

CE Activity Announcement

Medication Safety Certificate

ACPE Activity Number(s): 0204-9999-19-779-H05-P and T thru to 0204-9999-19-793-H05-P and T

Release Date: October 30, 2019

Expiration Date: October 30, 2022

Activity Type: See attached

CE Credit Hour(s): See attached, by completion of all activities, may earn a total of 40 hours.

Activity Fee: \$445.00/\$545.00 member/non-member

Accreditation for Pharmacists and Pharmacy Technicians



The American Society of Health-System Pharmacists is accredited by the Accreditation Council for Pharmacy Education as a provider of continuing pharmacy education.

This activity is jointly provided with the Institute for Safe Medication Practices.

Accreditation for Physicians



This activity has been planned and implemented in accordance with the accreditation requirements and policies of the Accreditation Council for Continuing Medical Education (ACCME) through the joint providership of the American Society of Health-System Pharmacists and the Institute for Safe Medication Practices. The American Society of Health-System Pharmacists is accredited by the ACCME to provide continuing medical education for physicians.

Accreditation for Nurses

This Continuing Nursing Education Activity was approved by the MARYLAND NURSES ASSOCIATION, an accredited approver by The American Nurses Credentialing Center's Commission on Accreditation.

Certified Professionals in Patient Safety (CPPS)

This activity meets the criteria of the Certification Board for Professionals in Patient Safety for up to 40.0 CPPS CE hours.

Target Audience

This program is intended for pharmacists, physicians, nurses, pharmacy technicians, and other healthcare professionals responsible for improving the safety of medication use in their respective practice settings.

Activity Overview

These modules are designed for participants to recognize the importance of improving medication safety in hospitals and health systems. Participants will develop the knowledge and skills necessary to identify and engage in efforts to minimize and eliminate the occurrence of medication errors. The curriculum will cover the fundamental principles of the medication use process and medication safety culture. The course also will present strategies for identifying and implementing opportunities for medication safety improvements. After completing all of the modules, participants should be proficient in the fundamental concepts required for risk identification, medical error investigation, risk reduction, and general actions required to sustain safe medication practices in their practice settings.

CE Activity Announcement

Learning Objectives and Schedule of Activities

CE Information	Title, Description and Learning Objectives
<p>ACPE #: 0204-9999-19-779-H05-P 0204-9999-19-779-H05-T</p> <p>CE Hours: 3.0</p> <p>Activity Type: Application-based</p> <p>The American Society of Health-System Pharmacists designates this enduring material for a maximum of <i>3.0 AMA PRA Category 1 Credits™</i>. Physicians should claim only the credit commensurate with the extent of their participation in the activity.</p>	<p>Title: Scope and Background of Medication Safety</p> <p>Faculty:</p> <ul style="list-style-type: none">• Michael R. Cohen, R.Ph., M.S., Sc.D. (hon), D.P.S. (hon), FASHP• Patricia C. Kienle, R.Ph., M.P.A., FASHP <p>This activity covers a general overview of medication safety and the most common types and causes of medication errors.</p> <p>Learning Objectives:</p> <ul style="list-style-type: none">• Describe historical and contemporary approaches to promoting medication safety• Evaluate difficult to identify medication safety risks• Discuss the most common types and causes of medication errors• Contrast the difference between active and latent failures• Identify system-based causes of medication errors• Identify the ten ISMP Key Elements of the Medication Use System™• Differentiate the roles of healthcare, regulatory, and accreditation organizations focusing on medication safety• Define common medication safety terms• List three important findings from the case study that require additional investigation• Apply appropriate thought processes to medication error analysis acknowledging characteristics consistent in all errors

