Pharmacy Survey on Patient Safety

This survey asks for your opinions about patient safety in this pharmacy and takes about 15 minutes to complete. Answer only about the pharmacy location/store where you received this survey.

► **Staff** means **EVERYONE who works in this pharmacy,** including pharmacists, pharmacy technicians, pharmacy clerks, etc.

► **Patient safety** is the prevention of patient harm resulting from the processes of health care delivery. In the pharmacy setting, it means that:

   ■ The right patient receives the right medication in the right dose at the right time by the right route, and

   ■ The patient or caregiver understands the purpose and proper use of the medication.

► A **mistake** is any type of medication error, mistake, incident, or quality-related event, regardless of whether or not it reaches the patient or results in patient harm. Mistakes may be related to, or include:

   ■ Prescribing, transcribing, dispensing, administering, monitoring (use of medication), unsafe conditions or procedures in the pharmacy, etc.

► If a question does not apply to you or you don't know the answer, please answer "Does Not Apply or Don't Know."

SECTION A: Working in This Pharmacy

How much do you agree or disagree with the following statements? *Remember, "staff" means everyone working in this pharmacy.*	Strongly Disagree ▼	Disagree ▼	Neither Agree nor Disagree ▼	Agree ▼	Strongly Agree ▼	Does Not Apply or Don't Know ▼
1. This pharmacy is well organized	□1	□2	□3	□4	□5	□9
2. Staff treat each other with respect	□1	□2	□3	□4	□5	□9
3. Technicians in this pharmacy receive the training they need to do their jobs	□1	□2	□3	□4	□5	□9
4. Staff in this pharmacy clearly understand their roles and responsibilities	□1	□2	□3	□4	□5	□9
5. This pharmacy is free of clutter	□1	□2	□3	□4	□5	□9
6. Staff in this pharmacy have the skills they need to do their jobs well	□1	□2	□3	□4	□5	□9
7. The physical layout of this pharmacy supports good work flow	□1	□2	□3	□4	□5	□9
8. Staff who are new to this pharmacy receive adequate orientation	□1	□2	□3	□4	□5	□9
9. Staff work together as an effective team	□1	□2	□3	□4	□5	□9
10. Staff get enough training from this pharmacy	□1	□2	□3	□4	□5	□9

SECTION B: Communication and Work Pace

How **often** do the following statements apply to this pharmacy?	Never ▼	Rarely ▼	Some-times ▼	Most of the time ▼	Always ▼	Does Not Apply or Don't Know ▼
1. Staff ideas and suggestions are valued in this pharmacy	☐1	☐2	☐3	☐4	☐5	☐9
2. We encourage patients to talk to pharmacists about their medications	☐1	☐2	☐3	☐4	☐5	☐9
3. Staff take adequate breaks during their shifts	☐1	☐2	☐3	☐4	☐5	☐9
4. We have clear expectations about exchanging important prescription information across shifts	☐1	☐2	☐3	☐4	☐5	☐9
5. Staff feel comfortable asking questions when they are unsure about something	☐1	☐2	☐3	☐4	☐5	☐9
6. We have standard procedures for communicating prescription information across shifts	☐1	☐2	☐3	☐4	☐5	☐9
7. Our pharmacists spend enough time talking to patients about how to use their medications	☐1	☐2	☐3	☐4	☐5	☐9
8. Staff in this pharmacy discuss mistakes	☐1	☐2	☐3	☐4	☐5	☐9
9. We feel rushed when processing prescriptions	☐1	☐2	☐3	☐4	☐5	☐9
10. It is easy for staff to speak up to their supervisor/manager about patient safety concerns in this pharmacy	☐1	☐2	☐3	☐4	☐5	☐9
11. Our pharmacists tell patients important information about their new prescriptions	☐1	☐2	☐3	☐4	☐5	☐9
12. We have enough staff to handle the workload	☐1	☐2	☐3	☐4	☐5	☐9
13. When patient safety issues occur in this pharmacy, staff discuss them	☐1	☐2	☐3	☐4	☐5	☐9
14. The status of problematic prescriptions is well communicated across shifts	☐1	☐2	☐3	☐4	☐5	☐9
15. In this pharmacy, we talk about ways to prevent mistakes from happening again	☐1	☐2	☐3	☐4	☐5	☐9
16. Interruptions/distractions in this pharmacy (from phone calls, faxes, customers, etc.) make it difficult for staff to work accurately	☐1	☐2	☐3	☐4	☐5	☐9

