



MEDICATION ERROR REDUCTION AND WORKFORCE CHAIR REPORT

Nicole Thibeau, Licensee Member, Chairperson
Seung Oh, Licensee Member, Vice-Chairperson
Jessica Crowley, Licensee Member
Jignesh Patel, Licensee Member

During the meeting members will receive a summary of the Committee's work at its June 7, 2023, Committee Meeting. This is the final report from this Committee.

a. Discussion on Just Culture

Relevant Law

[California Code of Regulations Section 1711](#) requires pharmacies to establish or participate in an established quality assurance program that documents and assesses medication errors to determine cause and an appropriate response as part of its missions to improve the quality of pharmacy service and prevent errors. This regulation became effective in 2002.

Background

Consistent with the Board's QA program requirements, Just Culture is a framework for analyzing and evaluating errors or near misses in the workplace related to both individual behavior and system design. The Just Culture approach seeks to evaluate the cause of errors, independent of the outcome.

The Committee received a presentation on Just Culture from Matthew Grissinger and Christina Michalek from the Institute for Safe Medication Practices (ISMP) as part of the November 16, 2022, meeting. Mr. Grissinger and Ms. Michalek provided an educational presentation about the concept of a Just Culture; differences between and understanding how to manage human error, at-risk behavior, and reckless behavior; and understanding why at-risk behavior occurs. A copy of the presentation can be found [here](#).

Over the past year, the Committee has focused significant time to assess medication errors, including the Board's quality assurance regulations that seek to facilitate implementation of systemic review of medication errors, consistent with the philosophy of Just Culture. As part of its review of the provisions contained in CCR 1711 including response to public comments

received, the Board is promulgating changes to the current regulation to facilitate a more robust systemic review of a medication error.

The Board's approach to medication errors generally does not result in disciplinary action. Typically, the organization is held accountable for the error through the issuance of a citation and fine. The dispensing pharmacist may also be issued a citation with or without a fine and may also be issued an order of abatement, such as requiring continuing education in medication error reduction strategies.

In addition, to facilitate organizational learning on Just Culture, several pharmacist staff members completed training in Just Culture, including two supervising inspectors. Information learned was shared with all field staff. The information learned will further inform investigations as inspectors seek to understand more about system related issues contributing to medication errors as well as efforts undertaken by organizations to implement Just Culture.

Summary of Committee Discussion

During the meeting members commented on the previous presentation the Committee received on Just Culture and also noted that generally medication errors do not result in the disciplinary action. Members noted support for efforts undertaken by staff. As the Committee is sunsetting, it recommends that the Enforcement and Compounding Committee encourage education of licensees about Just Culture and recommend that staff continue to look for opportunities to incorporate its concepts into investigations.

There were no public comments.

b. Discussion and Consideration of Pharmacist Well-Being Index State Report

As the Committee has previously discussed, in 2020, the Journal of the American Pharmacists Association published research regarding the well-being index. Key findings included that burnout, extreme fatigue, and poor quality of life were common among a diverse sample of US pharmacists. During past meetings members have received updated state reports on the Well-being index, a research-validated on-line tool invented by the Mayo Clinic. As previously highlighted, pharmacists who identified as being at a risk of high distress are, among other things, are at a 2-fold higher risk of medication errors.

Summary of Committee Discussion

During the meeting members reviewed the April 2023 Well-Being Index (WBI). The Committee recommends that the WBI be monitored by the

Organizational Development Committee to ensure that if an issue arises, Board leadership can determine if any action is appropriate.

There were no public comments.

Attachment 1 includes a copy of the report.

Attachment 1



Well-being Index For Pharmacy Personnel

State Report

For State Boards of Pharmacy

NABP District Eight States

April 2023

For Every Pharmacist. For All of Pharmacy.

pharmacist.com

DISTRESS PERCENT CHANGES

National and District

March 2023 versus April 2023

Changes in Distress Levels

As of April 2023

State	Change in Distress % March 2023 vs April 2023	State Rank for Distress Percent April 2023	Distress Percent April 2023
Largest Increase in Distress Percent			
Vermont	1.31%	33	32.08%
South Dakota	1.28%	47	26.72%
Washington	0.83%	7	44.28%
New Hampshire	0.66%	2	48.10%
Massachusetts	0.59%	9	41.29%
Largest Decrease in Distress Percent			
Alaska	-1.14%	37	32.65%
Nevada	-0.71%	1	58.33%
North Carolina	-0.48%	16	36.72%
New York	-0.46%	39	29.35%
Missouri	-0.39%	38	29.52%
NATIONAL	-0.06%	31.32%	----



