

Preparation of a risk map for a Pharmacy Service in a Healthcare Area

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BACKGROUND:

- The safety is a priority in the medication use process.

OBJECTIVE:

- Prepare a risk map to identify the safety risks in a Service Pharmacy and prioritize the risks found.

METHOD:

1. Formation a multidisciplinary working group.
2. Description of the different processes linked to the healthcare area which included the clinical pharmacy unit sited in the Hospital and primary health care pharmacies.
3. Identify the risks linked to the processes by the FMEA o Failure Mode and Effect Analysis: (mode of failure, cause of failure, effect of failure).
4. Rank risks by a risk matrix (vertical axis: likelihood and horizontal axis: consequence). The matrix use a color code.
5. Prioritize the risks by the adapted Hanlon method. Once a list of the risks has been identified, rate each risk on the following criteria: size of the risk (A), magnitude of the risk (B), feasibility of possible interventions (C) and effectiveness of potential interventions (D). Then, calculate priority scores using the following formula: $(A+B)CxD$.

Likelihood	Consequences				
	Insignificant	Minor	Moderate	Mayor	Severe
Almost certain	M	H	H	E	E
Likely	M	M	H	H	E
Possible	L	M	M	H	E
Unlikely	L	M	M	M	H
Rare	L	L	M	M	H

RESULTS:

- In the unit clinical hospital pharmacy, eleven processes were identified: 1) Drugs acquisitions; 2) Pharmacy stores; 3) Drug stock management; 4) Automatic dispensing systems; 5) Traditional drug-dispensing systems; 6) Out-patient pharmacy; 7) Patient education; 8) Centralized cytotoxic preparation; 9) Pharmacy production; 10) Intravenous admixture preparation ; 11) Clinical trials. The process with the highest scores risks was the centralized cytotoxic preparation.
- In primary health care pharmacies, eight processes were identified: 1) Methadone treatment program; 2) Drug stock management; 3) Pharmacy stores; 4) Vaccination dispensation and storage; 5) Management off-label drug use; 6) Drug prescription validation; 7) Health education; 8) Rational use of drugs. The process with the highest scores risks was vaccination storage and dispensation.

CONCLUSIONS:

- The elaboration of a risks map is a useful tool to identify the safety risks. Prioritization of the risks allow us to know the most unsafe practices and provide us a starting point to implement measures to improve the safety in the work environment.