

Patient Safety and Quality Assurance

Statement	Patients	Healthcare professionals	Hospital Pharmacists
<p>1) The “seven rights” (the right patient, right medicine, right dose, right route, right time, right information and right documentation) should be fulfilled in all medicines-related activities in the hospital.</p>	<p>Only correctly at the right time administered medicines are effective. Documentation and information are paramount for later assessment. Hospital Pharmacists guarantee that Patients receive the right drug with the right dose, via the right route at the right time. Patients should be informed about their medication and have the right to be provided with all information regarding their treatment.</p> <p><u>New Proposal:</u></p> <p><u>Hospital Pharmacists guarantee that patients receive the right drug at the right dose, via the right route at the right time. Only medicines administered at the correct time are effective. Patients should be informed about their medication and have the right to be provided with all information regarding their treatment. Documentation and information are also paramount for later assessment.</u></p>	<p>Only correctly at the right time administered medicines are effective. Documentation as well as information are paramount for later assessment.</p> <p>Hospital pharmacists ensure other health care professionals the seven rights are fulfilled for the patients under their care.</p> <p>Hospital Pharmacists should support doctors in making complete (patient name, medicine, dose, route and time of administration) documentation in the patient health record.</p> <p>Hospital Pharmacists should support nurses checking the five rights (the right patient, right medicine, right dose, right route, and right time) before administration of any drug and take care of clear documentation by the doctors.</p> <p><u>New Proposal:</u></p> <p><u>Hospital Pharmacists guarantee that patients receive the right drug at the right dose, via the right route at the right time. Only medicines administered at the correct time are effective. Hospital Pharmacists ensure that the seven rights of the patient are adhered to, assisting</u></p>	<p>Hospital Pharmacists should promote the availability of internal procedures that describe the fulfilling of the "seven rights" of the patient. Hospital Pharmacists should be involved in the education of health professionals on the "seven rights". Hospital Pharmacists should supervise that the internal procedures are respected and must document their pharmaceutical interventions.</p>

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		<p><u>other healthcare professionals</u></p> <p><u>Complete documentation is vital for accountability and continual assessment. Hospital Pharmacists should assist other healthcare professionals completing relevant documentation and checking all aspects of medication before administration.</u></p>	
<p>2) Hospital medication practices should be reviewed by an external quality assessment accreditation program. Hospitals should act on reports following regular external quality assessment inspections to improve the quality and safety of their practices.</p>	<p>The safety of patients is a major goal of the Hospital Pharmacist. Hospitals that fulfil quality and safety criteria from external accreditation programs guarantee that continuing improvement practices are implemented.</p>	<p>The medication practice process is very complex and external assessment programs may help to identify critical aspects of the organisation and initiate appropriate preventive/corrective measures to achieve patients' safety.</p>	<p>Hospital Pharmacists should conduct self assessment activities to identify critical aspects in the medication process and communicate them internally to other healthcare professionals and hospital administrators</p> <p>Hospital Pharmacists should promote adherence to external quality assessment inspections/audits.</p> <p>Hospital Pharmacists should be involved and lead projects to improve quality and safety of the medication practices as risk management process. Examples include projects in areas of patient safety protocols, active pharmacovigilance, therapeutic reconciliation, discharge counselling and follow up, and transition of care programs.</p>
<p>3) Hospital pharmacists should ensure the development of quality assurance strategies for medication practices, including the use of observation methodology to detect errors and identify priorities for improvement.</p>	<p>Reporting of errors and events of near misses are essential to improve patient safety. Patients can rely on the strategies implemented in hospitals for quality assurance to detect errors and identify priorities for improvement and prevent the same error occurring.</p>	<p>Healthcare professionals should expect to collaborate with the Hospital Pharmacist to improve patient safety, by developing strategies for medication practices, including different methods to detect errors and identify priorities for improvement.</p> <p>Reporting of errors and events of near misses are essential to improve patient</p>	<p>Hospital Pharmacists should promote the reporting of errors and events of near-misses by all health professionals in the hospital.</p> <p>Hospital Pharmacists should be actively involved in the discussion forum that analyses the events and identifies corrective measurements. Hospital Pharmacists should develop simple,</p>

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		safety.	rules-based approaches to advancing patient safety
4) Hospital pharmacists should decrease the risk of medication errors by implementing evidence-based systems or technologies systems.	Medication errors can occur due to failures of the procedures. A way to decrease errors can be achieved by implementing evidence-based systems or technology systems (e.g. scan-technology or unit dose distribution)	Evidence-based systems or technology systems (e.g. scan-technology, electronic prescribing or unit dose distribution) are useful instruments to improve prescription practices and avoid adverse events. Evidence-based systems or technology systems are also useful instruments to improve preparation and administration practices and avoid medication errors.	Hospital Pharmacists should define the appropriate system to implement in their hospitals (such as automated prescription-filling, unit dose distribution, bar coding, or others) to improve patient safety. . Hospital Pharmacists should make sure that all conditions are fulfilled prior to implementation. Hospital Pharmacists should establish the safety rules regarding process/technology used, monitor the new process and review the effect on medication errors.
5) The medicines administration process should be designed such that transcription steps between the original prescription and the medicines administration record are eliminated.	Transcription of medical prescription on patients' health care records is prone to errors and should be eliminated by implementing safe systems.	In order to achieve patient safety transcription of medical prescriptions on patients health care records should be eliminated as it is known to be a major cause of medication errors.	Hospital Pharmacists should define together with other healthcare professionals the medication process to proceed with prescribed medicines and their administration without transcription. Ideally an electronic integrated system of prescription, pharmaceutical validation and administration register should be defined by users, implemented and monitored.
6) High risk medicines should be identified and appropriate procedures are implemented that guarantee the checking of those medicines prior to administration.	Errors with high risk medicines can be fatal for patients, it is therefore necessary that independent check procedures prior to administration are implemented. Hospital Pharmacists should be involved in	The prescription of high risk medicines is prone to errors which could be fatal and should be validated by hospital pharmacists prior to dispensing, compounding or administration. High risk medicines should be checked	Hospital Pharmacists should identify high risk medicines used in the hospital. Hospital Pharmacists should define the appropriate in-process checking prior to administration. Hospital Pharmacists should be actively involved in the