CE Activity Announcement

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<p>ACPE #: 0204-9999-19-780-H05-P 0204-9999-19-780-H05-T</p> <p>CE Hours: 2.0</p> <p>Activity Type: Application-based</p> <p>The American Society of Health-System Pharmacists designates this enduring material for a maximum of <i>2.0 AMA PRA Category 1 Credits™</i>. Physicians should claim only the credit commensurate with the extent of their participation in the activity.</p>	<p>Title: Leading and Managing Change</p> <p>Faculty:</p> <ul style="list-style-type: none"> • John B. Hertig, Pharm.D., M.S., CPPS <p>This activity discusses key leadership and change management concepts that enable successful integration of medication safety into an organization’s strategic plan.</p> <p>Learning Objectives:</p> <ul style="list-style-type: none"> • Discuss the integration of medication safety into an organization’s strategic plan • Repeat Kotter’s eight steps for leading change • Explain how Kotter’s eight steps can be used to quickly transform medication safety initiatives • Discuss factors that promote the diffusion of innovation and spread of change • Distinguish skills of an effective medication safety change agent in a complex health care environment • List methods used to influence and engage key stakeholders in medication safety initiatives • Describe effective conflict management techniques used to build successful teams
<p>ACPE #: 0204-9999-19-781-H05-P 0204-9999-19-781-H05-T</p> <p>CE Hours: 2.75</p> <p>Activity Type: Application-based</p> <p>The American Society of Health-System Pharmacists designates this enduring material for a maximum of <i>2.75 AMA PRA Category 1 Credits™</i>. Physicians should claim only the credit commensurate with the extent of their participation in the activity.</p>	<p>Title: Strategies and Tools to Implement Change</p> <p>Faculty:</p> <ul style="list-style-type: none"> • Nicole Mollenkopf, Pharm.D., M.B.A., BCPS <p>This activity describes specific tools that can be used to successfully lead and manage change resulting in improved medication use safety in an organization.</p> <p>Learning Objectives:</p> <ul style="list-style-type: none"> • Differentiate between Six Sigma and Lean • Describe Lean tools that can be used to improve medication-use safety • Restate the attributes of a High Reliability Organization • List the four skills core to the TEAMSTEPPS® framework • Express how “people development” and “deference to expertise” lead to successful change cultures • Identify methods that increase the likelihood of success when introducing change • Describe common pitfalls encountered when leading change

CE Activity Announcement

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<p>ACPE #: 0204-9999-19-782-H05-P 0204-9999-19-782-H05-T</p> <p>CE Hours: 2.25</p> <p>Activity Type: Application-based</p> <p>The American Society of Health-System Pharmacists designates this enduring material for a maximum of <i>2.25 AMA PRA Category 1 Credits™</i>. Physicians should claim only the credit commensurate with the extent of their participation in the activity.</p>	<p>Title: The Impact of Culture on Safety</p> <p>Faculty:</p> <ul style="list-style-type: none"> • Judy L. Smetzer, B.S.N., R.N., FISMP <p>This activity covers the different organizational cultures and the influence culture can have on safety.</p> <p>Learning Objectives:</p> <ul style="list-style-type: none"> • Recognize the differences between highly reliable industries and healthcare • Discuss the recurrent themes associated with a culture of safety in highly reliable organizations • Interpret how culture is the most significant influence on safety in highly reliable organizations • Describe the punitive impact of an outcome-based and rule-based model of accountability • Differentiate between a blame-free culture and a punitive culture • Express the shortcomings of a blame-free culture
<p>ACPE #: 0204-9999-19-783-H05-P 0204-9999-19-783-H05-T</p> <p>CE Hours: 2.0</p> <p>Activity Type: Application-based</p> <p>The American Society of Health-System Pharmacists designates this enduring material for a maximum of <i>2.0 AMA PRA Category 1 Credits™</i>. Physicians should claim only the credit commensurate with the extent of their participation in the activity.</p>	<p>Title: Establishing a Just Culture</p> <p>Faculty:</p> <ul style="list-style-type: none"> • Judy L. Smetzer, B.S.N., R.N., FISMP <p>This activity discusses the many aspects of establishing a Just Culture including the management of risk and its impact on both first and second victims of errors.</p> <p>Learning Objectives:</p> <ul style="list-style-type: none"> • Compare the two key sides of Just Culture • List the three types of behavior that can be involved in error • Identify six core beliefs about the management of risk in a Just Culture • Contrast retributive justice and restorative justice • Describe how a restorative Just Culture enables support of both the first and second victims of errors • Restate the value of establishing a rapid response team for second victims

