



Aurora Health Care®

Pharmacy Survey on Patient Safety Culture

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Aurora Pharmacies Overview



- Integrated health system
- Regional pharmacy chain based in Milwaukee
- Retail pharmacies within Aurora hospitals (10 stores)
- Aurora clinics (42)
- Traditional retail locations (19)



Aurora Patient Safety Culture



- Promote a culture of safety
 - Everyone's a caregiver. Everyone's responsible for safety
 - Annual safety training
 - Remove barriers to safety, e.g. staff intimidation, time-outs
 - Focus on processes - not the person
 - Encourage medication event reporting.
 - Why? To improve processes and encourage communication

Patient Safety Culture at Aurora Health Care



- AHRQ Survey on Patient Safety (SOPS) conducted in 2005, 2007, 2008, 2010, 2012
- Annual Aurora Patient Safety Goals include SOPS survey results
 - Non-punitive response to error (HOSPITALS)
 - Communication about error (CLINICS)
 - Goal = Top quartile (AHRQ comparative database)
- Included in the Care Management Impact Score which is part of every caregiver's annual performance evaluation

Experience with the Pharmacy Safety Culture Pilot Study



- 2012 - an outpatient pharmacy survey that would align well with organization initiatives for safety
- Allow us to learn front-line caregivers impressions of the safety program
- May allow comparisons of our system pharmacies to others



Pilot Study – Selected Results



- Positive findings
 - 8 Pharmacies participating with a total response rate of 77%
 - Strong positive responses to questions about:
 - Staff training and skills
 - Pharmacy layout and organization
 - Staff comfort with asking questions when unsure of something
 - Patient counseling and communication
 - Staff working hard to ensure patient safety

Pilot Study – Selected Results

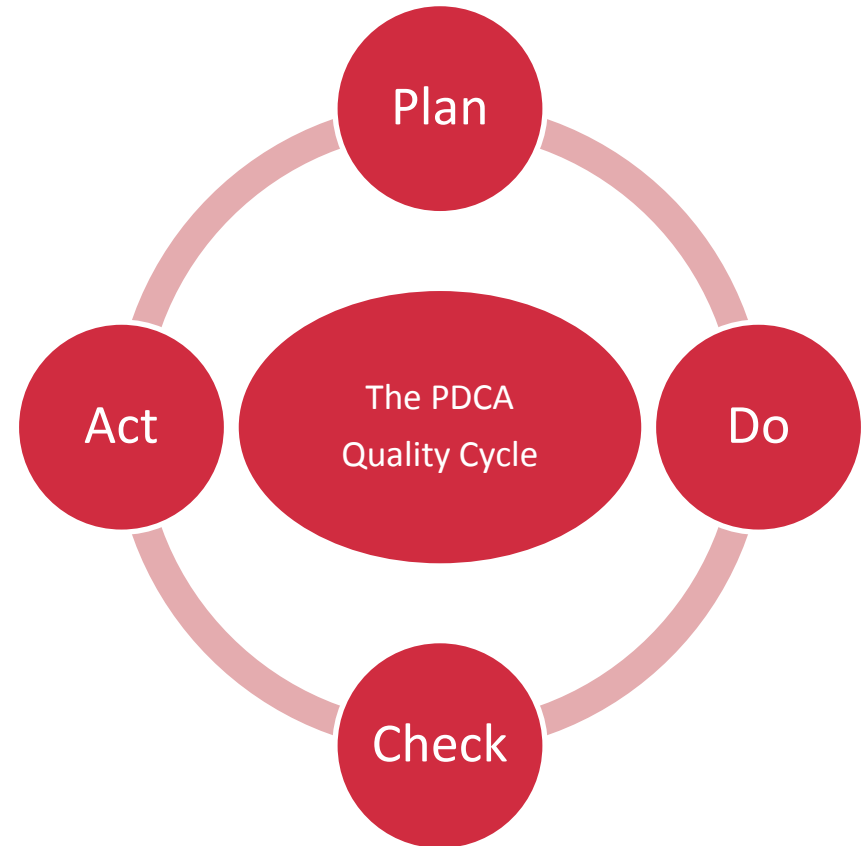
- Surprises – Shows where we have work to do:
 - Processes for exchanging information across shifts
 - Staff in the pharmacy discuss mistakes
 - We talk about ways to prevent mistakes from happening again
 - Mistakes have led to positive changes



Follow up from Pilot Study



- Take action based on survey results
- Asked locations to develop patient safety related quality improvement action plans focusing on issues in their own pharmacies
- Involve the front-line staff in the planning



Follow up from Pilot Study



- Some QI Project Examples:
 - Accurately identify patients using date of birth
 - Improve processes to obtain patient's current med list (2 locations)
 - Better organization of Rx processing work area

Next Steps



- More pharmacies to complete the survey
- Involve all staff
- Emphasize safety culture
- Explain importance of taking action on processes needing improvement
- Continue work on existing action plans (Check, Act)





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Thank you,

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