Patient Safety and Pharmacy Workload: One Snapshot

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Learning Objectives

At the completion of this activity, the participant will be able to:

1. Describe how workload issues can create patient safety concerns.
2. Discuss potential solutions for workload related patient safety concerns.

The speaker has no conflicts to disclose.

Filled Without Warning

- The article appeared on the front page on Sunday, December 18th.
- 255 pharmacies visited
- 52% failed to counsel on serious interactions
- 63% of CVS pharmacists failed to counsel
- 30% of Walgreens
- 72% of independent pharmacists failed too!

Serious Combinations?

- Combinations could cause:
  - Kidney Failure
  - Stroke
  - Unexpected pregnancies with possible birth defects
- Several of the combinations are rarely seen

The Study

- “Safety laws are not being followed”
- Computer alerts don’t work or are ignored
- Pharmacies emphasize fast service over patient safety.
- Assembly-line conditions
- 30 stores from each of 7 chains
- Chicago, Indiana, Wisconsin and Michigan
- Numerous independent pharmacies

The Responses

- The Governor asked the Department of Financial and Professional Regulation to draft new patient safety rules.
  - Mandatory counseling on new prescriptions
  - Mandatory counseling on prescriptions for new patients
  - Mandatory counseling on changes to existing prescriptions:
    - Dose, frequency, route of administration
More from IDFPR

• Mandatory Counseling on prescribed OTCs
• Mandatory signage regarding patient’s rights to counseling clearly posted in every pharmacy.
• All counseling must be done by the pharmacist or student pharmacist.

From the Legislature

• HB2392 – Rep. Mary Flowers, D, Chicago
• 10 prescriptions/hour/pharmacy
• 8-hour work shift maximum per pharmacist
• Two 15-minute breaks and 30-minute meal per day
• At least one pharmacy technician on duty whenever the practice of pharmacy takes place.

HB2392 continued

• Comfortable breakroom with table and chairs on premises.
• If a break is interrupted or not provided, triple pay for the entire day.
• Any medication error must be recorded and maintained for 5 years.
• Whistleblower protection for any individual that reports violations.

Current Illinois Law

• 820 ILCS 140/3 – Every employer shall permit its employees who are to work for 7½ continuous hours or longer, except those specified in this Section, at least 20-minutes for a meal period beginning no later than 5 hours after the start of the work period.
• This Section does not apply to employees for whom meal periods are established through the collective bargaining process.

So How Do We Solve The Problem?

• Will mandatory counseling fill the gap? – Completely or partially?
• What else could be done?
• Are the limits set by HB2392 reasonable?
• What would implementation of those limits end up costing?
• Who would feel the biggest impact?

Barriers to Patient Safety

• Computer systems?
• Drive up windows?
• Pharmacy designs?
• Workload?
• Performance metrics?
• Patient expectations?
• How do we change all of these?
What did you learn today?

What are you taking back to work on in your facility?

Questions/Comments

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