CE Activity Announcement

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<p>ACPE #: 0204-9999-19-784-H05-P 0204-9999-19-784-H05-T</p> <p>CE Hours: 2.5</p> <p>Activity Type: Application-based</p> <p>The American Society of Health-System Pharmacists designates this enduring material for a maximum of <i>2.5 AMA PRA Category 1 Credits™</i>. Physicians should claim only the credit commensurate with the extent of their participation in the activity.</p>	<p>Title: Managing Systems and Behaviors in a Just Culture</p> <p>Faculty:</p> <ul style="list-style-type: none"> • Judy L. Smetzer, B.S.N., R.N., FISMP <p>This activity describes how to eliminate or reduce human error through system design strategies and appropriate management of behaviors.</p> <p>Learning Objectives:</p> <ul style="list-style-type: none"> • List three high-leverage system design strategies that can help eliminate or reduce human error • Recognize the differences between human error, at-risk behavior, and reckless behavior • Explain how inattentional blindness and confirmation bias can cause one to miss important information • Express five common at-risk behaviors in healthcare and why these happen • Differentiate between first-order and second-order problem solving
<p>ACPE #: 0204-9999-19-785-H05-P 0204-9999-19-785-H05-T</p> <p>CE Hours: 3.5</p> <p>Activity Type: Application-based</p> <p>The American Society of Health-System Pharmacists designates this enduring material for a maximum of <i>3.5 AMA PRA Category 1 Credits™</i>. Physicians should claim only the credit commensurate with the extent of their participation in the activity.</p>	<p>Title: Implementing and Measuring a Just Culture</p> <p>Faculty:</p> <ul style="list-style-type: none"> • Judy L. Smetzer, B.S.N., R.N., FISMP <p>This activity explains how algorithms can be used to analyze events, risk, and individual accountability to assist organizations in promoting a Just Culture.</p> <p>Learning Objectives:</p> <ul style="list-style-type: none"> • Distinguish how various algorithms can be used to analyze events, risk, and both system and individual accountability • List the questions that must be answered when applying an algorithm as a tool to promote a Just Culture • Explain how an algorithm intended to promote a Just Culture can be misused • Apply an algorithm as a tool to promote Just Culture • Define six key self-assessment questions that can help organizations assess progress toward creating a Just Culture • Discuss the value of surveying staff to determine the safety climate of an organization

CE Activity Announcement

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<p>ACPE #: 0204-9999-19-786-H05-P 0204-9999-19-786-H05-T</p> <p>CE Hours: 3.0</p> <p>Activity Type: Application-based</p> <p>The American Society of Health-System Pharmacists designates this enduring material for a maximum of <i>3.0 AMA PRA Category 1 Credits™</i>. Physicians should claim only the credit commensurate with the extent of their participation in the activity.</p>	<p>Title: Human Factors Engineering</p> <p>Faculty:</p> <ul style="list-style-type: none"> • John W. Gosbee, M.D., M.S. <p>This activity covers human factors engineering concepts and methods and how these can be used to analyze medication safety events, create interventions, and evaluate safety issues.</p> <p>Learning Objectives:</p> <ul style="list-style-type: none"> • Restate the basics of human factors engineering concepts and methods • Describe the application of human factors engineering concepts when analyzing medication safety events • Contrast usability testing and heuristic evaluation as human factors engineering methods to analyze medication safety events • Distinguish how to use heuristic evaluation and usability testing to create medication safety interventions • Discuss using human factors engineering methods to evaluate medication safety interventions • Describe how human factors engineering is used to evaluate safety issues with information technology • Describe how to find medication safety issues in your workplace where human factors engineering concepts or methods might be applied

