June 29th, 2015

To: All Saskatchewan Pharmacists

From: Drug Plan and Extended Benefits Branch, eHealth Saskatchewan and the Saskatchewan College of Pharmacists

In January 2014, the Drug Plan and Extended Benefits Branch (DPEBB) and eHealth Saskatchewan launched the Pharmaceutical Information Program Quality Improvement Program (PIP QIP) to develop a plan for continuous quality improvement in the PIP. This includes ensuring that the data in PIP is as accurate as possible. The PIP QIP is in alignment with the Community Pharmacists Advancing Safety in Saskatchewan's (COMPASS) continuous quality assurance pilot project. The COMPASS pilot project is a joint effort between the Institute for Safe Medication Practices Canada (ISMP) and the Saskatchewan College of Pharmacists (SCP) and is focused on medication safety in community pharmacies.

Two critical components of the PIP QIP are data quality and the effective use of the PIP. Through regular monitoring of the data and use of the PIP, improvement opportunities can be proactively identified and solutions can be developed to further enhance the information in the PIP (e.g. system changes, workflow practice changes, and policy development).

PIP QIP analysis has identified two key findings:
1. Inconsistent data entry practices by PIP end users are impacting patient profiles. This includes both PIP CeRx integrated and non-integrated pharmacies that access the PIP via the GUI (external website).

2. Not all dispenses are being transmitted to the PIP for a number of reasons including issues involving pharmacy data entry practices and general workflow processes between local pharmacy software systems and the PIP.

An increasing number of pharmacists and other health care professionals rely on this data for clinical decision making. Decisions made on incorrect data compromise the quality of patient care.

Every pharmacist is responsible for the accuracy, completeness and timeliness of the prescription information submitted to the PIP. As stated in *The Prescription Drugs Act*, "All drugs prescribed or dispensed to persons in Saskatchewan are to be recorded in the provincial database." Accurate and complete patient profiles are essential in ensuring that PIP information can be used with confidence by **all** users, including pharmacists, physicians and nurses. Patient safety is impacted by PIP profile accuracy and completeness. Pharmacists have the primary responsibility of ensuring accurate and complete prescription data entry and patient profile management. By working as a team and recognizing that everyone is accountable, patient safety will be maintained and enhanced. Another result will be increased pharmacist satisfaction in working with the PIP system.

This package is being provided to all Saskatchewan pharmacies for information and action purposes. Included in this package are the following:

- PIP QIP Cheat Sheet
- Sticker to place on your computer monitor(s)

For questions pertaining to PIP QIP, contact pipqip@ehealthsask.ca. In addition, refer to the PIP QIP website for the most up-to-date information (www.ehealthsask.ca\pipqip).

For questions pertaining to your pharmacy practice management system, contact your pharmacy software vendor.

With the sharing of patient information in today's integrated health care system, it is crucial that we all work together to enhance patient safety. The information entered by pharmacy staff into a patient's profile is used by a number of health care professionals for clinical decision making. We look forward to partnering with you in an effort to protect the accuracy and completeness of data entered into the PIP.

Thank you for your attention to this important matter.

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