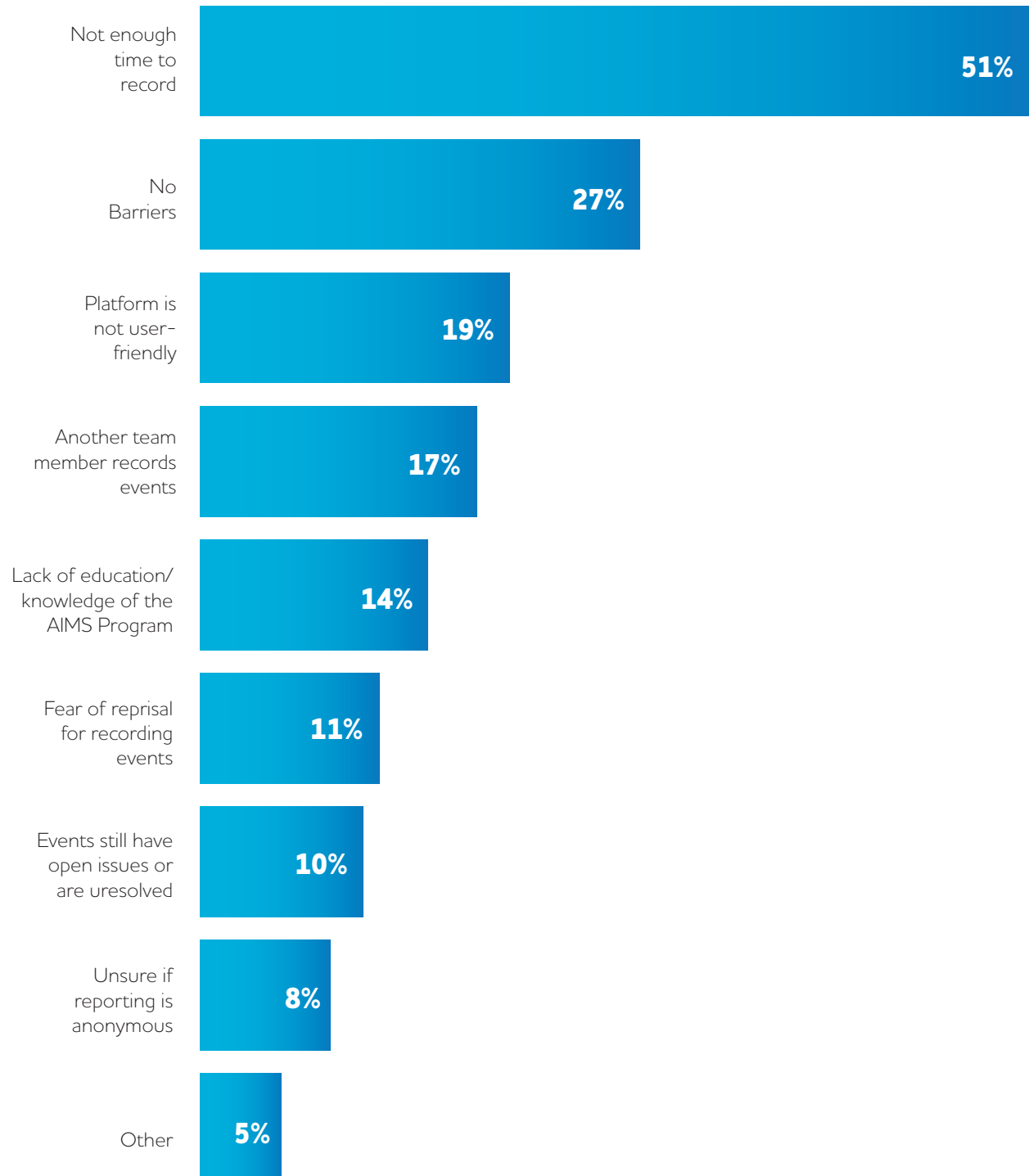| YES 61%	NO 39%
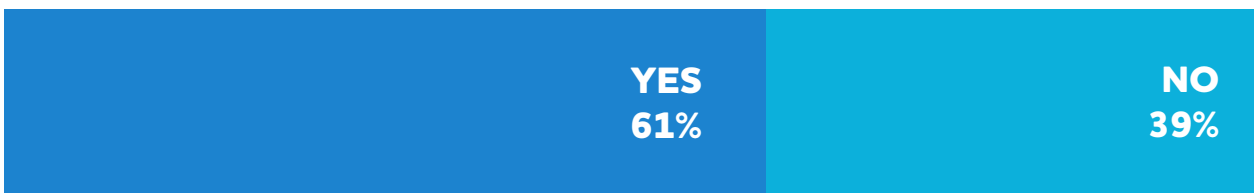
Do you feel that all **near miss** events that occur in your pharmacy are recorded into the AIMS Pharmapod platform?

YES 38%	NO 62%

AIMS PHARMAPOD PLATFORM

BARRIERS TO REPORTING

Respondents who indicated they had not recorded any medication safety events in the previous question were asked to identify barriers to reporting. Multiple options could be selected for this question.

