



## ISMP Canada Workshop

# Going beyond the numbers: Using incident reports to assess medication safety culture

**Thursday, November 3, 2016**

**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. 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. 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

#### **Program Summary:**

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

#### **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.

**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)

#### **Location:**

ISMP Canada  
4711 Yonge Street  
(Procter & Gamble building)  
Toronto, ON M2N 6K8  
Tel: 416-733-3131 Ext. 0

#### **Cost:**

\$475 + applicable taxes  
(enrolment is limited to 12 attendees)

#### **Further Information:**

Telephone: 416-733-3131 Ext. 0  
Toll Free: 1-866-544-7672  
E-mail: [education@ismp-canada.org](mailto:education@ismp-canada.org)

**Development of this workshop was supported by the Canadian Society for Hospital Pharmacist (CSHP) Research and Education Foundation Grant and this workshop was the winner of the CSHP Ontario Branch Bill Wilson Patient Safety Award (2015).**



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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>



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#### How to Register:

Fax: 416-733-1146  
Attn: Education  
Mail: ISMP Canada  
4711 Yonge Street, Suite 501  
Toronto, ON M2N 6K8  
Attn: Education  
Contact: Registration  
Phone: 416-733-3131 Ext. 0  
Email: [education@ismp-canada.org](mailto:education@ismp-canada.org)

## REGISTRATION INFORMATION (Please print clearly)

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

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

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

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

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

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

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

### Course Registration Fee (Enrolment is limited to 12 attendees)\*

Total payable:

\$ **536.75**

### 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

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

#### Cancellation Policy:

Cancellation requests must be submitted in writing to ISMP Canada at least 7 days prior to the workshop and are subject to a \$75 cancellation fee. Registration can be transferred to an alternative attendee.