Assessing the Impact of a Central Refill Center Using a Culture of Safety Survey

Ashley Bowden, PharmD, MS, BCPS¹ Shantel Mullin, PharmD, BCPS¹ Kristal Moorman, PharmD, BCPS² Nancy Nickman, PhD, RPh² Linda Tyler, PharmD, FASHP¹ Casey Tak, MPH, PhD Candidate²

¹University of Utah Health Care, Salt Lake City, UT; ²University of Utah College of Pharmacy, Salt Lake City, UT

Background
- Community Pharmacy Survey on Patient Safety Culture was developed and validated by Agency for Health Research and Quality (AHRQ).¹
- University of Utah Health Care (UUHC) surveyed Pharmacy Service employees in 2014 & 2015 to better understand employee perceptions of patient safety culture in 14 community pharmacies before and after implementation of a centralized Pharmacy Services Call Center (PSCC).
- UUHC is planning another major work change in 2016, implementing central refill center.
  - Plan to centralize all refilled medications for delivery to individual pharmacies for patient dispensing, Fall 2016.

Objectives
- Assess effect of: 1) safe culture education, 2) safety check standardization, 3) central refill center implementation on 2017 safety culture survey results.

Timeline

Survey Methods

Participant Selection
- All UUHC community pharmacy employees at 15 community pharmacies, 1 specialty pharmacy, and the pharmacy ambulatory clinical care center

Survey Distribution
- Qualtrics surveys distributed via university email

Data Analysis
- Surveys analyzed using procedures described in the AHRQ Survey User’s Guide²

Safe Culture Education
- Online learning module on patient identifiers
- Educational flyers
  - Using dual patient identifiers
  - Prescription order entry verification
  - Five W's of patient safety event reporting

Safety Check Standardization
- Implement order entry verification best practices

Central Refill Center Implementation

University of Utah Health System Level Survey Results

*Includes 3 new locations: Farmington, Midvalley, and PAC3

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<thead>
<tr>
<th>Patient Counseling</th>
<th>Communication Openness</th>
<th>Overall Perceptions of Patient Safety</th>
<th>Organizational Learning</th>
<th>Teamwork</th>
<th>Communication about Prescriptions Across Shifts</th>
<th>Communication about Mistakes</th>
<th>Response to Mistakes</th>
<th>Staff Training &amp; Skills</th>
<th>Physical Space &amp; Environment</th>
<th>Staffing, Work Pressure, and Pace</th>
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<tbody>
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<td>FY17 (n = 141)</td>
<td>FY16-FY17 Difference</td>
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References


Conclusion
- AHRQ Community Pharmacy Survey continues to be an effective tool to gauge system level employee perceptions of patient safety culture
- Implemented education and workflow changes have not shown significant change in safety culture perceptions