

# Community Pharmacy Medication Safety Consultation



## Background

The Community Pharmacy Medication Safety Consult program offered by the Institute for Safe Medication Practices Canada (ISMP Canada) is designed to provide external expertise to support pharmacists and pharmacy technicians in management or supervisory roles to enhance safe practices in their pharmacy setting. Often, this program is completed following a serious medication incident occurring at the pharmacy.

## Purpose and Scope

The objectives of an assessment by ISMP Canada are to:

1. Review dispensing and related patient care processes to identify potential vulnerabilities that could lead to medication incidents;
2. Offer system-based actions that can be undertaken by the pharmacy team to address the identified vulnerabilities; and,
3. Enhance the pharmacy team's understanding and awareness of the essential principles supporting safe medication practices, including basic human factors, systems approach and just culture.

ISMP Canada will not undertake a direct assessment of the quality of care offered in the pharmacy or the competence/performance of any members of the pharmacy team.

## Assessment Structure

### Step 1: Pre-Work

- Complete *ISMP Canada's Medication Safety Self-Assessment Program for Community Pharmacy* with your pharmacy team
- Complete online learning modules on pharmacy management and, if applicable, compliance packaging
- Review/develop standard operating procedures (SOPs) for key processes

### Step 2: Assessment

- Meet with the ISMP Canada team over 4-6 pre-scheduled virtual meetings, typically at 3-week intervals
- For each meeting:
  - complete pre-readings
  - provide photographs and videos as requested
- Respond to actions outlined in written summary reports before the next meeting

### Step 3: Program Completion

- ISMP Canada will evaluate your progress through review of written responses and verbal discussion
- ISMP Canada will compile the individual summary reports into a final report
- On successful completion of all required activities, ISMP Canada will issue a Letter of Successful Completion

## Privacy And Confidentiality

Confidential or proprietary information provided to ISMP Canada during the Assessment process, and described in follow-up reports, will remain confidential unless the participant and ISMP Canada mutually agree to release such information in a de-identified way (for example, through an ISMP Canada Safety Bulletin). ISMP Canada's Privacy Policy is available from: <https://www.ismp-canada.org/download/ISMPCanadaPrivacyPolicy.pdf>

## Cost

The assessment fees are based on the prescription volume and services offered by the pharmacy. Typically, the cost ranges from \$6000-7500, plus HST.

## Contact ISMP Canada

**Telephone:** 416-733-3131 (Toronto) 1-866-54-ISMP (1-866-544-7672) (Toll Free)

**Email:** [info@ismpcanada.ca](mailto:info@ismpcanada.ca) **Fax:** 416-733-1146

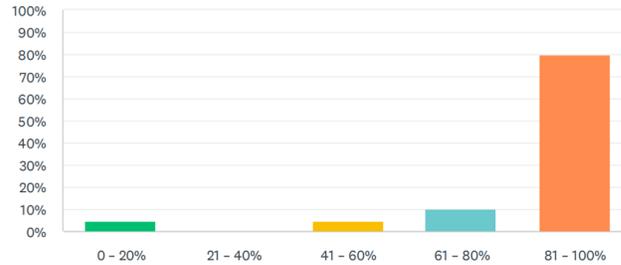
**Mailing Address:** 4711 Yonge Street, Suite 706, Toronto, Ontario M2N 6K8

## FEEDBACK FROM PARTICIPANT EVALUATIONS

(50% survey response rate)

How much of the information provided during the site visit and in the report did you and your pharmacy team find valuable or useful?

Answered: 20 Skipped: 0



### Comments from participants

The process was very informative and thorough; they provided me with precise information related to each topic discussed and a clear action plan, which was followed up on the following sessions. Great learning experience.  
Dec 2021

There was no site visit due to COVID-19 but the extensive number of site/pharmacy photos were sent before and after the course, illustrating the process before and after ISMP Canada recommendations.  
Oct 2021

The virtual meetings we had I found very beneficial because it was one on one where we took the time to discuss all areas in the pharmacy and I had the chance to ask questions and discuss various topics.  
July 2021

The program gave me good information about the weak points that I should pay attention to in my practice and how to turn them into learning points for me and my team.  
Sept 2020

Amazing opportunity to gain knowledge and confidence by reviewing and sharing information with ISMP Canada and within our team at the same time.  
July 2019

Overall, an excellent proactive evaluation to prevent prescription errors. Professionally done and in detail, which was extremely helpful.  
June 2019