OPSC OREGON PATIENT SAFETY COMMISSION

What, When, and How to Report

Oregon's Patient Safety Reporting Program for **Pharmacies**

What to Report

The Patient Safety Reporting Program (PSRP) collects reports on **adverse events**—events resulting in unintended harm or creating the potential for harm related to any aspect of a patient's care rather than to the underlying disease or condition of the patient. Adverse events may or may not be preventable.

Pharmacies participating in PSRP are required to report the following—*only* in situations where a patient receives or has control of the medication:

- Any unanticipated, usually preventable event that is *not* related to the natural course of the patient's illness or underlying condition, and that resulted in temporary or permanent physical patient harm or posed a risk for patient harm (see p. 2).

However, the Oregon Patient Safety Commission (OPSC) encourages participants to report all adverse events or close calls that highlight a valuable patient safety lesson.

Reporting Targets

Reporting targets serve as a guide for healthcare facilities so that the information they contribute to PSRP can help to build a comprehensive database for statewide learning.

Reporting Target Elements

- **Quantity.** A reporting goal based on facility type
- **Timeliness.** A 45-day window, from event discovery to report submission
- **Quality.** A set of quality components that serve as indicators of a strong event review and analysis process that will minimize the risk of similar events

Learn more and view your pharmacy's reporting targets at oregonpatientsafety.org/psrp.

When to Report

To support a prompt event review and analysis and implementation of safety measures, reports should be submitted within **45 days** of event discovery. However, you can submit a report any time after an adverse event has occurred.

How to Report

1. **Log in to the PSRP Online System:** psrp.oregonpatientsafety.org

   (*Don't have an account? Request one:* psrp.oregonpatientsafety.org/reports/accounts/request)

2. **Complete and submit the online form.** Find additional resources on how to report at oregonpatientsafety.org/psrp.

Reportable Adverse Events for Pharmacies

Pharmacies participating in PSRP are required to report the following—*only* in situations where a patient receives or has control of the medication:

- Any unanticipated, usually preventable event that is *not* related to the natural course of the patient's illness or underlying condition, and that resulted in temporary or permanent physical patient harm or posed a risk for patient harm.[1]

Adverse Events

- Adverse reaction not due to allergy or known contraindication
- Allergic reaction due to unknown allergy
- Brand substitution
- Drug interaction
- Expired medication or substance
- Generic substitution
- Incorrect directions
- Incorrect dosage form
- Incorrect dose
- Incorrect medication or substance
- Incorrect or incomplete labeling
- Incorrect patient
- Incorrect quantity, amount, or size
- Incorrect route
- Incorrect strength or concentration
- Medication or substance contraindicated (includes documented allergies and sensitivities)
- Medication or substance omitted
- Medication taken incorrectly
- Patient counseling omitted
- Oversedation
- Other adverse event → *Any other adverse event that doesn't fit into one of the listed event types*

[1] "Unanticipated, usually preventable" refers to adverse events that are caused by an issue of medical or patient management, rather than the underlying disease.