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CE Activity Announcement

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CE Activity Announcement

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<p>ACPE #: 0204-9999-19-789-H05-P 0204-9999-19-789-H05-T</p> <p>CE Hours: 2.0</p> <p>Activity Type: Application-based</p> <p>The American Society of Health-System Pharmacists designates this enduring material for a maximum of <i>2.0 AMA PRA Category 1 Credits™</i>. Physicians should claim only the credit commensurate with the extent of their participation in the activity.</p>	<p>Title: Investigation and Analysis of Medication Errors</p> <p>Faculty:</p> <ul style="list-style-type: none"> • Kelly Besco, Pharm.D., FISMP, CPPS <p>This activity covers the many aspects of a systems approach to medication error investigation and analysis resulting in useful and meaningful data that can be used to implement lasting change.</p> <p>Learning Objectives:</p> <ul style="list-style-type: none"> • Discuss a systematic approach to the identification, investigation, and assessment of medication events including methods for managing a successful institutional event reporting program • Explain the relationship between adverse drug events (ADEs), adverse drug reactions (ADRs), and medication errors • Contrast examples of skill-based, rule-based, and knowledge-based errors • Differentiate algorithms and tools available to assist in system-based investigation, assessment, and outcome classification of medication events • Illustrate major steps and components of a root cause analysis (RCA) process • Identify regulatory expectations for event management to protect patients, improve systems, and prevent harm • Compare alternative methodologies available for conducting cause analyses

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<p>ACPE #: 0204-9999-19-791-H05-P 0204-9999-19-791-H05-T</p> <p>CE Hours: 3.0</p> <p>Activity Type: Application-based</p> <p>The American Society of Health-System Pharmacists designates this enduring material for a maximum of <i>3.0 AMA PRA Category 1 Credits™</i>. Physicians should claim only the credit commensurate with the extent of their participation in the activity.</p>	<p>Title: Risk Reduction Strategies and Implementing Improvements</p> <p>Faculty:</p> <ul style="list-style-type: none"> • Elizabeth Wade, Pharm.D., BCPS • Lynn Eschenbacher, Pharm.D., M.B.A., FASHP <p>This activity describes the selection of appropriate risk reduction strategies in regard to specific cases and how to successfully engage stakeholders to facilitate implementation of selected strategies.</p> <p>Learning Objectives:</p> <ul style="list-style-type: none"> • Analyze appropriate risk reduction strategies and implementation plans in regard to specific patient cases • Identify three key factors that are considered during prioritization of risk reduction strategies • Identify key stakeholders needed to facilitate a successful implementation • Compare the pros and cons related to competency development and assessment • Describe a process for communication and education of the change • List the key elements of an effective dashboard for ongoing monitoring of implemented risk reduction strategies • Express appropriate techniques for patient safety WalkRounds™

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CE Activity Announcement

Faculty Information

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CE Activity Announcement

Disclosures

In accordance with the ACPE's and ACCME's Standards for Commercial Support, all those in a position to control the content of an educational activity is required to disclose to the accredited provider their relevant financial relationships. *An individual has a **relevant financial relationship** if he or she (or spouse/domestic partner) has a financial relationship in any amount occurring in the last 12 months with a commercial interest whose products or services are discussed in the activity content over which the individual has control.* In accordance with these Standards, all potential conflicts of interest have been resolved.

In this activity, only the individuals below have disclosed a relevant financial relationship. No other persons associated with this presentation have disclosed any relevant financial relationships.

- Jamie Irizarry, R.N., B.S.N., M.S.
 - Bainbridge Health: stockholder, clinical advisory board
 - B. Braun Medical Inc. - United States: consultant

Methods and CE Requirements

This online activity consists of a combined total of 15 learning modules. Pharmacists, pharmacy technicians, and nurses are eligible to receive a total of 40.0 hours of continuing education credit by completing all 15 modules within this certificate program.

Participants must participate in the entire activity, complete the evaluation and all required components to claim continuing pharmacy education credit online at ASHP eLearning Portal. Follow the prompts to claim credit and view your statement of credit within 60 days after completing the activity.

Physicians are eligible to be awarded up to *40.0 AMA PRA Category 1 Credits™* by completing all 15 modules within this certificate program.

Important Note – ACPE 60 Day Deadline:

Per ACPE requirements, CPE credit must be claimed within 60 days of being earned – no exceptions! To verify that you have completed the required steps and to ensure your credits have been reported to CPE Monitor, we encourage you to check your NABP eProfile account to validate your credits were transferred successfully before the ACPE 60-day deadline. After the 60 day deadline, ASHP will no longer be able to award credit for this activity.

System Technical Requirements

System Requirements Courses and learning activities are delivered via your Web browser and Acrobat PDF. Users should have a basic comfort level using a computer and navigating web sites.

View the [minimum technical and system requirements](#) for learning activities.