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## SafetyNET-Rx FAQs

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**For FAQs specific to CPHIR, please see:**

<https://secure.ismp-canada.org/CPHIR/Reporting/faq.html>

### **1. What is SafetyNET-Rx?**

SafetyNET-Rx is a quality improvement program designed to help pharmacies reduce and learn from medication errors and near misses, collectively known as Quality Related Events (QRE). More specifically, the objective of SafetyNET-Rx is to enhance patient safety through a community pharmacy-based quality management program. The program encourages pharmacies to apply a set of standardized business processes, quality management practices, and integrated information technologies (IT) to identify, report, analyze and learn from QREs.

### **2. What is a Quality Related Event (QRE)?**

As defined in the NSCP Standards of Practice for Quality Assurance in Community Pharmacies, “QREs include errors that reach the patient as well as those that are intercepted prior to dispensing. The extent to which intercepted errors are reported will be a professional judgment decision of the pharmacy manager in consideration of the nature of the intercepted error, its implication for patient safety, and the extent to which it is reoccurring.”

### **3. Who is involved in SafetyNET-Rx?**

The project team is comprised of members from St. Francis Xavier University (Dr. Todd Boyle, Dr. Tom Mahaffey) University of Arizona (Dr. Neil McKinnon) and the Nova Scotia College of Pharmacists (Bev Zwicker). The Institute for Safe Medication Practices (ISMP) Canada has also partnered with the research team to provide participants access to their online reporting system (CPHIR) and medication safety questionnaire (MSSA).

### **4. How has the effectiveness of SafetyNET-Rx been tested?**

The team has already completed a successful pilot study of the program with 80 community pharmacies in Nova Scotia. Preliminary results and lessons learned from the pilot project have been incorporated into the program to ensure future success.

## **5. What are the objectives of SafetNET-RX?**

The objectives of the SafetyNET-Rx program are:

- To provide an open dialogue between retail pharmacies, regulatory bodies, and academic researchers on quality related events;
- To disseminate the knowledge needed to enable retail pharmacies to assess and benchmark their own QRE reporting and learning practices in a systematic and validated way;
- To provide a standardized, and packaged process that pharmacies can adopt to identify, report, and manage QREs that meets the NSCP standard for an effective continuing, documented quality assurance program;
- To identify the major organizational culture and change management issues that may promote or hamper the use of QRE reporting.

## **6. What is involved in participating in SafetyNET-Rx?**

1. The commitment of at least two pharmacy staff members (ideally one pharmacist and one pharmacy technician) to facilitate implementation of the process at the store level.
2. Completion of Medication Safety Self-Assessment (MSSA ) survey at the beginning and end of the project.
3. Utilization of the Canadian Pharmacy Incident Reporting program (CPhIR).
4. Quarterly staff meetings.
5. Completion of SafetyNET-Rx project evaluation surveys at various points throughout the project.

## **7. What is a facilitator?**

As part of SafetyNET-Rx, each store will select at least two in-store facilitators, ideally one pharmacist and one pharmacy technician. These facilitators will be responsible for training their staff by creating an open dialogue on QREs and introducing the SafetyNET-Rx program. These individuals are responsible to bring the pharmacy team together to complete the Medication Safety Self-Assessment (MSSA) survey, train staff to use the Canadian Pharmacy Incident Reporting (CPhIR) tool and to schedule and facilitate In-House QRE Reviews.

## **8. What was involved in the April 2011 training session?**

Facilitators for the 80 pharmacies who had signed up for SafetyNET-Rx, were asked to participate in a one-day SafetyNET-Rx training session. The focus of this training session was to train each facilitator on the major components of the SafetyNET-Rx program, what to expect over the course of the program, and how SafetyNET-Rx will assist in implementing new quality improvement standards in their pharmacies.

This session was a 'train the trainers' format, and these participants were asked to train their respective staff on the information they had received.

Major objectives of this session included:

- Introducing QREs, their major sources, and best practices for their reduction
- Introducing the SafetyNET-Rx Program, including highlights from the one-year pilot study
- Demonstrating how to use CPhIR and how to implement its usage in community pharmacy
- Discussing what to do during quarterly QRE meetings, what they should entail and who should be involved
- Establishing the role of NSCP inspectors and identifying what they would be looking for when they visit your pharmacy
- During this training session, participating pharmacies had the opportunity to interact with other enrolled pharmacies from across Nova Scotia, as well as with pharmacies that had participated in our pilot study. Experts from the US and the UK (Professor David Brushwood and Dr. Darren Ashcroft) were also involved with the training session to help shape the context of QREs in the community pharmacy setting and share best practices from outside of Canada.

