



## ISMP Canada Workshop

### Using Incident Analysis to Access Medication Safety Culture: *Going Beyond the Numbers*

#### 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. At the conclusion of the workshop participants will be 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 site to use in 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.

#### Learning Objectives:

1. Have a high level understanding of the current context for patient safety in Canada
2. Understand how analysis of medication incidents “by the numbers” can be misleading
3. Understand the difference between quantitative and qualitative analysis of medication incidents
4. Understand the importance of patient safety culture
5. Be able to use the Medication Safety Cultural Indicator Matrix (MedSCIM) to assess organizational patient safety culture

#### Audience:

Previous participants of ISMP Canada analysis workshops, 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.

#### Program Summary:

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

#### 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:

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*This workshop was the winner of the CSHP Ontario Branch Bill Wilson Patient Safety Award (2015)*

### We Will Come to You – Onsite Training

If you would like ISMP Canada to bring this workshop to your organization, please email us at [education@ismpcanada.ca](mailto:education@ismpcanada.ca)

**ISMP Canada Workshop**

**Going Beyond the Numbers:**

*A Novel Approach to Understanding and Improving Patient Safety Culture Using Medication Incident Reports*

**AGENDA for Workshop**

<b>A.M.</b>	<b>8:45 – 9:15</b>	<b>Registration</b>
	<b>9:15 – 9:30</b>	<b>Introduction and goals of the day</b>
	<b>9:30 – 10:15</b>	<b>Current context for patient safety in Canada Incident reporting and analysis</b> - quantitative and qualitative analysis
	<b>10:15 – 10:30</b>	<b>Group activity: analyzing incidents</b>
	<b>10:30 – 10:45</b>	<b>Break</b>
	<b>10:45 – 11:00</b>	<b>Group Activity: Assessing incident reports for completeness</b>
	<b>11:00 – 11:45</b>	<b>Patient safety culture and maturity</b>
<b>P.M.</b>	<b>11:45 – 12:00</b>	<b>Group Activity: Assessing incident reports for maturity</b>
	<b>12:00 – 12:45</b>	<b>Lunch</b>
	<b>12:45 – 1:00</b>	<b>Introducing the MedSCIM</b>
	<b>1:00 – 1:45</b>	<b>Group Activity: Ranking incidents for completeness</b>
	<b>1:45 – 2:15</b>	<b>Group Activity: Ranking incidents for maturity</b>
	<b>2:15 – 2:30</b>	<b>Group Activity: Plot rankings on the MedSCIM</b>
	<b>2:30 – 2:45</b>	<b>Break</b>
	<b>2:45 – 3:00</b>	<b>Share results</b>
	<b>3:00 – 3:30</b>	<b>Discussion and application</b>
	<b>3:30 – 3:45</b>	<b>Putting it all together</b>
	<b>3:45 – 4:00</b>	<b>Final thoughts</b>