

Quality Improvement Reviews (QIRs)

With the implementation of the COMPASS Continuous Quality Improvement Program, a process has been developed to replace Professional Practice Reviews (PPRs).

The revised PPR process is the Quality Improvement Reviews (QIRs).

The change in name reflects a change in the focus of the review process - moving from just confirming compliance, to coaching and assisting pharmacy staff in their quality improvement efforts to improve patient safety. This change is intended to help achieve the desired culture of safety within Saskatchewan pharmacies through proper use of the COMPASS tools and providing assistance to pharmacy staff to understand SCPP policies, procedures and legislation.

The focus of the QIRs, centers on safety activities, including medication incident reporting and reviewing the Medication Safety Self-Assessment (MSSA) and Continuous Quality Improvement (CQI) plan, with the goal of ensuring all pharmacy staff are actively looking for ways to decrease incidents and ensure medication safety is continually reviewed and addressed. Also, practice is reviewed within the pharmacy, to ensure the pharmacy staff is practicing safely and according to federal, provincial, and SCPP requirements.

The QIR process contains several similarities to the previous PPR process, such as the pharmacy manager completing a self-assessment prior to the scheduling of a review and a report being provided at the end of the QIR, summarizing any recommendations and follow-up issues.

Virtual Pharmacy Visits

One significant change to the process is the majority of QIRs will be performed virtually via the screen-sharing application Microsoft Teams instead of in-person. However, there may still be situations that require an on-site visit.

During the virtual visit, the field officer connects to the community pharmacy's computer to review the safety-related tools.

Prior to the review, the pharmacy manager will receive an email asking them to test the connection to ensure they are able to connect at the scheduled time, allowing the field officer to view their computer virtually.

During the review, the field officer will ask the pharmacy manager/QI coordinator to access the CPhIR website to assess the safety work completed.

The objective of reviewing this information is not to look at the specific details of the incidents, but to review the narrative of incidents. Our aim is to assist pharmacy staff in improving the completeness and maturity of their reporting in order to better identify the root cause of the incidents. The MSSA graphics and improvement plan is also reviewed.

Once the review is complete, the pharmacy manager will be provided with a report of the review with recommendations for improvement and potential resources that can assist the pharmacy staff with quality improvement efforts.

Specific details on how to connect using Teams during the QIR will be provided to the pharmacy manager prior to the QIR.

Important Notes

- The pharmacy manager is in charge of initiating the screen share session, choosing their settings for the session, and ending the screen share at any time.
- A screen share session cannot be initiated by SCPP without participation from the pharmacy manager (first by clicking on the meeting link and second by clicking on the “Share” button).
- The email containing the link would come from a member of the College (an email address ending in @saskpharm.ca). For security purposes, the College advises not to click on any screen share links from other email addresses.
- The recommendation from SCPP is the pharmacy manager minimize or close any programs, applications, or files that they do not want the College to see prior to initiating the screen share. The College would not have access to these programs, applications, or files at any time during the screen share session. Further, if only an application screen is being shared (such as a browser window), the College would not be able to see any other programs or applications even if they remain open on the pharmacy computer.

On-site Pharmacy Visits

During the on-site visits, there will be a very similar procedure followed as with the virtual visits. However, the intent of the in-person QIRs is to review some additional areas including specific areas of practice within the pharmacy, the standards of practice, and visual aspects of the pharmacy that cannot be reviewed during a virtual visit.

The focus of the in-person QIRs still centers on safety activities and how the field officer can assist the pharmacy team in ensuring the safest practice is occurring within the pharmacy.

Once the review is complete, the pharmacy manager will be provided with a report of the review with recommendations for improvement and potential resources that can assist the pharmacy staff with quality improvement efforts.

Advancing Safety

SCPP views the change in the review process as a positive step in our ongoing partnership with our members. The College believes that pharmacy managers and QI coordinators will find the revised reviews to be helpful in advancing their safety efforts within the pharmacy.

If you have any questions regarding the new QIR process, please contact Jeannette Sandiford at info@saskpharm.ca.