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## ISMP Canada Workshop

# Medication Safety Culture Indicator Matrix (MedSCIM):

### Using incidents to assess and monitor patient safety culture in your organization

**Friday, September 18, 2015**  
**9:00 a.m. - 3:00 p.m.**

#### *A Novel Approach to Understanding Patient Safety Culture from Medication Incidents*

##### **Program Abstract:**

This workshop teaches healthcare professionals how to use medication incident reporting as an indicator to monitor patient safety culture within their organization. Participants will learn fundamental principles of medication incident reporting and patient safety culture. These concepts will be integrated to introduce a novel tool called the Medication Safety Cultural Indicator Matrix (MedSCIM), which is a Qualitative Assessment Scale (QAS). MedSCIM was developed to measure patient safety culture in healthcare settings. This interactive workshop uses hands-on activities to teach participants how to use MedSCIM. In the end, participants will become confident using MedSCIM to support a positive patient safety culture.

Participants will be asked to bring in 10 – 20 medication incidents (de-identified) from their practice in order to conduct the hands-on activities. Through the application of the MedSCIM, participants will have the opportunity to integrate their learning through hands-on analysis and interpretation of incidents from their own practices using an innovative approach.

##### **Learning Objectives:**

1. Understand the potential for misinterpreting medication incident reporting in supporting patient safety initiatives
2. Review current methods to measure patient safety culture
3. Recognize current gaps in measuring patient safety culture
4. Describe the role of medication incident reporting in measuring patient safety culture
5. Apply a novel assessment tool to measure patient safety culture by analyzing medication incidents

##### **Audience:**

Previous participants of the ISMP Canada Multi-Incident Analysis Workshop, Pharmacy directors, risk managers, patient safety officers, medication safety officers, and other healthcare providers seeking to enhance their ability to act on medication incident reports.

##### **Location:**

ISMP Canada  
Medication Safety Learning Centre  
4711 Yonge Street  
(Procter & Gamble building)  
Toronto, ON M2N 6K8  
Tel: 416-733-3131 Ext. 240

##### **Program Summary:**

- Connecting medication incidents with safety culture
- Using a novel technique to analyze medication incidents
- Hands-on practice

**Cost:** Please refer to page 3  
(enrolment is limited to 8 attendees)

**Workshop Level:** Intermediate  
(assumes basic knowledge of human factors engineering principles and systems-based approach to medication safety, previous experience with medication incident analysis preferred)

##### **Further Information:**

Telephone: 416-733-3131 Ext. 240  
Toll Free: 1-866-544-7672  
E-mail: [education@ismp-canada.org](mailto:education@ismp-canada.org)

**This workshop was funded by the Canadian Society for Hospital Pharmacist (CSHP) Research and Education Foundation Grant. The Canadian Council on Continuing Education in Pharmacy (CCCEP) has assigned this workshop 4.0 CEUs**



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M2N 6K8

**How to Register:**

Fax: 416-733-1146  
Attn: Registration  
Mail: ISMP Canada  
4711 Yonge Street, Suite 501  
Toronto, ON M2N 6K8  
Attn: Registration  
Contact: Registration  
Phone: 416-733-3131 Ext. 240  
Email: [registration@ismp-canada.org](mailto:registration@ismp-canada.org)

## REGISTRATION INFORMATION - Section 1 of 2 (Please print clearly)

First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_

Company Name: \_\_\_\_\_

Mailing Address: Business: \_\_\_\_\_

Home: \_\_\_\_\_

City: \_\_\_\_\_ Province: \_\_\_\_\_ Postal Code: \_\_\_\_\_

Telephone: \_\_\_\_\_ Fax: \_\_\_\_\_

Email (to be used for registration confirmation): \_\_\_\_\_

Dietary Restrictions: \_\_\_\_\_

**This workshop was funded by the Canadian Society for Hospital Pharmacist (CSHP) Research and Education Foundation Grant. The Canadian Council on Continuing Education in Pharmacy (CCCEP) has assigned this workshop 4.0 CEUs**

**Cancellation Policy:**

Requests for cancellations or refunds must be submitted in writing to ISMP Canada at least 7 days prior to the workshop and are subject to a \$75.00 cancellation fee. Cancellation after September 11, 2015 will not be accepted.



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## REGISTRATION INFORMATION - Section 2 of 2 (Please print clearly)

### Course Registration Options

This workshop is complementary to the Multi-Incident Analysis (MIA) Workshop, which will be offered the day before this workshop. Participants are encouraged to attend both, and may be entitled to a discount on the cost of this workshop; the various pricing options are outlined below.

Please note the following:

- The cost of the MIA workshop remains the same in all cases (\$500 plus applicable taxes)
- Attendees wishing to register for both workshops can do so on this form, and do not need to complete the registration form for the MIA workshop separately

**Original workshop costs:**

- Multi-Incident Analysis (MIA) Workshop: \$500 plus applicable taxes
- Medication Safety Culture Indicator Matrix (MedSCIM) Workshop: \$500 plus applicable taxes

Please check off the option that is applicable to you:

**CSHP (Canadian Society of Hospital Pharmacists) members:**

*Entitled to 50% off the cost of the MedSCIM workshop, regardless of registering for one or both workshops.*

- Attending both workshops: \$750.00 (plus applicable taxes)
- Attending MedSCIM Workshop only: \$250.00 (plus applicable taxes)

**Previous MIA attendees registering for MedSCIM workshop:**

*Entitled to 15% off of the cost of the MedSCIM workshop.*

- Attending MedSCIM workshop: \$425.00 (plus applicable taxes)

**All other workshop attendees** (i.e. first time attendees to either workshop, non-CSHP members):

*If registering for both workshops, attendees are entitled to 15% off of the cost of the MedSCIM workshop.*

- Attending both workshops: \$925.00 (plus applicable taxes)
- Attending MedSCIM Workshop only: \$500.00 (plus applicable taxes)

*\*Please note that ISMP Canada reserves the right to verify CSHP membership with CSHP.*

### Course Registration Fee (Enrolment is limited to 8 attendees)\*

Total payable:

\$

\* ISMP Canada reserves the right to cancel or re-schedule the workshop if minimum enrolment is not reached

**Method of Payment** Cheques are payable to "ISMP Canada". Registration must be accompanied by payment.

- Cheque
- VISA®
- Mastercard®

Name of Cardholder: \_\_\_\_\_

Credit Card #: \_\_\_\_\_

Expiry Date: \_\_\_\_\_

Signature: \_\_\_\_\_

GST Registration #898242219

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## **AGENDA for Workshop**

<b>A.M.</b>	<b>9:00 – 9:15</b>	<b>Welcome and Course Outline</b>
	<b>9:15 – 10:15</b>	<b>Background to Medication Incident Analysis and Patient Safety Culture</b>
	<b>10:15 – 10:30</b>	<b>Break</b>
	<b>10:30 – 11:30</b>	<b>Developing a Novel Approach to Analyzing Medication Incidents and Understanding Safety Culture</b>
	<b>11:30 – 12:30</b>	<b>Lunch</b>
<b>P.M.</b>	<b>12:30 – 2:30</b>	<b>Hands-on Practice</b>
	<b>2:30 – 3:00</b>	<b>Wrap-up and Conclusion</b>