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a Think Research company

CASE STUDY - HARRISVILLE PHARMACY

How Harrisville Pharmacy is Reducing Medication Errors and Near-Misses

Enhanced digital reporting saves time, improves patient safety, and keeps Harrisville in compliance with provincial regulators.

BACKGROUND

Harrisville Pharmacy, an independent pharmacy in Moncton, New Brunswick has a goal to deliver high-quality healthcare, including more than just dispensing medications. They document and analyze any quality related event that may have or has led to potential harm for their patients. This involves multiple stages of the medication management system including prescribing, communications, data entry, packaging, labeling, documentation, education, administration of medications, delivery and monitoring of medication effects.

Andrew Drover, Owner of Harrisville Pharmacy had years of experience maintaining safe pharmacy operations and risk management before opening Harrisville Pharmacy in 2020. He was frustrated with tedious paper systems that required duplicating work onto multiple spreadsheets. Many digital systems also offered only one-way reporting, with no ability to keep historical data in-house, in an easy-to-retrieve platform.

Drover wanted an easy-to-use system that would provide valuable data he could leverage to improve operations and ultimately chose Pharmapod to be his medication incident reporting platform.

“I am fairly well-versed in the benefits of Pharmapod from a lessons learned perspective and risk reduction, from my previous roles,” said Drover.

“ I am happy to report once only into Pharmapod and have visibility over my pharmacy risk information when I want it and when I need it.”

- Andrew Drover, Owner, Harrisville Pharmacy

THE APPROACH

Pharmapod offers standardized reporting, document upload and storage, CQI tools, built-in automated analysis, tracking, trending, shared learning and data export all in one platform. Harrisville implemented the **Incident Management** and **Insights modules** to ensure the pharmacy tracks any medication risks that could harm patients.

THE RESULTS

Following implementation of the Pharmapod Incident Management and Insights modules, Harrisville pharmacy has noticed multiple benefits:

Time savings: Harrisville signed the Data Sharing Agreement (DSA) with the national incident data repository to share anonymous and de-identified fields which will be aggregated with other Canadian pharmacies allowing trends to be analyzed. **This is a huge time-saver when the data is automatically mapped over to the national data bank and keeps Harrisville in compliance with the provincial regulator.** “I am happy to report once only into Pharmapod and have visibility over my pharmacy risk information when I want it and when I need it,” said Drover.

Enhanced patient safety: As a result of data insights and trends available in the Pharmapod platform, Harrisville has **implemented a new prescription storage system to prevent errors of “incorrect patient”** when patients pick up their medications. **No more alphabetically sorting multiple bags in a drawer! No privacy breaches!**

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To find out more or to book a demonstration, visit pharmapodhq.com or email info@pharmapodhq.com

