# Creating a Culture of Medication Safety in Your Pharmacy

October 2021    🛡 **Pharmacy Connection**

## HOW TO RECOGNIZE A PHARMACY SAFETY CULTURE

| PHARMACIES YET TO ESTABLISH A SAFETY CULTURE | PHARMACIES WITH AN ESTABLISHED (OR POSITIVE) SAFETY CULTURE |
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| ⚠ Safety improvement suggestions or comments from staff are often ignored or undervalued. | ✔ Safety improvement suggestions or comments are encouraged, recorded and used to drive improvements to patient safety. |
| ⚠ Medication incidents and near misses are analyzed to punish staff for errors. | ✔ Pharmacy staff routinely collaborate on analyzing medication incidents and near misses to extract learning points and develop and implement action plans with the goal of preventing future reoccurrences. |
| ⚠ Staff cover up their errors, or those of their colleagues, fearing blame or reprisals. | ✔ Staff feel safe recording and discussing medication incidents that involved themselves or their colleagues, without fear of blame or reprisals. |
| ⚠ Staff members take constructive feedback personally. | ✔ Staff members value constructive feedback, and use it to improve their own practice. |
| ⚠ Continuous quality improvement processes are viewed as a waste of time or resources. | ✔ Continuous quality improvement is part of an embedded process that is part of normal, everyday practice. |
| ⚠ Designated Managers (DMs) or Director Liaisons (DLs) do not "walk the talk" or model appropriate behaviour and practices. | ✔ Pharmacy leaders, including DMs, DLs and pharmacy owners, model appropriate behaviour and practices, and hold their staff accountable to the same high standards. |
| ⚠ Support is not provided to pharmacy staff who may have been involved in serious medication safety errors, and who may feel guilty or experience a decrease in self-confidence. | ✔ The health and well-being of staff is valued and promoted, and supports such as counselling services are made available. |
| ⚠ Pharmacy staff function individually, rather than as a team. | ✔ Teamwork is central to the pharmacy's practice. |