Changes in Distress Levels – District Eight

As of April 2023

	Change in Distress % Mar 2023 vs Apr 2023	Distress % Apr 2023	Distress % State Rank Apr 2023	Change in Distress % Feb 2023 vs Mar 2023	Distress % State Rank Mar 2023	Distress % State Rank Feb 2023	Distress % State Rank Jan 2023	Distress % State Rank Dec 2022	Distress % State Rank Oct 2022	Distress % State Rank Jul 2022	Distress % State Rank Apr 2022	Distress % State Rank Dec 2021	Distress % State Rank Apr 2021	Distress % State Rank May 2020	Distress % State Rank Apr 2020
Arizona	-0.05%	40.16%	12	0.37%	12	12	12	12	12	12	13	14	13	16	17
California	-0.33%	29.04%	40	-0.13%	40	40	40	40	43	45	44	40	38	35	35
Colorado	-0.11%	31.61%	34	-0.06%	33	33	33	33	34	34	28	25	23	14	19
Hawaii	0.27%	37.00%	14	-0.38%	15	15	14	14	15	13	10	7	6	2	2
Nevada	-0.71%	58.33%	1	-1.45%	1	1	1	1	1	1	1	1	1	18	11
New Mexico	No Change	23.38%	42	No Change	44	44	43	44	44	43	3	42	44	39	39
Utah	0.30%	28.87%	41	No Change	42	42	42	41	40	42	39	37	32	27	31

T=Tied in rank with another state.

Note: Some historic data from 2020/2021/2022 has been removed to allow space for current month. Refer to previous months' reports or contact ashaughnessy@aphanet.org for data.

DISTRESS PERCENT MONTHLY REPORTS

State-Specific

March 2023 versus April 2023

WELL-BEING INDEX FOR PHARMACY PERSONNEL

STATE DISTRESS PERCENT*

APRIL 2023

As of April 6, 2023, the Arizona distress percent was 40.16% (ranked 12/52) with 199 assessors.

MARCH 2023

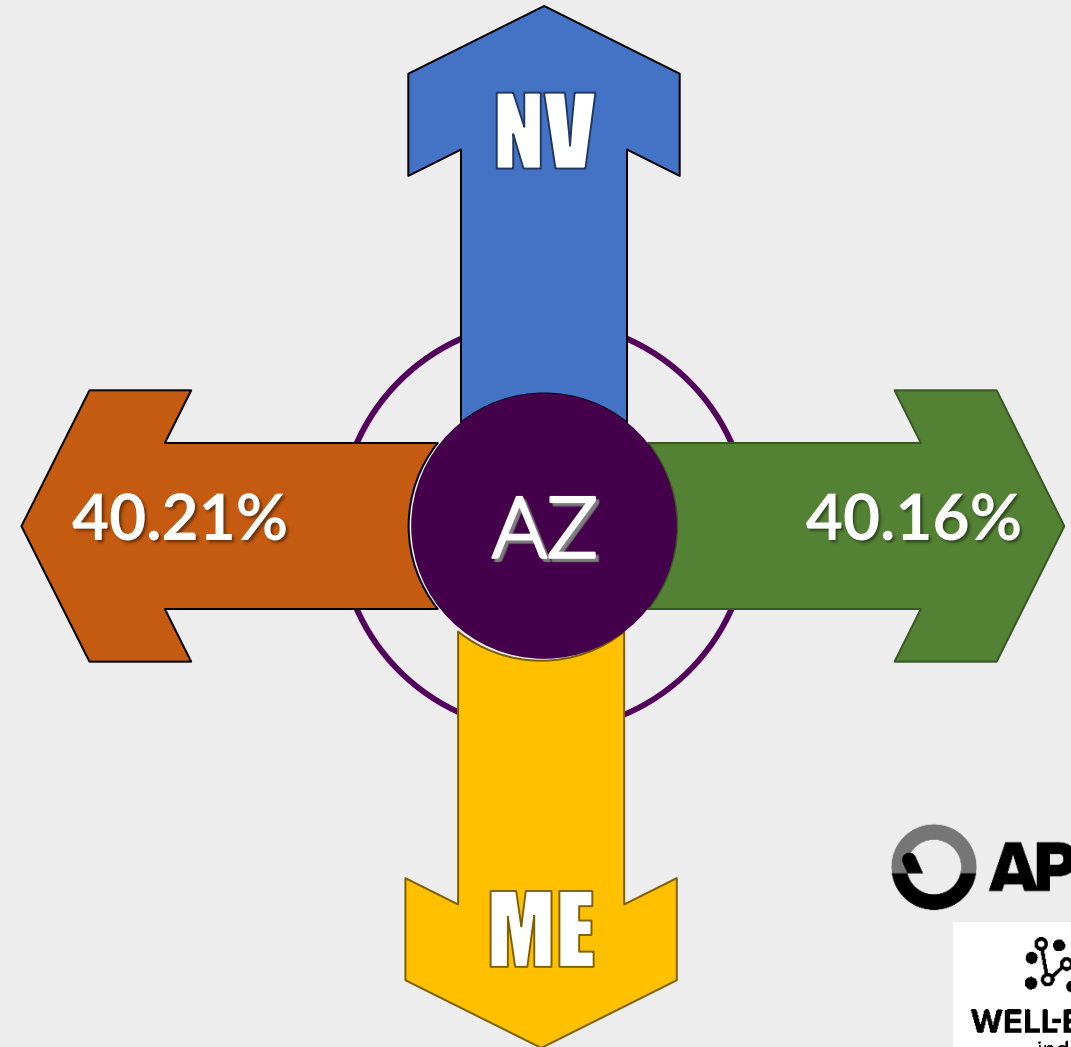
As of March 6, 2023, the Arizona distress percent was 40.21% (ranked 12/52) with 199 assessors.

