

Medication Safety Through Communication

Debbie Sears Barnard, MSc, CPHQ
Consultant, Joint Commission International/JCR
Abu Dhabi, UAE

Acknowledgements

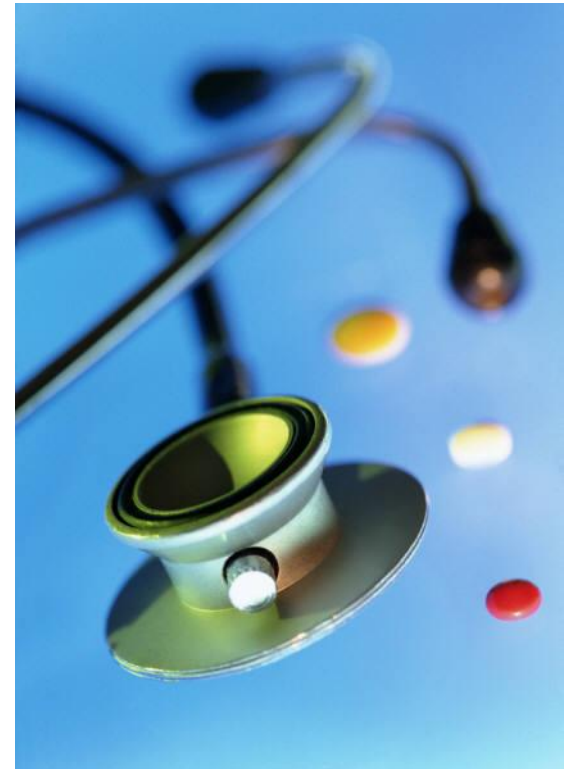
Cleveland Clinic Abu Dhabi Co-Developers

- **Rabih Dabliz PharmD, FISMP**
Senior Manager, Quality & Medication Safety; Cleveland Clinic Abu Dhabi
- **Raya Zayadeen, BSc Pharmacy, MSc Clinical Pharmacy, BCPS, BCCCP**
Medication Safety Pharmacist, Cleveland Clinic Abu Dhabi, Abu Dhabi, UAE

Objectives

Each participant will be able to:

- Explain the key contributing factors to the number of medication related adverse events that occur.
- Describe the role of the communication strategies to aid in the reduction of medication related adverse events.
- Discuss the benefits of implementing a Good Catch Program.



No Conflicts to Declare



Source:

<https://www.patientsafetyinstitute.ca/en/toolsResources/Pages/Safe-Medication-Think-Global-Act-Local-2017-12-18.aspx>

“Unsafe medication is a leading cause of harm, most of it preventable, in health care systems across the world.

Preventable medical errors lead to more than 200,000 deaths in US hospitals every year leading to \$1.44 trillion in excess healthcare costs.

Medication incidents occur when weak medication systems and/or human factors result in severe harm, disability and even death.

Patients & Families Pay the Price



Josie King 18 months



Betsy Lehman 39



Mary McClinton 69



Justin Micalizzi 11



Emily Jerry 2 yrs.

