

CQI Readiness Checklist for Pharmacy Operations Team.

Assess how effectively medication incident reporting supports measurable Continuous Quality Improvement (CQI) across your pharmacy network.

Pharmacy Name:

Position:

Department:

Date:

Check each statement that is consistently in place across your organization.

- 1 point for each checked item
- 4 points maximum per section
- 20 points total

Standardized Medication Incident Reporting (/4)

- ☐ A consistent medication incident reporting process is used across all pharmacy locations
- ☐ Clear definitions exist for medication incidents, and good catches
- ☐ Pharmacy teams are trained on what to report and how to report it
- ☐ Reporting expectations are applied consistently across the organization

CQI Workflow Execution (/4)

- ☐ Significant events result in documented follow-up actions
- ☐ Corrective actions are tracked to completion
- ☐ CQI tasks have clear ownership and accountability
- ☐ Follow-up is managed within a structured workflow rather than spreadsheets or email

Closed-Loop Learning & Improvement (/4)

- ☐ Learnings from incidents are shared across pharmacy locations or teams
- ☐ Good catches are used to inform process or training improvements
- ☐ Feedback loops exist between frontline teams and leadership
- ☐ Improvement actions are embedded into workflows, training, or operating procedures

Visibility Into Risk Patterns (/4)

- ☐ Leadership can view medication events data across all locations
- ☐ Recurring risks and trends can be identified centrally
- ☐ Data can be reviewed by events type, workflow stage, or location
- ☐ Reporting data is accessible without manual consolidation

Compliance, Auditability & Oversight (/4)

- ☐ Incident reporting and CQI records are maintained in an audit-ready format
- ☐ Reporting workflows support organizational privacy and security requirements
- ☐ Access, permissions, and activity are governed through defined controls
- ☐ Documentation and system controls support internal compliance and vendor review processes

Scoring Summary (/20)

0–5: Limited or inconsistent reporting and review of incidents. 6–10: Basic reporting exists, but not yet standardized across teams 11–15 : Consistent reporting with active review and follow-up 16–20: Fully integrated system with closed-loop improvement and visibility across the organization.

What your score can highlight?

Your score can highlight opportunities to improve reporting consistency, reduce administrative burden, increase visibility into recurring risks, and strengthen CQI follow-through across your pharmacy network.

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