STATE COMPARISON

As of April 6, 2023

Nevada is the highest at 58.33% (n=35)

Maine has the lowest 19.40% (n=28)



*Distress Percent is the percentage of individuals with Well-Being Index (WBI) score ≥ 5 . It measures the percent of individuals that are at a high level of distress.

WELL-BEING INDEX FOR PHARMACY PERSONNEL

STATE DISTRESS PERCENT*

APRIL 2023

As of April 6, 2023, the California distress percent was 29.04% (ranked 40/52) with 806 assessors.

MARCH 2023

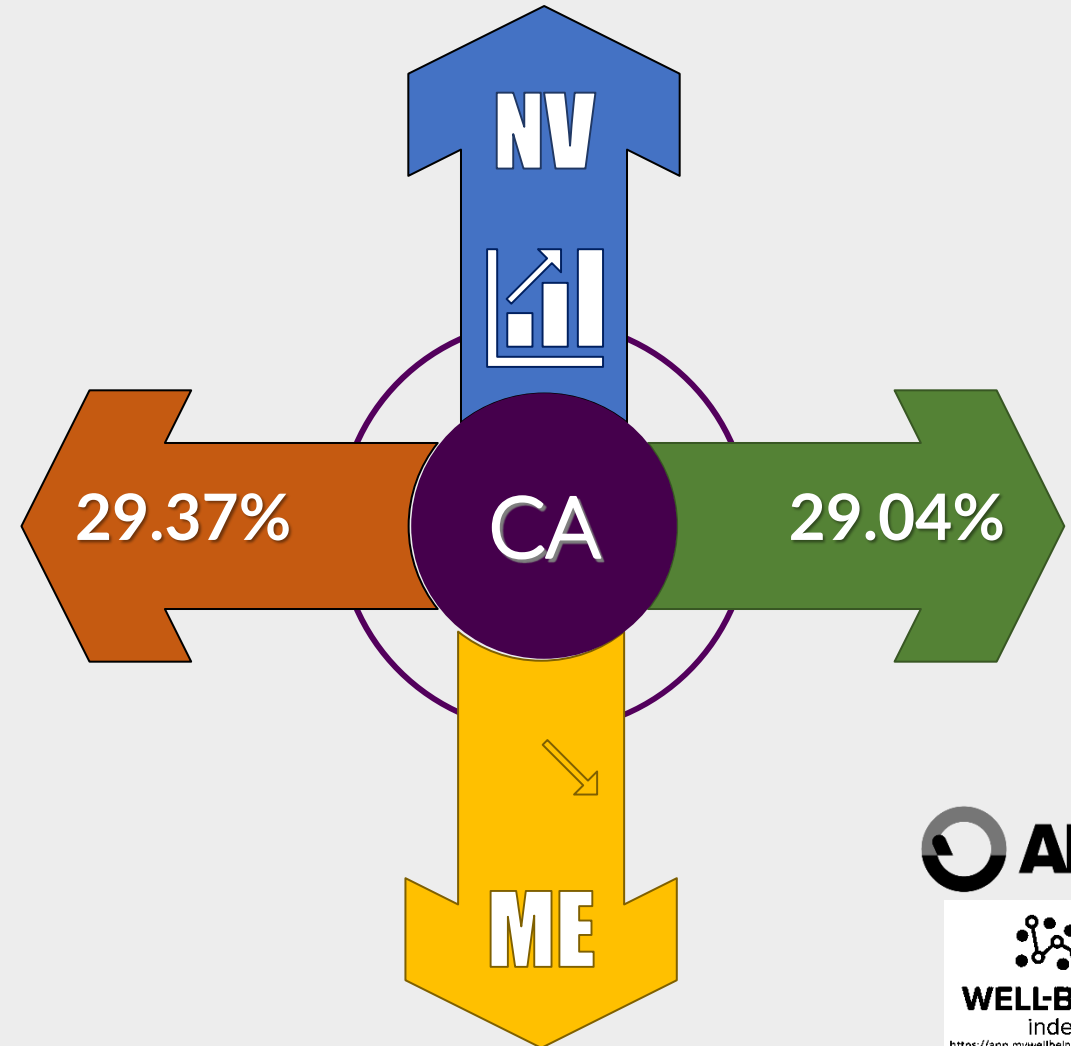
As of March 6, 2023, the California distress percent was 29.37% (ranked 40/52) with 804 assessors.