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	this process to ensure patient safety.	for the "seven rights" prior to administration independently by two health care professionals according to the appropriate and approved in-process checking.	implementation of the procedures. Examples of best practice are e.g. <ul style="list-style-type: none"> labelling of intravenous tubing near insertion site to prevent misconnections use of enteral feeding catheters that cannot be connected with intravenous or other parenteral lines dispensing ready-to-administer dilutions of concentrated electrolyte products (such as potassium chloride and sodium chloride) Oral syringes that are distinctly different from hypodermic syringes
7) Hospital pharmacists should ensure that medicines stored throughout the hospital are packaged and labelled so to guarantee identification, maintain integrity until immediately prior to use and permit correct administration.	To guarantee safe administration and avoid any confusion, medicines should be packaged and labelled adequately and remain stored appropriately prior to use.	All medicines should be packaged and labelled adequately and stored appropriately prior to use in order to avoid confusion or medication errors	<p>Hospital Pharmacists should consider criteria of labelling and packaging by purchasing medicines and should guarantee appropriate labelling and packaging of medicines produced by the hospital pharmacy.</p> <p>Hospital Pharmacists should ensure that medicines stored on the wards and prepared on the wards meet the required safety criteria.</p> <p>Hospital Pharmacists should report inadequate labelling and packaging to the authorities (Infovigilance).</p>
8) Hospital pharmacists should	Adverse drug reactions can occur	Reporting of adverse drug reactions is a	Hospital Pharmacists should promote

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<p>promote the reporting of adverse drug reactions and the forwarding of these to regional or national pharmacovigilance reporting programs where these are available. The monitoring data should be regularly reviewed to improve the quality and safety of medication practices.</p>	<p>and must be monitored constantly after marketing approval. The aim of pharmacovigilance reporting programs is to collect the necessary data (qualitatively and quantitatively) to regularly review medication practices and enable authorities to update risk-benefit assessments regarding medicine licenses.</p>	<p>requirement in order to obtain sufficient data to improve quality and safety of medication practices. Hospital pharmacists can support health care professionals to increase reporting and review medication practices.</p>	<p>national adverse drug reaction reporting systems, systems, or the establishment of a system if regional or national pharmacovigilance reporting systems are not already in place Hospital Pharmacists should assist health care professionals to increase reporting. Hospital Pharmacists should be involved reviewing and monitoring data and define any actions needed to improve internal medication practices</p>
<p>9) Hospital pharmacists should promote accurate recording of allergy information in the patients' health record and evaluated prior to medicines prescription and administration.</p>	<p>Administration of a medication to a patient with allergy can be fatal. The patient's health record should include allergy data and the information has to be checked prior to prescription and administration.</p>	<p>All Healthcare professionals are responsible to ensure allergy information is in the patients' health record. The information should be available during the prescribing process so that any possible allergies can be taken in consideration prior to prescribing confirm medication prescription. Pharmacists can support doctors by perform incomprehensive medication histories and documenting accordingly.</p>	<p>Hospital Pharmacists should assist with the definition of allergy (and intolerance), the location of the patients health record where the information should be included and the internal procedure when and how allergies are checked (yes-no). Hospital Pharmacists involved in the medication process (e.g. validation of prescription, preparation of medication, distribution) must insure that the information is available prior to proceed other activities.</p>
<p>10) Hospital pharmacists should implement systems that permit tracing medicines dispensed by the pharmacy.</p>	<p>Medicines dispensed by the pharmacy can be subject of recall and should be identified as soon as possible to avoid administration of a qualitatively inadequate product or to enable to contact the patient if necessary.</p>	<p>Traceability of medicines is an important topic not only in case of recall but also to track administration of specific products such as biological medicines.</p>	<p>Hospital Pharmacists should ensure a system that enables tracing of distributed medicines. Hospital Pharmacists should define the list of medicines that require tracing of batch number on the patients' health record and guarantees that all health</p>

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			<p>care professionals are informed and proceed.</p> <p>Hospital Pharmacists should implement a system that enables automatic batch tracing on the patients' health record e.g. using barcoding.</p>
<p>11) Hospital pharmacists should ensure that the information resources needed for safe medicines use, preparation and administration are accessible at the point of care.</p>	<p>Multidisciplinary collaboration improves medicines utilisation and so patient safety. To guarantee correct preparation and administration of medicines health care professionals require specific competencies and need to have access to adequate information and recommendations at the point of care.</p>	<p>Hospital Pharmacists assist other healthcare professionals by giving adequate information and recommendations to have a complete prescription that permits correct preparation, administration and use of medicines.</p> <p>Adequate information and recommendations should be available while preparing and administrating medicines.</p>	<p>Hospital Pharmacists should ensure that the officially recognised drug information by the authorities is available to all healthcare professionals. If such references is not available, a list of generally accepted references should be provided</p> <p>Hospital Pharmacists should develop written recommendations for specific medicines that require special attention to ensure correct preparation and administration.</p> <p>Hospital Pharmacists should purchase and distribute ready-to-use medicines whenever possible and available.</p>