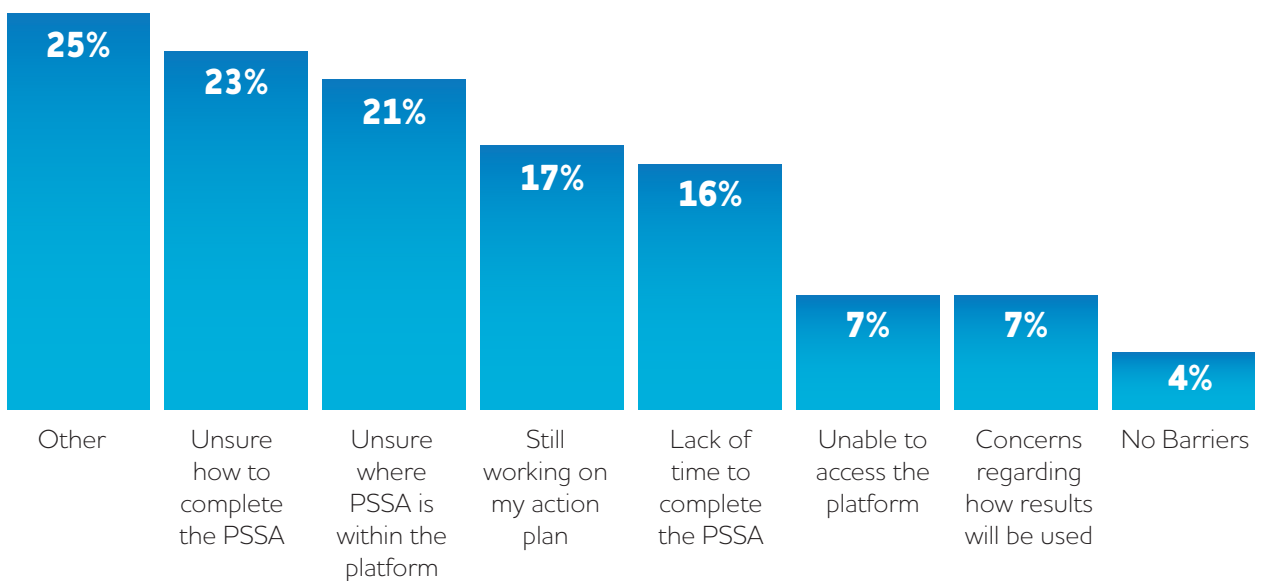| Barrier	Percentage
Not enough time to record	51%
No Barriers	27%
Platform is not user-friendly	19%
Another team member records events	17%
Lack of education/ knowledge of the AIMS Program	14%
Fear of reprisal for recording events	11%
Events still have open issues or are uresolved	10%
Unsure if reporting is anonymous	8%
Other	5%

PHARMACY SAFETY SELF-ASSESSMENT

The Pharmacy Safety Self-Assessment (PSSA) is an informative quality improvement tool that helps a pharmacy track their efforts to enhance patient safety over time. It can be used to proactively identify areas of potential risk, enabling pharmacy teams to plan improvement activities effectively and demonstrate system improvements. Understanding the experience of completing the PSSA helps us identify potential process improvements that can make this mandatory requirement of the AIMS Program more streamlined for resgistrants.

PSSA COMPLETIONS

Has your pharmacy completed the Pharmacy Safety Self-Assessment (PSSA), which was due December 31, 2021?

Yes	Unsure	No	Started, but not yet completed
77%	20%	2%	1%

BARRIERS TO COMPLETING THE PSSA

Respondents who indicated they had not completed the PSSA in the previous question were asked to identify barriers to completion. Multiple options could be selected for this question.

Other	Unsure how to complete the PSSA	Unsure where PSSA is within the platform	Still working on my action plan	Lack of time to complete the PSSA	Unable to access the platform	Concerns regarding how results will be used	No Barriers
25%	23%	21%	17%	16%	7%	7%	4%

Based on the insights gathered in this survey, the College and Pharmapod has begun to identify opportunities to enhance the AIMS Program and its platform, and we look forward to reporting on our progress over the coming year. In the meantime, here are some tips and takeaways that reflect the feedback you shared with us so far.

1 **e-Learning Modules**
For those registrants who indicated they were not sure where to find the AIMS e-Learning modules, they can be accessed from the AIMS platform, or on the College website. The modules take less than one hour to complete.

2 **Barriers to Reporting**
Recognizing that registrants have identified barriers to reporting medication safety events, the College and Pharmapod are committed to making improvements. We are working on making the platform more user-friendly and increasing the ease of reporting with clear and concise event forms. This should reduce the time it takes to report. Further details of the improvements underway will be shared in the near future.

3 **Barriers to Completing the PSSA**
Registrants who are unsure how to complete the mandatory PSSA can reach out to the College at AIMS@OCPinfo.com. If you are experiencing technical challenges, please contact Pharmapod at success@pharmapodhq.com.

4 **Sharing Access with Pharmacy Team Members**
Designated Managers are encouraged to give all pharmacy team members access to the AIMS Pharmapod platform. To add users, select the 'Settings' tab and then add team members as platform 'users.' You will be prompted to fill out the details of the user— don't forget to assign access by clicking the 'Facilities Access' button and choosing your pharmacy. If you are unable to add a user, please contact success@pharmapodhq.com for support.

The College thanks the registrants who participated in this engagement survey for sharing their valuable insights. We look forward to continued collaboration with you to enhance reporting and engagement with the AIMS Program.

We always welcome feedback, and encourage you to reach out to us with questions or suggestions at AIMS@OCPinfo.com.

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