FIP 2011 – Hyderabad, India

Compromising Quality and Safety: A Risky Business!!

Programme Summary: Medicines have the potential to help patients, but also can cause harm. Patient safety can also be compromised if there are problems with the quality of medicines, poor performance of health care professionals, an excessive financial focus by health care payers and governments, and faulty systems in which medicines are used. The Congress programme will explore problems of quality and safety with the use of medicines, what it takes to improve quality and safety, and the consequences of poor quality on clinical outcomes and costs.

Symposium 1 (A1) – Background/Introduction

Overview:

Sub-standard medicines and services do not only have a negative impact on patients but also have significant consequences for the wider Health Services System. In this session, we will consider the scale of the problem and the reason for change. There are many causes of sub-standard quality in pharmacy including organisational culture, understaffing, lack of resources, insufficient cooperation with other healthcare professionals, and missing or incorrect information. Understanding and identifying these barriers is the first step to making the changes needed to improve quality. Are there methods and ideas that we could learn from other high reliability industries that we could apply to our own practice? The updated Good Pharmacy Practice Guidelines, which are a reference for national pharmaceutical organisations and governments to set up their own nationally accepted standards of Good Pharmacy Practice (GPP) will be discussed.

Learning Objectives:

At the conclusion of this session, the participants should be able to:

- Outline the economic and social consequences of sub-standard medicines and practice;
- Discuss the key barriers to improving patient safety and quality in pharmacy;
- Describe some key lessons that the profession can learn from other high-reliability industries;
- Outline the key points from the FIP Good Pharmacy Practice Guidelines.

Lecture One – The case for change: Why do we need to improve quality? [With a focus on both products and services]

Lecture Two – Barriers to Safety and Quality for both Practice and Products

Lecture Three – Learning from the cockpit: What can we learn from other high safety industries?

Lecture Four – FIP work to promote standards: Good Pharmacy Practice (GPP) Guidelines

Symposium 2 (A2) – Reporting, Learning, Monitoring

Overview:

The key to identifying actions that can be taken to improve patient safety is understanding why adverse events occur. But will pharmacists be willing to disclose information about event that have occurred or nearly occurred (near-misses) if an effective 'no-blame' or 'patient safety culture' is not in place? How can we best learn from incidents to ensure they do not happen again? This session will study one system that has been used at the national level to improve patient safety by identifying and learning from trends in adverse medical events that occur throughout the country. Monitoring standards of practice is also important to identify areas for ongoing development and improvement, but how can this best be done? What quality indicators can be used to assess the quality of pharmacy services from a structure, process and outcomes point of view? And how can we build on feedback from patients? Can we enhance the expectations that patients should have of pharmacists?

Learning Objectives:

At the conclusion of this session, the participants should be able to:

- Explain why creating a patient safety culture is key to identifying problems and improving patient safety;
- Describe one national system which uses incident reports from health professionals to drive a cycle of continuous improvements in safety;
- Discuss how quality indicators can be used to monitor and improve quality and safety in practice;
- Outline different methods of assessing the patient experience including simulated/pseudo patient studies/mystery shopping and using patient feedback and complaints to drive quality improvements;

Lecture One– Creating an effective patient safety culture

Lecture Two – Reporting patient safety incidents and learning from them

Lecture Three – The use of quality indicators to monitor and support ongoing quality and safety improvements

Lecture Four – Involving patients as partners in assessing quality and raising expectations

Symposium 3 (A3) –Building a Safer Service: *Techniques and Tools to Improve Quality and Safety*

Overview:

Improving quality involves closing the gap between current and expected levels of practice as defined by standards. In practice, this can be done by using quality management tools and principles to understand and address system deficiencies, enhance strengths, and improve healthcare processes. This session will consider how different quality improvement approaches such as quality management frameworks and quality assurance, Six Sigma and Risk Evaluation and Mitigation Strategies, among others that can be applied to pharmacy practice. The role of regulatory agencies and professional organisations in enforcing and assuring standards will also be considered.

Learning Objectives:

At the conclusion of this session, the participants should be able to:

- Compare the key techniques and tools designed to close the gap between current and expected levels of quality and safety;
- Discuss how Good Manufacturing Practices (GMP), Good Distribution Practices (GDP) and Good Pharmacy Practices (GPP) contribute to ensuring quality and safety of all medicines and healthcare provision across settings;
- Describe the role of risk evaluation and mitigating strategies (REMS) in improving quality of care and patient safety;
- Discuss the role of professional and regulatory organisations to enforce and assure quality standards.

Lecture One – From individual problem solving to systematic team problem solving and organisational reengineering – which techniques and tools can help deliver quality?

Lecture Two– Applying quality principles to medicines and healthcare provision – the path from Good Manufacturing Practice (GMP) and Good Distribution Practice (GDP) to Good Pharmacy Practice (GPP)

Lecture Three – Using risk evaluation and mitigating strategies (REMS) to improve quality of care and patient safety

Lecture Four – Developing, enforcing and assuring quality standards – the role of national systems, regulatory agencies and professional organisations

Symposium 4 (A4)- *Ensuring Quality – Managing Risks, Reducing Costs*

Overview:

Costs are incurred in improving quality standards in pharmacies but there are significant costs for health systems in managing the consequences of sub-standard products and services. How can we assess these different costs? Who will pay? And how can we ensure that the right financial incentives are in place to drive the improvement of standards? To what extent are environmental factors in pharmacy practice such as workload and stress impinging on safety and quality and what solutions can be put in place to support pharmacists in coping with the increased workload involved in improving quality? This session will discuss the economic case for investing in improving quality standards, the impact of linking payment to quality and safety outcomes, and how the increase in workload linked to improving standards can be best managed.

Learning Objectives:

At the conclusion of this session, the participants should be able to:

- Discuss the economic case for investing in improving quality standards;
- Describe the benefits and challenges of linking payment to improvements in health outcomes and patient safety;
- List the environmental factors in pharmacy practice that can compromise the institutionalisation of quality and safety;
- Explain the impact of improving quality on the individual pharmacist in terms of scope of practice, workload, accountability, and liability.

Lecture One – Cost of improving quality versus cost of *business as usual* – which is the most expensive?

Lecture Two – Paying pharmacists based on patient outcomes – can it be done?

Lecture Three – How do environmental factors such as stress affect patient safety, and how can they best be managed?

Lecture Four– Managing risks, reducing costs - What is the impact on the individual pharmacist?