Managing the risk of medication errors: a multi-disciplinary continuing professional development programme

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What was done?

▶ A regional multi-disciplinary Continuing Professional Development (CPD) programme was developed, dealing with the risk management of medication errors

Why was it done?

▶ Every year in France, 10,000 preventable deaths and more than 130,000 preventable hospitalisations are related to drug misuse
▶ This issue is a priority of the national health strategy

How was it done?

13-member regional working group:
▶ Hospital pharmacists
▶ Quality managers
▶ Regional drug observatory
▶ Regional health quality network

Submission of the programme to the National CPD Agency
Acceptation as a continuing education measure
National orientation: “control of risks associated with healthcare acts and pathways”

What has been achieved?

Any health professional involved in the medication circuit in a health or medico-social institution:
▶ physicians, pharmacists, residents, nurses, pharmacy technicians…

A training in 2 parts

1 E-learning
2 Face-to-face simulation session
(or videoconference during the Covid-19 pandemic)

What?

Theoretical aspects

Apply a posteriori risk management by analysing a fictional adverse event (medication error)

How long?

1 month → 2h30 of personal work
3h

What format?

Slide presentation with voice commentary

Workshops
▶ 15 learners
▶ 2 hospital trainers: pharmacist and health quality professional

What about?

Medication errors: definitions, key figures, reporting
 Risk management principles
 Focus on a priori and a posteriori risk management

Never events
Drug reconciliation
City-hospital link
Lack of communication
Human factors

Pedagogical tools?

Concrete examples of medication errors throughout the presentation

Serious card game, simulation, group work, role-playing game, paper-board

Questionnaires completed before, during and after the training, to evaluate:
▶ learners’ satisfaction
▶ impact of the training on their knowledge and skills

What next?

▶ This regional training will promote the link between actors from different institutions and the multi-disciplinary approach around the management of the risks of medication errors
▶ In addition, we provide an awareness kit on medication errors reporting, including a customisable slide show and a quiz, which allows short sessions to be conducted in any health facility (http://www.omedit-normandie.fr/botte-a-outils/erreurs-medicamenteuses/erreurs-medicamenteuses,4115,5188.html)