STATE COMPARISON

As of April 6, 2023

Nevada is the highest at 58.33% (n=35)

Maine has the lowest 19.40% (n=28)



*Distress Percent is the percentage of individuals with a Well-Being Index (WBI) score ≥ 5 . It measures the percent of individuals that are at a high level of distress.

WELL-BEING INDEX FOR PHARMACY PERSONNEL

STATE DISTRESS PERCENT*

APRIL 2023

As of April 6, 2023, the Colorado distress percent was 31.61% (ranked 34/52) with 231 assessors.

MARCH 2023

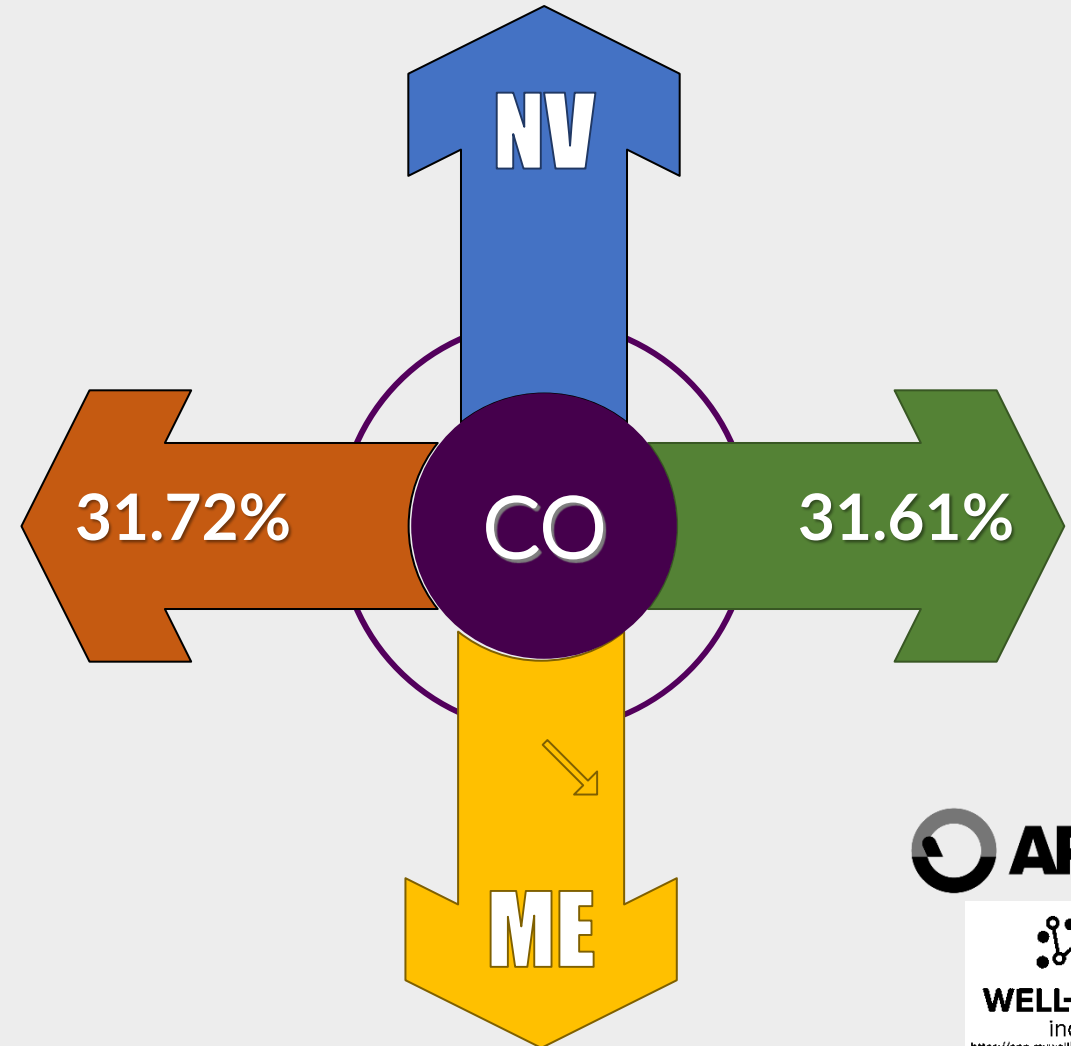
As of March 6, 2023, the Colorado distress percent was 31.72% (ranked 33/52) with 230 assessors.

