



# National Incident Data Repository Safety Brief

## New Brunswick Data

from community pharmacies

Reporting period: April 1, 2023 – September 30, 2023

1,166 reports received

### Types of Incidents (including near misses) (Top 5)

Incorrect dose/frequency	198
Incorrect drug	185
Incorrect quantity	147
Incorrect strength/concentration	128
Incorrect patient	77

### Contributing Factors Reported (Top 5)

(Environmental, staffing, or workflow problem) <b>Interruptions</b>
(Environmental, staffing, or workflow problem) <b>Workload</b>
(Environmental, staffing, or workflow problem) <b>Noise</b>
(Environmental, staffing, or workflow problem) <b>Clutter</b>
(Environmental, staffing, or workflow problem) <b>Staffing deficiencies</b>

## National Learning

New Brunswick community pharmacies contribute to national learning and safety initiatives that incorporate learning from reported medication incidents and suggest system safeguards to prevent patient harm.

The following recommendations can help reduce interruptions (a top contributing factor both in New Brunswick and nationally) and enhance patient safety.

**SAFETY TIP:** Establish designated work areas that are designed to reduce the likelihood of interruptions and distractions for *high-risk activities* (e.g., compliance packaging, compounding, medication reconciliation with hospital discharge prescriptions).

**SAFETY TIP:** Encourage patients to use automated systems when ordering medication refills (e.g., telephone/online refill request programs) to reduce distractions and interruptions in *workflow*.

**SAFETY TIP:** Ensure that staff engage in a structured role-based approach to reduce distractions and interruptions in *workflow*.

**SAFETY TIP:** Place a checklist in applicable work areas to keep track of steps performed during lengthy safety-critical tasks (e.g., providing opioid agonist therapy). If a task is interrupted, it should be restarted, using the checklist as a guide.



A key component of ISMP Canada data analysis is a review of the incident descriptions. The efforts by reporters to provide information that helps identify emerging issues and shared learning opportunities is gratefully acknowledged.

Additional safety recommendations can be found in ISMP Canada Safety Bulletins: <https://ismpcanada.ca/safety-bulletins/>

**REPORT** ✓ **LEARN** ✓ **ACT** ✓

More than 12,000 reports of medication incidents have been submitted to the National Incident Data Repository for Community Pharmacies (NIDR) from New Brunswick since 2015.

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New Brunswick College of Pharmacists  
Ordre des pharmaciens du Nouveau-Brunswick

National Incident  
Data Repository



Référentiel de données  
nationales sur les incidents

CMIRPS  
Canadian Medication Incident  
Reporting and Prevention System



SCDPIM  
Système canadien de déclaration et de  
prévention des incidents médicamenteux