



Using the AHRQ Pharmacy Survey on Patient Safety Culture



Webinar

October 29, 2013

2:00 – 3:00 pm ET



AHRQ

Agency for Healthcare Research and Quality

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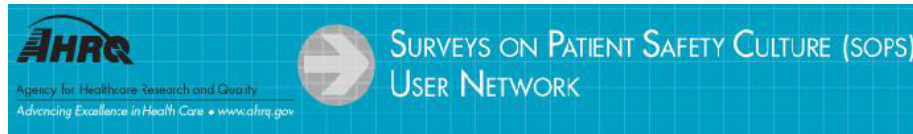
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Today's Speakers



- **Diane Cousins**, RPh, Health Scientist
Administrator, Agency for Healthcare Research
and Quality
- **Joann Sorra**, PhD, Project Director, User Network
for the Consumer Assessment of Healthcare
Providers and Systems (CAHPS) and Surveys on
Patient Safety Culture, Westat, Rockville, MD
- **Jim Motz**, RPh, Specialty Pharmacy – Program
Manager, Aurora Pharmacy, Inc., Elm Grove, WI
- **Dawn Amerman**, Store Manager, Dexter
Pharmacy/Village Pharmacy II, Dexter, MI

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Speaker Bio



Diane Cousins, RPh
Agency for Healthcare Research and Quality

Q and A

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Background on the Pharmacy Survey



- Latest addition to Surveys on Patient Safety Culture (SOPS) family of surveys:
 - Hospital Survey on Patient Safety Culture
 - Nursing Home Survey on Patient Safety Culture
 - Medical Office Survey on Patient Safety Culture
- Surveys and related material available at:
<http://www.ahrq.gov/professionals/quality-patient-safety/patientsafetyculture/index.html>

Patient Safety in Community Pharmacies



- More than 61,000 Community Pharmacies (2011)
- One estimate found 4 errors per day in a pharmacy filling 250 prescriptions daily (2002)
- AHRQ rationale was to support the development of a measurement tool for improving patient safety culture in community pharmacies.

Technical Expert Panel



Anne Burns	American Pharmacists Association
Carmen A. Catizone	Nat Assoc of Boards of Pharmacy
Michael R. Cohen & Donna Horn	Institute for Safe Medication Practices
Laura Cranston & David Nau	Pharmacy Quality Alliance
James T. DeVita	CVS
Susan Gentilli	Target
Karen Hudmon & Kyle Hultgren	Purdue University
Kevin N. Nicholson	National Assoc of Chain Drug Stores
Laura Pizzi	Jefferson University
Rebecca P. Snead	Nat Alliance of State Pharmacy Assocs
Jonathan Wolfe	University of Arkansas
AHRQ Staff	