STATE COMPARISON

As of April 6, 2023

Nevada is the highest at 58.33% (n=35)

Maine has the lowest 19.40% (n=28)



*Distress Percent is the percentage of individuals with a Well-Being Index (WBI) score ≥ 5 . It measures the percent of individuals that are at a high level of distress.

WELL-BEING INDEX FOR PHARMACY PERSONNEL STATE DISTRESS PERCENT*

APRIL 2023

As of April 6, 2023, the Hawaii distress percent was 37.00% (ranked 14/52) with 30 assessors.

MARCH 2023

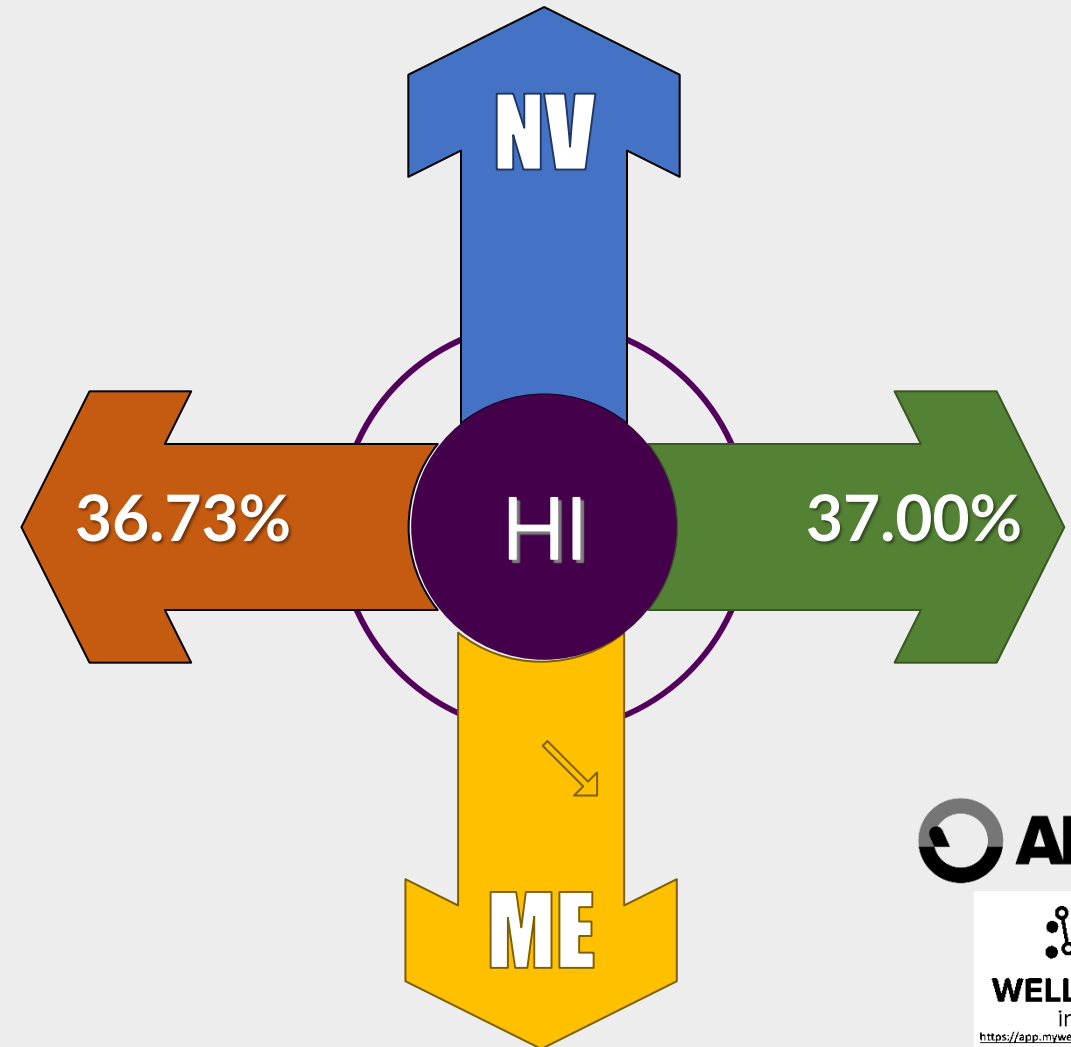
As of March 6, 2023, the Hawaii distress percent was 36.73% (ranked 15/52) with 30 assessors.

STATE COMPARISON

As of April 6, 2023

Nevada is the highest at 58.33% (n=35)

Maine has the lowest 19.40% (n=28)



*Distress Percent is the percentage of individuals with a Well-Being Index (WBI) score ≥ 5 . It measures the percent of individuals that are at a high level of distress.

