Pharmacy Survey on Patient Safety Culture

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Aurora Pharmacies Overview

- Integrated health system
- Regional pharmacy chain based in Milwaukee
- Retail pharmacies within Aurora hospitals (10 stores)
- Aurora clinics (42)
- Traditional retail locations (19)
Aurora
Patient Safety Culture

• Promote a culture of safety
  – Everyone’s a caregiver. Everyone’s responsible for safety
  – Annual safety training
  – Remove barriers to safety, e.g. staff intimidation, time-outs
  – Focus on processes - not the person
  – Encourage medication event reporting.
    • Why? To improve processes and encourage communication
Patient Safety Culture at Aurora Health Care

- Annual Aurora Patient Safety Goals include SOPS survey results
  - Non-punitive response to error (HOSPITALS)
  - Communication about error (CLINICS)
  - Goal = Top quartile (AHRQ comparative database)
- Included in the Care Management Impact Score which is part of every caregiver’s annual performance evaluation
Experience with the Pharmacy Safety Culture Pilot Study

• 2012 - an outpatient pharmacy survey that would align well with organization initiatives for safety
• Allow us to learn front-line caregivers impressions of the safety program
• May allow comparisons of our system pharmacies to others
Pilot Study – Selected Results

• Positive findings
  – 8 Pharmacies participating with a total response rate of 77%
  – Strong positive responses to questions about:
    • Staff training and skills
    • Pharmacy layout and organization
    • Staff comfort with asking questions when unsure of something
    • Patient counseling and communication
    • Staff working hard to ensure patient safety
Pilot Study – Selected Results

• Surprises – Shows where we have work to do:
  – Processes for exchanging information across shifts
  – Staff in the pharmacy discuss mistakes
  – We talk about ways to prevent mistakes from happening again
  – Mistakes have led to positive changes
Follow up from Pilot Study

- Take action based on survey results
- Asked locations to develop patient safety related quality improvement action plans focusing on issues in their own pharmacies
- Involve the front-line staff in the planning

The PDCA Quality Cycle

- Plan
- Do
- Check
- Act
Follow up from Pilot Study

• Some QI Project Examples:
  – Accurately identify patients using date of birth
  – Improve processes to obtain patient’s current med list (2 locations)
  – Better organization of Rx processing work area
Next Steps

- More pharmacies to complete the survey
- Involve all staff
- Emphasize safety culture
- Explain importance of taking action on processes needing improvement
- Continue work on existing action plans (Check, Act)
Thank you,

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