**9. Am I able to access the materials that were presented at the April 2011 training session?**

Yes. All materials presented at the training session are available on the SafetyNET-Rx website at <http://www.safetynetrx.ca>.

**10. Where can I find the NSCP Standards of Practice for Quality Assurance Programs in Community Pharmacies?**

Click [here](#) for the link to the NSCP Standards of Practice.

**11. Is it mandatory to have a CQA binder?**

No, but it will make your pharmacy inspection easier and less time consuming for both you and your inspector. Examples of items to include in your binder will be listed here soon.

**12. What is the Medication Safety Self-Assessment (MSSA) survey?**

The MSSA survey assists pharmacies by allowing them to self-rate on a variety of safe practice characteristics across the spectrum of pharmacy activities. This assessment requires the pharmacy to answer 89 questions on ten key elements. The

tool will be completed by each participating pharmacy at the beginning and end of the program. Each pharmacy will receive a report identifying their improvement, including where they are in comparison to national aggregate results of participating pharmacies, at the end of the study.

### **13. Is there a fee for the use of ISMP Canada's MSSA and the CPhIR tool?**

Yes. For pharmacies who are not signed up for the SafetyNET-Rx project, there is a fee for the MSSA and for CPhIR. Additional information on these tools and prices can be found at <http://www.ismp-canada.org/>.

### **14. Why do pharmacies have to complete two MSSAs?**

Completion of two MSSAs will provide pharmacies with statistical analysis of progress from pre-implementation to post-implementation of SafetyNET-Rx. By entering this data online, individual pharmacies can compare their self-assessment to aggregate data of all pharmacies involved in SafetyNET-Rx.

### **15. What is the Canadian Pharmacy Incident Reporting (CPhIR)?**

Developed in collaboration with the ISMP Canada, the Ontario Ministry of Health and Long-term Care (OMHLTC), and the participating pharmacies of the one-year pilot, access to CPhIR allows pharmacies to confidentially and easily report a QRE directly from their own computer terminals to an independent organization for population of a national aggregate database. Graphs can be generated instantaneously in order to assist Facilitators and managers in presenting QRE information to their staff for discussion at quarterly meetings and to identify trends over time.

Having access to CPhIR has several advantages. First, because of ISMP Canada's established policies and processes that enable anonymous reporting and that rigorously protect privacy, participants have comfort with using the program to submit sensitive information. Second, because of ISMP Canada's agreement to partner in the project, the reporting software can be modified to suit the needs of the SafetyNET-Rx Program. Third, both pharmacists and researchers can easily access the anonymous data (note: pharmacies can only access the specifics of their own data) for the purpose of in-house meetings or analysis of overall program trends.

Of note: Participants can choose to use paper forms to collect error reports if they prefer. This can assist in having all members of the pharmacy participate in the SafetyNET-Rx program when computer terminals may not be readily available to enter an online error report. Paper forms can be collected from staff and entered manually into the online reporting system at set time intervals to ensure that all information is captured for the production of QRE reports.

## **16. Can I explore the CPhIR before registering?**

Both participants and those interested in joining the SafetyNET-Rx project can explore CPhIR at [www.cphir.ca/training](http://www.cphir.ca/training). Please enter “testuser” as both the username and password. Logging in will allow you to explore all the capabilities of the live tool but any data entered will not be recorded or saved. To submit QREs to ISMP Canada, you must be registered with a username and password to access the live CPhIR, found at [www.cphir.ca](http://www.cphir.ca).

## **17. Is there a paper form that can be used in place of the online form?**

Participants can choose to use paper forms to collect error reports if they prefer. These forms can be found on your CPhIR account under the “Report an Incident” tab. On the right hand side of the page, there is an option to “Print Blank Page.” This can assist in having all members of the pharmacy participate in the SafetyNET-Rx program when computer terminals may not be readily available to enter an online error report. Paper forms can be collected from staff and entered manually into the online reporting system at set time intervals to ensure that all information is captured for the production of QRE reports.

## **18. Is the information that is submitted to ISMP Canada confidential?**

Yes, the information submitted to ISMP Canada does not include identifiers for either the individual entering the data or the patient affected by the QRE. This ensures anonymity of all individuals involved in the incident. The specific information submitted by individual pharmacies can only be viewed by that particular pharmacy by logging in using their username and password.

\*Please remember to submit data as an open incident to prevent lost information as CPhIR will automatically timeout after 24 minutes for confidentiality reasons.