WELL-BEING INDEX FOR PHARMACY PERSONNEL STATE DISTRESS PERCENT*

APRIL 2023

As of April 6, 2023, the Nevada distress percent was 58.33% (ranked the highest at 1/52) with 35 assessors.

MARCH 2023

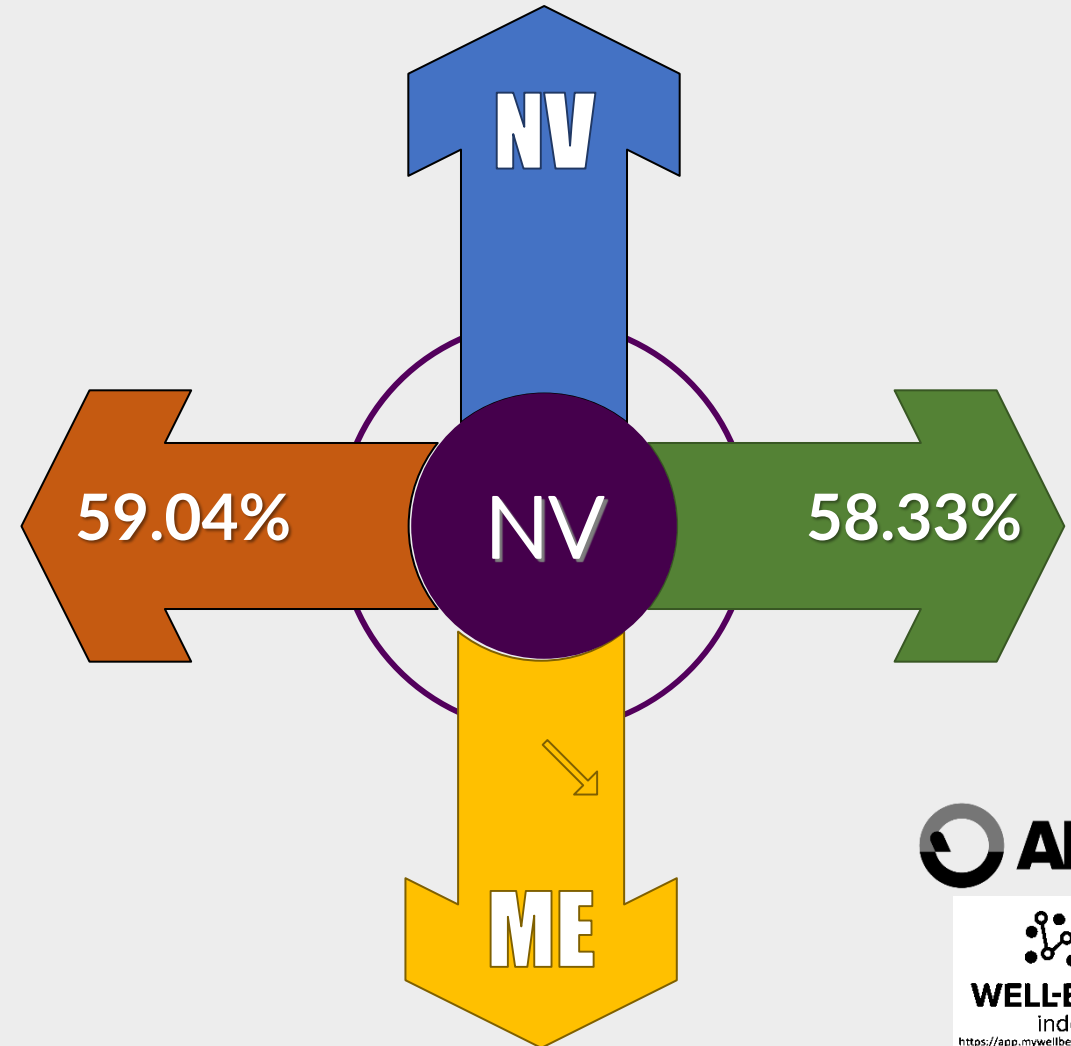
As of March 6, 2023, the Nevada distress percent was 59.04% (ranked the highest at 1/52) with 35 assessors.

STATE COMPARISON

As of April 6, 2023

Nevada is the highest at 58.33% (n=35)

Maine has the lowest 19.40% (n=28)



*Distress Percent is the percentage of individuals with a Well-Being Index (WBI) score ≥ 5 . It measures the percent of individuals that are at a high level of distress.

WELL-BEING INDEX FOR PHARMACY PERSONNEL

STATE DISTRESS PERCENT*

APRIL 2023

As of April 6, 2023, the New Mexico distress percent was 28.38% (ranked 42/52) with 52 assessors.