SECTION C: Patient Safety and Response to Mistakes

How much do you agree or disagree with the following statements?	Strongly Disagree ▼	Disagree ▼	Neither Agree nor Disagree ▼	Agree ▼	Strongly Agree ▼	Does Not Apply or Don't Know ▼
1. Staff are treated fairly when they make mistakes	☐1	☐2	☐3	☐4	☐5	☐9
2. When a mistake happens, we try to figure out what problems in the work process led to the mistake	☐1	☐2	☐3	☐4	☐5	☐9
3. This pharmacy places more emphasis on sales than on patient safety..	☐1	☐2	☐3	☐4	☐5	☐9
4. This pharmacy helps staff learn from their mistakes rather than punishing them	☐1	☐2	☐3	☐4	☐5	☐9
5. When the same mistake keeps happening, we change the way we do things..................................	☐1	☐2	☐3	☐4	☐5	☐9
6. This pharmacy is good at preventing mistakes.........	☐1	☐2	☐3	☐4	☐5	☐9
7. We look at staff actions and the way we do things to understand why mistakes happen in this pharmacy..	☐1	☐2	☐3	☐4	☐5	☐9
8. Staff feel like their mistakes are held against them ..	☐1	☐2	☐3	☐4	☐5	☐9
9. The way we do things in this pharmacy reflects a strong focus on patient safety	☐1	☐2	☐3	☐4	☐5	☐9
10. Mistakes have led to positive changes in this pharmacy..	☐1	☐2	☐3	☐4	☐5	☐9

SECTION D: Documenting Mistakes

In this pharmacy, how often are the following types of mistakes documented (in writing OR tracked electronically)?

	Never documented ▼	Rarely documented ▼	Sometimes documented ▼	Most of the time documented ▼	Always documented ▼	Does Not Apply or Don't Know ▼
1. When a mistake reaches the patient and could cause harm but does not, how often is it documented?	☐1	☐2	☐3	☐4	☐5	☐9
2. When a mistake reaches the patient but has no potential to harm the patient, how often is it documented?	☐1	☐2	☐3	☐4	☐5	☐9
3. When a mistake that could have harmed the patient is corrected BEFORE the medication leaves the pharmacy, how often is it documented?	☐1	☐2	☐3	☐4	☐5	☐9

SECTION E: Overall Rating

1. **Think back on the survey topics and the definition of patient safety—dispensing the right medication accurately and making sure patients understand their medications and how to use them:**

   How do you rate this pharmacy on patient safety?

Poor	Fair	Good	Very good	Excellent
▼	▼	▼	▼	▼
☐1	☐2	☐3	☐4	☐5

SECTION F: Background Questions

1. **How long have you worked in this pharmacy?**

   ☐ a. Less than 6 months   ☐ d. 3 years to less than 6 years

   ☐ b. 6 months to less than 1 year ☐ e. 6 years to less than 12 years

   ☐ c. 1 year to less than 3 years   ☐ f. 12 years or more

2. **Typically, how many hours per week do you work in this pharmacy?**

   ☐ a. 1 to 16 hours per week   ☐ c. 32 to 40 hours per week

   ☐ b. 17 to 31 hours per week   ☐ d. More than 40 hours per week

3. **What is your position in this pharmacy?** *Check ONE category that best applies to your job.*

   ☐ a. Pharmacist (including pharmacy manager, lead pharmacist, pharmacist-in-charge, staff pharmacist)

   ☐ b. Pharmacy technician (including lead technician and staff technician)

   ☐ c. Pharmacy clerk or pharmacy cashier

   ☐ d. Pharmacy student intern/extern

   ☐ e. Other (Please write your job title): _____

SECTION G: Your Comments

Please feel free to write any comments about how things are done <u>or</u> could be done in your pharmacy that might affect patient safety.

THANK YOU FOR COMPLETING THIS SURVEY.