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ISMP Canada Workshop

## User Perspectives on **Safe Label and Package Design** for Prescription Health Products

### **Program Abstract:**

Through the Plain Language Labelling Initiative, new Canadian regulations have been introduced with the intention of improving the safe use of drugs by making labels and packages easier to read and understand. The label and package are the first points of interaction between a health product and a potential user. It is important that product labels and packages are designed with the user in mind and with consideration of the environment in which the product will be used.

This workshop will teach participants about user issues and safety principles pertinent to manufacturer design of safe and clear labels and packages for prescription health products. Participants will learn how these principles can be applied, with a focus on avoiding or mitigating harm associated with product-use errors.

Participants will have the opportunity to integrate their learning through hands-on review and analysis of health product labels and packages.

Participants will be asked to bring 1 or 2 prescription product labels and packages to the workshop.

### **Learning Objectives:**

1. Understand user-identified issues and related patient safety principles that support the design of safe labels and packages for prescription health products
2. Learn how to design safe prescription product labels and packages with consideration of the user and the environment of use
3. Recognize opportunities for improvement in the design of prescription product labels and packages in order to enhance safe use

### **Audience:**

Health product label and package designers, manufacturing quality assurance managers, regulatory officers, group purchasing managers, group purchasing buyers, pharmacy buyers or purchasing technicians.

### **Program Summary:**

- Examples from incident analysis
- Hands-on practice

### **Cost:**

\$795 + applicable taxes (enrolment is limited to 18 attendees)

### **Workshop Level:**

Intermediate (assumes basic knowledge of health product label and package design regulations and standards; previous experience with label and package design is preferred)

### **Location:**

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

### **Further Information:**

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Toll Free: 1-866-544-7672  
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### *User Perspectives on*

# Safe Label and Package Design

### *for Prescription Health Products*

## AGENDA: (8:30 a.m. - 4:30 p.m.)

<b>A.M.</b>	<b>8:30 – 8:45</b>	<b>Registration</b>
	<b>8:45 – 9:00</b>	<b>Welcome and Introductions</b> <ul style="list-style-type: none"><li>• Review of the day's agenda and handouts</li><li>• Why are you here?</li><li>• What issues have you seen or experienced with health product labels and packages?</li><li>• Introduction to ISMP Canada - who we are, what we do</li></ul>
	<b>9:00 – 9:45</b>	<b>Medication safety concepts and principles</b> <ul style="list-style-type: none"><li>• Review of adverse event rates</li><li>• Review of the medication-use process</li></ul>
	<b>9:45 – 10:15</b>	<b>Break</b>
	<b>10:15 – 10:45</b>	<b>Overview of results from the label and package aggregate analysis, i.e., themes, key concepts</b>
	<b>10:45 – 11:30</b>	<b>Users and their environments</b> <ul style="list-style-type: none"><li>• The healthcare environment</li><li>• How errors occur, e.g. Swiss cheese model</li><li>• Hierarchy of effective error reduction strategies, etc.</li><li>• Importance of safe label and package design</li></ul>
<b>P.M.</b>	<b>11:30 – 12:30</b>	<b>Lunch</b>
	<b>12:30 – 14:00</b>	<b>Review of key labelling and packaging practices</b> <ul style="list-style-type: none"><li>• Design and layout</li><li>• Label information</li><li>• Packaging</li></ul>
	<b>14:00 – 16:15</b>	<b>Label analysis activity</b> (break included) <ul style="list-style-type: none"><li>• <i>Group Activity: analysis of labels the participant have brought with them</i></li><li>• Participants report on their analysis and suggested improvements to their own labels</li><li>• Discussion</li></ul>
	<b>16:15 – 16:30</b>	<b>Summary and Closing</b>