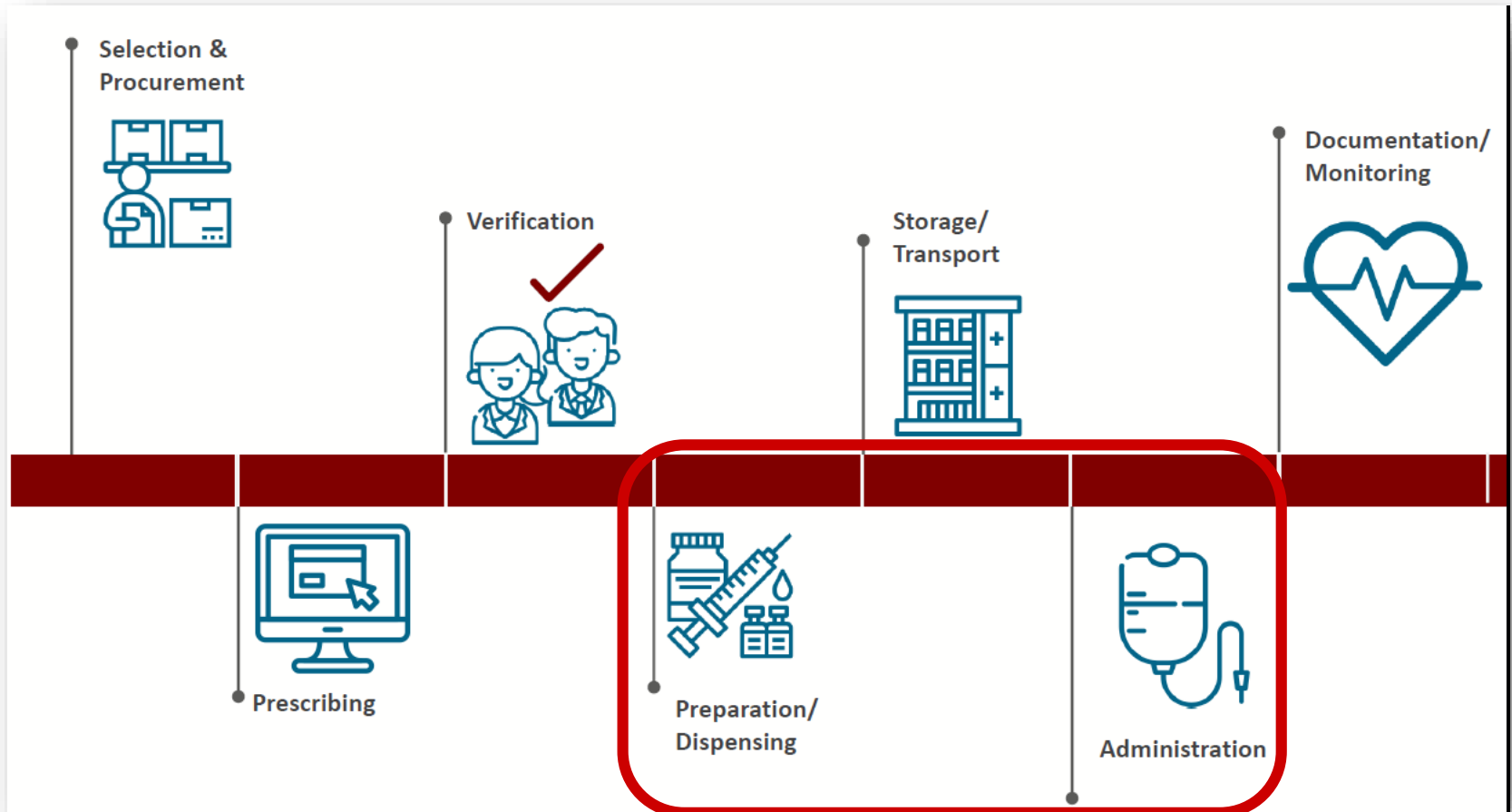


Amanda Abbiehl 18



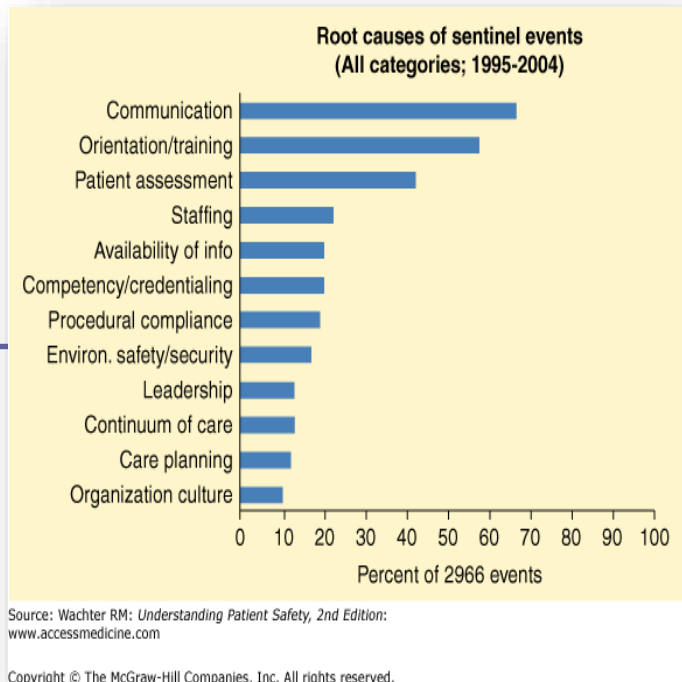
Lewis Blackman 15

Medication Pathway



Reducing Medications Events

Goal: Zero Harm
(Focus: Medication Safety)



Communication with
Patients/Families

Communication
Among Medical Staff

Communication with Patients/Families



5 QUESTIONS TO ASK ABOUT YOUR MEDICATIONS
when you see your doctor, nurse, or pharmacist.

1. CHANGES?
Have any medications been added, stopped or changed, and why?

2. CONTINUE?
What medications do I need to keep taking, and why?

3. PROPER USE?
How do I take my medications, and for how long?

4. MONITOR?
How will I know if my medication is working, and what side effects do I watch for?

5. FOLLOW-UP?
Do I need any tests and when do I book my next visit?

Keep your medication record up to date.