MARCH 2023

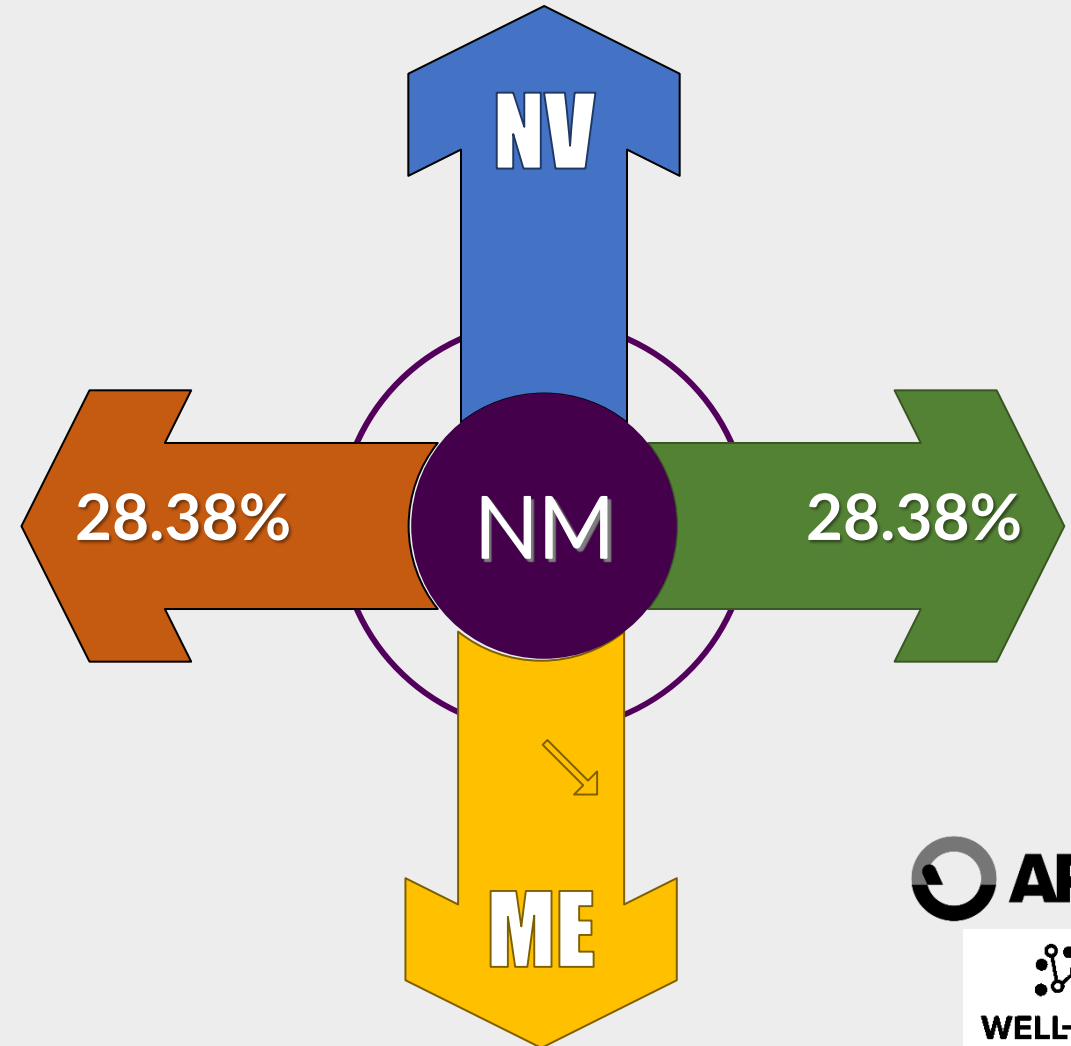
As of March 6, 2023, the New Mexico distress percent was 28.38% (ranked 44/52) with 52 assessors.

STATE COMPARISON

As of April 6, 2023

Nevada is the highest at 58.33% (n=35)

Maine has the lowest 19.40% (n=28)



*Distress Percent is the percentage of individuals with a Well-Being Index (WBI) score ≥ 5 . It measures the percent of individuals that are at a high level of distress.

WELL-BEING INDEX FOR PHARMACY PERSONNEL

STATE DISTRESS PERCENT*

APRIL 2023

As of April 6, 2023, the Utah distress percent was 28.87% (ranked at 41/52) with 74 assessors.