## **19. What are In-House QRE reviews?**

At least once every quarter, teams within each pharmacy including pharmacy managers, staff pharmacists and technicians should meet to discuss the previous quarter’s QREs and to formulate strategies to reduce the likelihood of them occurring in the future. To provide a discussion framework for the meeting, using CPhIR, Facilitators can generate an Internal QRE Report detailing the reported QREs, as well as analysis and summary reports of the submitted QREs. Depending on the frequency and severity of the QREs occurring at the pharmacy, the pharmacy manager may decide that such meetings may take place more frequently.

## **20. Why are pharmacy inspections important to community pharmacies?**

The *Standard of Practice for Quality Assurance Programs in Community Pharmacies* was approved by the Council of the Nova Scotia College of Pharmacists (NSCP) on March 10<sup>th</sup>, 2010. As such, NSCP inspectors will be assessing pharmacies for compliance with this standard upon the imminent distribution of the document to

pharmacy managers. All pharmacies in Nova Scotia will be assessed against this standard as part of their routine inspection. Pharmacies participating in the SafetyNET-Rx project will have the advantage of the support of the project team and resources to establish the necessary policies and processes to achieve the standard.

**21. How is SafetyNET-Rx evaluated throughout the project?**

Evaluation of the SafetyNET-Rx program is a critical component. Interviews and surveys throughout the project will be used to measure short and medium-term outcomes as well as challenges faced during implementation of the program. Results of these interviews and surveys will be used to assess the program, with the goal of enhancing SafetyNET-Rx through its own continuing quality improvement process. Pharmacies will be provided with evaluation outcomes throughout the project.

**22. What are the advantages of SafetyNET-Rx?**

Participating in the SafetyNET-Rx program allows pharmacies to achieve the required provincial standard of practice for a continuous quality assurance program with assistance from a knowledgeable research team. Through SafetyNET-Rx training, pharmacies will receive guidance on how to implement quality improvement techniques, what to expect during pharmacy inspections and how to ensure compliance among staff members.

**23. Where can I find contact information for those involved in SafetyNET-Rx?**

<b>Inquiry Type</b>	<b>Contact</b>	<b>Contact Information</b>
Website inquiries & joining SafetyNET-Rx	SafetyNET-Rx Research Team	tboyle@stfx.ca
General Questions about SafetyNET-Rx	Todd Boyle	tboyle@stfx.ca
Standards of Practice	Bev Zwicker- Deputy Registrar, Nova Scotia College of Pharmacists (NSCP)	bzwicker@nspharmacists.ca
Medication Safety Self-Assessment	Institute for Safe Medication Practices (ISMP) Canada	mssa@ismp-canada.org
Canadian Pharmacy Incident Reporting (CPhIR)	Institute for Safe Medication Practices (ISMP) Canada	cphir@ismp-canada.org

**24. How can I train individuals working in the dispensary to implement SafetyNET-Rx and properly document QREs?**

Implementing SafetyNET-Rx in your pharmacy will require the selection of two in-store facilitators (link to facilitators) to be the SafetyNET-Rx Champions. These

individuals should be permanent staff members who take a keen interest in patient safety. Facilitators will be responsible to educate staff on what a Quality Related Event (QRE) is, why it is important to report them, and how we can increase patient safety in community pharmacies by doing so.

Ensuring your staff knows that the focus of this project is to take a “Systems Approach” and move away from “blame and shame” is of utmost importance.

The Systems Approach recognizes that:

1. Humans are incapable of perfect performance.
2. That accidents are caused by flaws in the working environment (system) and that human errors are an expected part of any working environment
3. That accidents can be prevented by building a system that is resilient to expected human errors.

The use of an anonymous reporting tool (CPhIR) is to help community pharmacies recognize QREs, report them without blame and embarrassment, learn why the QRE happened and how to take the necessary steps to correct them. Presentations from the April 2011 training session can be accessed on the SafetyNet-RX web page under pharmacy resources. These presentations will provide an excellent background for staff and give a snapshot of what is happening in the United States and Europe with regards to QREs. Once staff have a grasp on terminology and a sound background of why they should report QREs, they will have a better understanding of the role that each pharmacy member needs to take to comply with the new Standards of Practice.

Training staff will require individuals to login to the CPhIR. After receiving a username and password from ISMP Canada, individuals can sign in at [www.cphir.ca](http://www.cphir.ca) or log-on to the CPhIR training website ([www.cphir.ca/training](http://www.cphir.ca/training)) using “testuser” as the username and password. After login, you will find a training tab that includes 3 power point videos that will take you through the system capabilities.

If your pharmacy requires further help with implementation, you may contact the research team at [safetynetrx@stfx.ca](mailto:safetynetrx@stfx.ca).

**For FAQs specific to CPhIR, please see:**

<https://secure.ismp-canada.org/CPhIR/Reporting/faq.html>