



ISMP Canada Workshop

What's in a label? – How to identify problems with labels to prevent medication errors

Have you had incidents where “confusing labelling or packaging” was a contributing factor?

Are you responsible for selecting or purchasing medications for your organization?

Do you have a process for evaluating the labels of new products selected or purchased for use in your organization?

Do you produce your own labels for compounded or repackaged items?

Medication labels communicate complex information and misinterpretation can lead to serious patient harm.

Program Abstract:

This workshop will teach participants how to look at medication labels in a different way to identify possible problems and prevent errors.

Participants will learn about the importance of label design and how safety principles can be used to assess both manufacturer and in-house-generated medication labels to identify potentially problematic designs and to propose safety strategies that can be used to reduce the likelihood of medication errors.

This is an interactive, small group workshop. The hands-on portion of the workshop will provide an opportunity for participants to evaluate manufacturer and in-house sample labels* from their practice settings.

*Participants are requested to bring 6-10 sample labels in current use in their organization for round table discussion (manufacturer and/or internally generated, such as compounding, IV admixture, etc.).

Learning Objectives:

On completion of this workshop, participants will understand:

1. Safety principles that support the design of safe medication labels and packages;
2. The importance of considering the end user and how the product will be used; and
3. How to apply learned principles and strategies for safe labelling in their practice setting.

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

Audience:

- Hospitals: pharmacy directors, managers, and supervisors, pharmacy buyers or purchasing technicians, medication safety specialists, patient safety and quality personnel
- Specialty compounding pharmacies
- Commercial compounders
- Group purchasing organizations
- Health product label and package designers

Program Summary:

- Examples from incident analysis
- Hands-on practice
- Small group activities

Workshop Level:

Basic: relevant safety principles and concepts will be explained

Further Information:

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AGENDA: (8:30 am - 4:30 pm)

am	8:30 – 9:00	<p>Welcome and Introductions</p> <ul style="list-style-type: none"> • Review of the day's agenda and handouts • Why are you here? • Introduction to ISMP Canada – who we are, what we do
	9:00 – 9:15	<p>Medication Use Process and Incidence of Errors</p>
	9:15 – 9:45	<p>Users and their Environments (human factors)</p> <ul style="list-style-type: none"> • User limitations, e.g. cognitive load, confirmation bias, • Effect if distractions, interruptions, etc.
	9:45 – 10:00	<p>Break</p>
	10:00 – 10:30	<p>User Identified Issues - <i>round table discussion</i></p> <ul style="list-style-type: none"> • What issues have you seen or experienced with health product labels and packages?
	10:30 – 11:45	<p>Themes and key concepts from an aggregate analysis of label and package associated incidents</p>
pm	11:45 – 12:30	<p>Lunch</p>
	12:30 – 14:00	<p>Review of key concepts from the Good Label and Package Practices Guide (GLPPG)</p> <ul style="list-style-type: none"> • Applicability of the GLPPG in day to day practice
	14:00 – 16:15	<p>Analysis activity - Group work (break included)</p> <ul style="list-style-type: none"> • Analysis of labels provided by participants • Participants will report on their analysis and suggested improvements to their own labels
	16:15 – 16:30	<p>Summary and Closing Evaluation and Feedback</p>