Remember to include:

- ✓ drug allergies
- ✓ vitamins and minerals
- ✓ herbal/natural products
- ✓ all medications including non-prescription products

Ask your doctor, nurse or pharmacist to review all your medications to see if any can be stopped or reduced.

Logos: i/m/p, cpsi/csp, HEALTHPRO, Canadian Society of Hospital Pharmacists, Canadian Pharmaceutical Association, Association of Pharmacists of Ontario, SafeMedicationUse.ca

Visit safemedicationuse.ca for more information.

Source: patientsafetyinstitute.ca

- **Intentional Engagement:**
 - Advisory Councils
- Invite patient stories
 - written and video
 - teach and inspire change in your staff
- Plain Language
 - Informed consent
 - Education
- Transparency & Disclosure

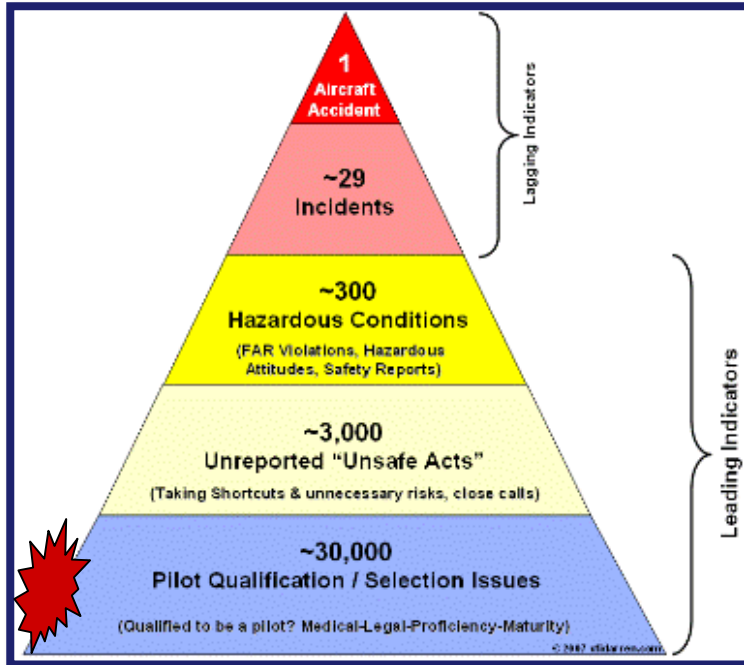


Communication Among Medical Staff

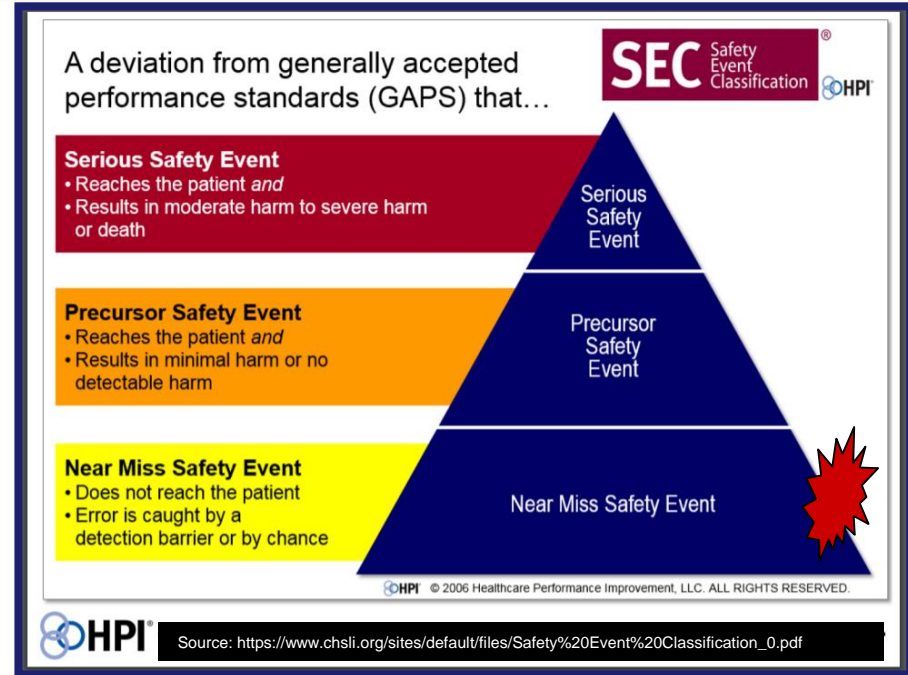
Integrate safety into daily/ongoing conversations