MARCH 2023

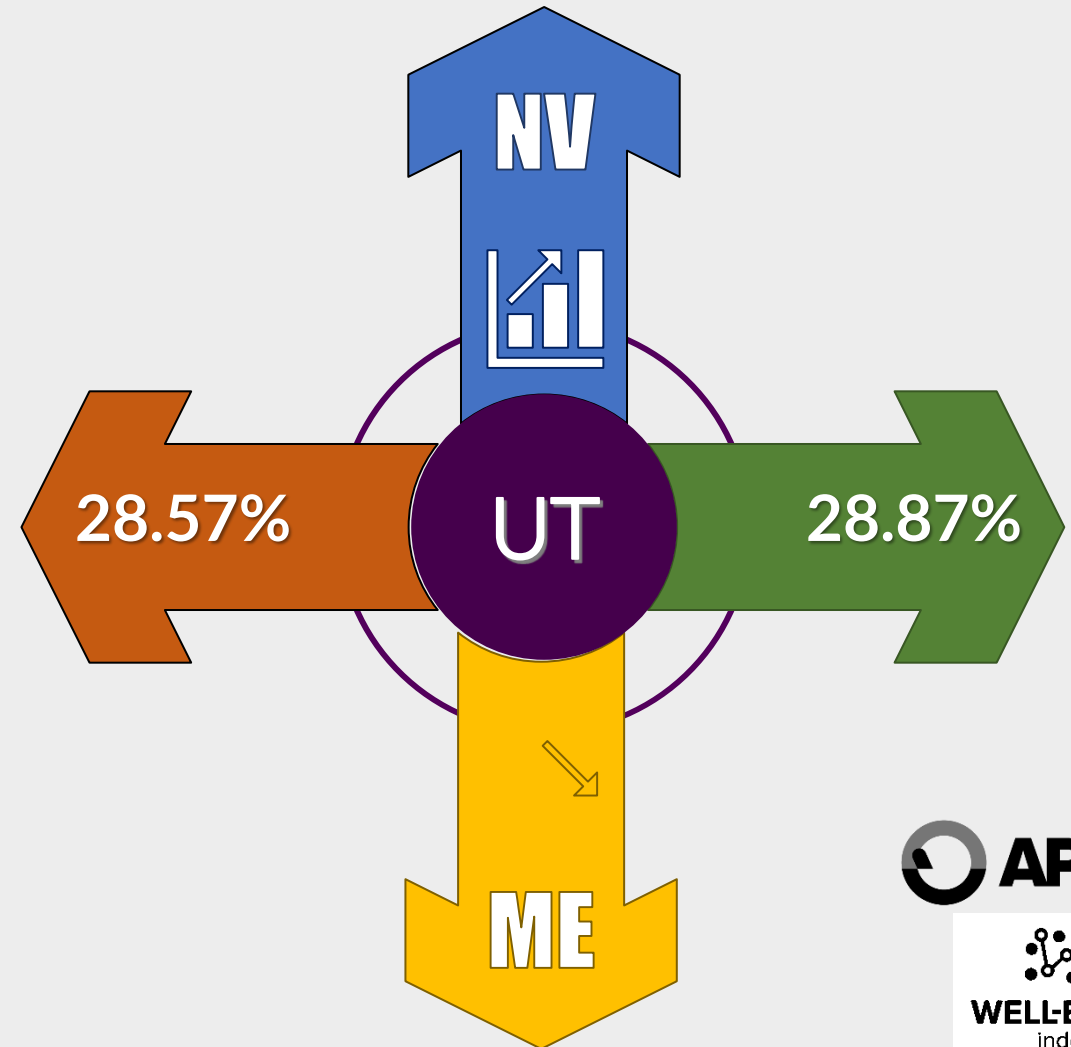
As of March 6, 2023, the Utah distress percent was 28.57% (ranked at 42/52) with 74 assessors.

STATE COMPARISON

As of April 6, 2023

Nevada is the highest at 58.33% (n=35)

Maine has the lowest 19.40% (n=28)



*Distress Percent is the percentage of individuals with a Well-Being Index (WBI) score ≥ 5 . It measures the percent of individuals that are at a high level of distress.

Well-being Resources Promo Slides*

For Your Use in State Social Media and Periodicals

**Please do not change the content of these promotional slides*



Burnout is real.

Take advantage of APhA's online screening tool, invented by the Mayo Clinic, to evaluate your fatigue, depression, burnout, anxiety, and stress and assess your well-being.

It takes less than 5 minutes to answer 9 short questions.

It's 100% anonymous, free, and you do not need to be an APhA member.

Resources are available once you submit your assessment.

Well-being Index for Pharmacists, Student Pharmacists, & Pharmacy Technicians

www.pharmacist.com/wbi

Invitation Code: APhA

Or Scan



You're committed to pharmacy.
We're committed to your well-being.
www.pharmacist.com/wellbeing



Your experiences – positive and negative – tell a powerful story!

Your experience can be the spark that helps change and enhance the pharmacy workplace, pharmacy personnel well-being, and patient safety.

Submit your experience report to
Pharmacy Workplace and Well-being Reporting.
www.pharmacist.com/pwvr

Your report is confidential, anonymous, and protected by the Alliance for Patient Medication Safety - a recognized national patient safety organization.

Share the PWWR link with your colleagues!