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Problem

Pharmacy leadership receives a daily report of medication events submitted by interdisciplinary team members. Reviewing event reports assists with identifying opportunities for improvement within the services pharmacy provides. However, thorough review of all medication events can be timely and as a result, leaders may fall behind when other patient care priorities arise. Additionally, without a formal review process in place, it can be unclear who is responsible for reviewing specific medication events. With the assistance of pharmacy's Chief Quality & Safety Officer (CQSO), pediatric pharmacy leaders developed a pediatric medication safety program to address the challenges of completing medication event reviews.

Goals

- Design a process to regularly evaluate medication event reviews in a timely manner
- Increase the number of completed medication event reviews
- Develop medication safety metrics
- Implement a pediatric medication safety dashboard to be presented at the monthly Medication Safety Committee

Strategy

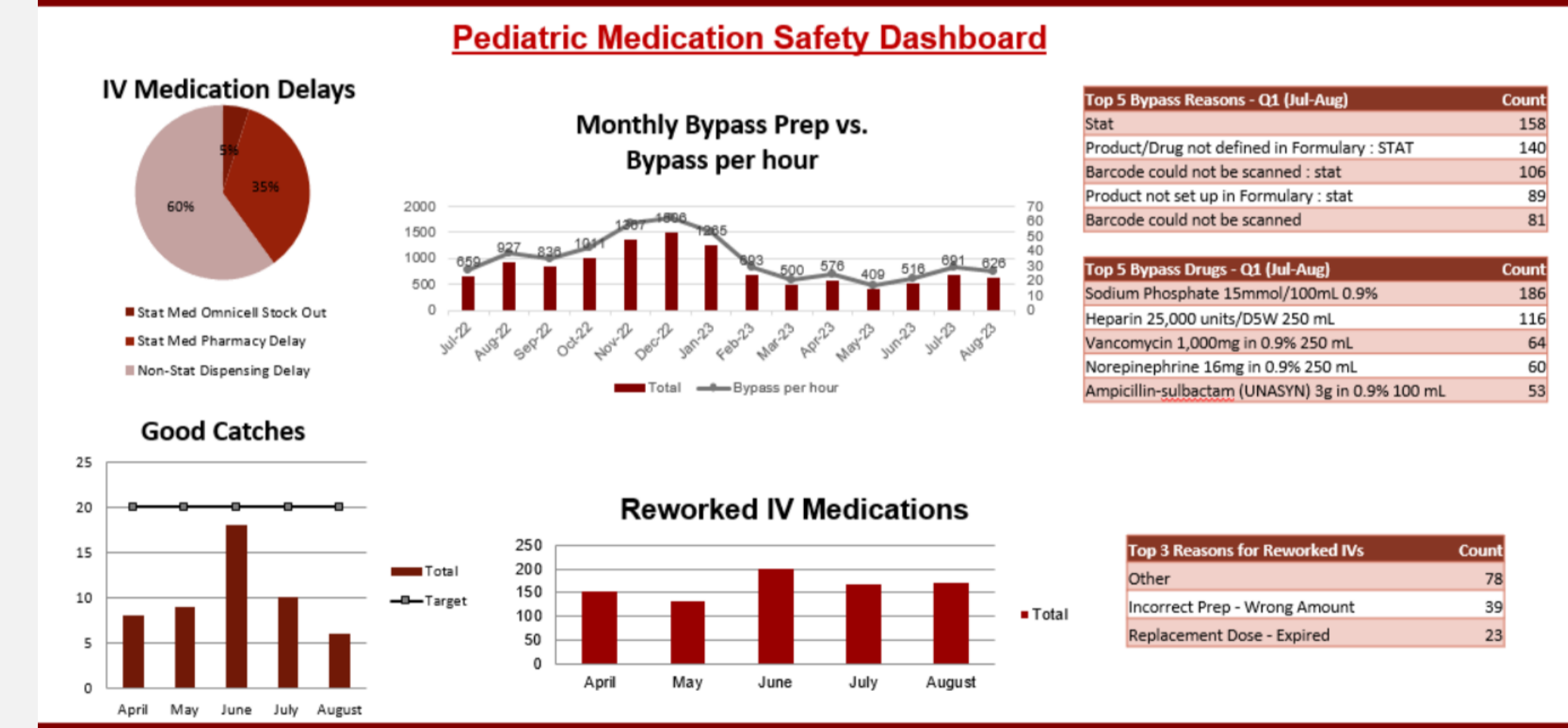
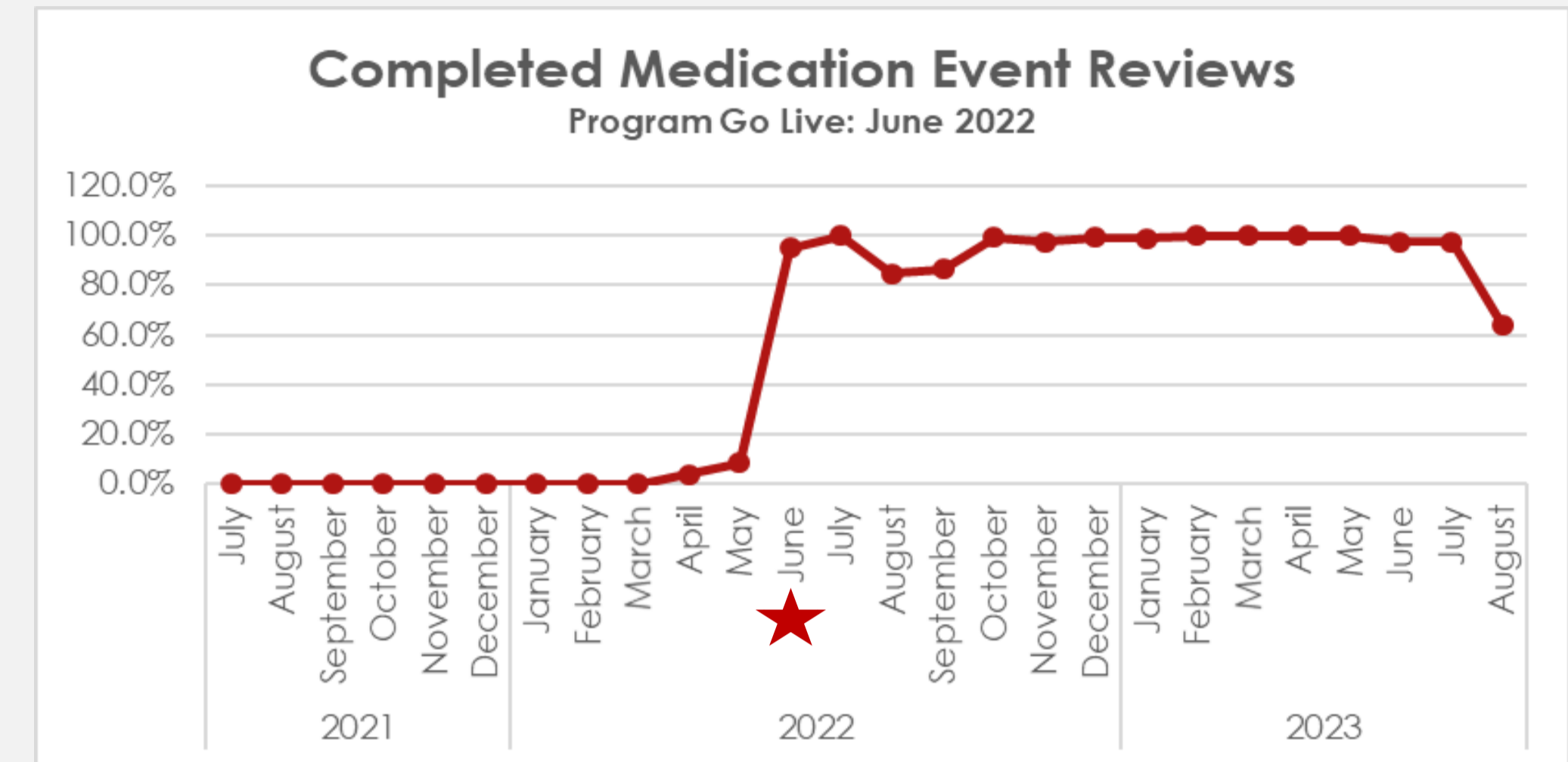
1. Collaborate with pharmacy's CQSO to set specific standards
 - Determine who will be allowed & assigned to review medication events
 - Define how to prioritize reviewing event reports
 - Define when an event report & recommended solution should be escalated to pharmacy's CQSO
2. Assign event reviewers to Event Review Training
3. Set up a weekly standing meeting to review event reports with assigned reviewers
4. Develop a weekly report for pediatric pharmacy leaders, displaying incomplete and completed medication event reviews
5. Determine safety metrics to track based on event report trends
6. Utilize metrics to establish a pediatric medication safety dashboard, report out quarterly at Medication Safety Committee
7. Share pharmacy staff good catches with staff during weekly MDI huddles

Results to Date

Pediatric team members reported several near-miss events in the event review system. This contributed to Comer Pharmacy being awarded the quarterly Patient Safety Award from Risk Management & Patient Safety.



Results to Date (cont'd)



Conclusions

Implementation of a pediatric medication safety program resulted in a significant increase in completed medication event reviews. By reviewing events consistently, leadership was able to identify trends, develop safety metrics to track, and create a safety dashboard.

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