- Daily Huddles
- Idea Boards
- Leadership Safety Huddles
- Leadership Safety Rounding
- SBAR (Structured Communication)
- Engage staff to use data to find areas for improvement
- Robust reporting & learning systems
- **Good Catch Programs**

WHY FOCUS ON GOOD CATCHES?



Aviation



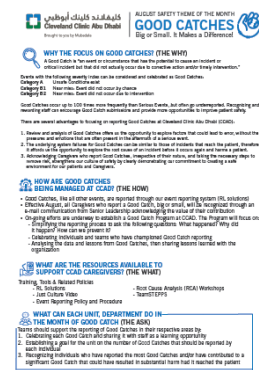
Healthcare

Near misses can provide opportunities for learning if there is a process in place to identify, discuss them and close the learning loop with reporting providers/staff.

Good Catch Program Travels



Figure 2. Good Catch poster



1. Edmonton, Alberta Canada

2. Sudbury, Ontario Canada

3. Abu Dhabi, UAE

CONCLUSION

INSPIRE action to get to Zero Harm

- Widely share patient stories
- Communication:
 - Intentional engagement of patients/families
 - Consider patient & family advisory councils
 - Structured communication (e.g. SBAR) among team members
- Best Practice Implementation
 - Good Catch Program
 - Robust Reporting & Learning Culture

Medication Safety Through Communication



Contact Information

Debbie Sears Barnard, MSc, CPHQ

Consultant, Joint Commission
International/JCR

Email: dsearsbarnard@gmail.com

Rabih Dabliz PharmD, FISMP

Senior Manager, Quality & Medication Safety;
Cleveland Clinic Abu Dhabi

Email: DablizR@clevelandclinicabudhabi.ae

Video Resources

Courtesy of Dr Rabih Dabliz

[Safety Is](#)

[Safe Management of Chemotherapy](#)

[Medication Journey](#)

[Just and Fair Culture](#)

[ASK Medication Safety Video](#)

[Barcoding and Medication Safety](#)

[Role of Pharmacist in Medication Safety](#)

References

- Alvarez G ; Coiera E. Interdisciplinary communication: an uncharted source of medical error?. J Crit Care. 2006; 21: 236-242
- Barnard D1, Dumkee M, Bains B, Gallivan B. Implementing a Good Catch program in an integrated health system. Healthc Q. 2006;9 Spec No:22-7.
- Bagian, J.P. (2001). Developing and deploying a patient safety program in a large health care delivery system: You can't fix what you don't know about. Journal on Quality Improvement, Joint Commission on Accreditation of Healthcare Organizations, 27:10, 522-532.
- Bravo K ; Cochran G ; Barrett R. Nursing strategies to increase medication safety in inpatient settings. J Nurs Care Qual. 2016; 31: 335-341
- Conerly C.Strategies to increase reporting of near misses and adverse events. J Nurs Care Qual. 2007; 22: 102-106

References

- Herzer KR ; Mirrer M ; Xie Y; et al. Patient safety reporting systems: sustained quality improvement using a multidisciplinary team and "Good Catch" awards. *Jt Comm J Qual Patient Saf.* 2012; 38: 339-347
- Monahan JJ. Using good catches to promote a just culture and perioperative patient safety. *AORN J.* 2018; 108: 548-552
- Sehgal NL ; Auerbach AD; et al. Improving safety culture on adult medical units through multidisciplinary teamwork and communication interventions: the TOPS Project. *Qual Saf Health Care.* 2010; 19: 346-350
- Traynor K. Safety culture includes "good catches". *Am J Health Syst Pharm.* 2015 Oct 1;72(19):1597-9. doi: 10.2146/news150065.