

### Report all medication incidents and near misses.

- *Use an incident management platform that meets the College's criteria and ensure each pharmacist and pharmacy technician has a unique login\*.*



### Document appropriate details for incidents and near misses in a timely manner.

- Include CQI plans, outcomes of staff communications and the quality improvements that were implemented.



### Analyze the incident or near miss in a timely manner.

- Look for causal factors and commit to taking appropriate steps to minimize the likelihood of recurrence.
- *Conduct a safety self-assessment every two years\*.*



### Share learnings with staff.

- Promptly communicate details of the incident or near miss to all staff and include the causal factors and the actions taken as a result.
- Support the development and monitoring of CQI plans and outcomes.
- *Hold CQI meetings at least once every quarter\*.*



Together, these four actions help  
**REDUCE THE RISK  
OF PATIENT HARM**

*\*Requirements in italics will take effect on January 1, 2027.*