

Instructions for Entering and Submitting Information to ISMP

1. Create a new user account for the online self-assessment form

To enter and view your assessment results, and to submit your findings to ISMP, one individual from your facility's core team will need to create a free account. To create a new account, go to: https://ismpassessments.org/high_alert/, which can also be accessed through the ISMP website at: www.ismp.org/selfassessments/saham, and click on the "Create new account" link. The team member creating the account for your organization will be prompted to create a username and password, as well as to select the one category that best describes your facility (see **page 17** for the category options). There will also be an option to provide an email address that can be used if necessary to reset your password. If your facility is part of a participating health system or collaborative that plans to analyze its aggregate data internally, please enter your assigned health system- or collaborative-specific code (or codes if participating in more than one) in the provided field(s) under your facility's account.

Please note: An email address is not required when setting up an account; however, because ISMP does not ask for any information that could be used to identify a specific facility's assessment, a user's account and assessment results can only be retrieved with an email address that is linked to the account (in the event of a forgotten username and/or password), or with the account username (in the event of a forgotten password if no email address was provided).

At any point following the creation of the account, you can access your organization's account by going to: https://ismpassessments.org/high_alert/ and entering your facility's username and password. If you have forgotten your password, and an email address was entered when creating the account, click on the "Lost my password" link. For retrieval of your username (if an email address was provided) or your password (if an email address was not provided, but you have your user name), please contact ISMP. To exit the online form at any point, click on the "Log out" button found in the top right-hand corner of the webpage.

Your organization's account will allow you to:

- Enter your information into the online self-assessment form
- Save your entered information and return to the online form at a later time
- Submit information to ISMP
- View a report of how your organization answered each general demographic question and any demographic questions in each of the selected high-alert medication categories
- View a report of how your organization answered the self-assessment items in the general high-alert medications section and in each of the evaluated high-alert medication categories, along with your facility's weighted score for each item and total score for each completed section/category
- View the Preliminary Aggregate Results workbook for the general high-alert medications section and applicable high-alert medications after the final submission date and once the results have been tabulated in the first quarter of 2018

2. Complete and submit the general demographic questions

Once a new user account has been created, access the secure online form by clicking on the "Start Assessment" button. Based on the facility category selected when creating your account, you will be directed to the general demographic questions that are applicable to your practice setting. Complete the general demographic questions and save your entered information by clicking on the "Save" button found at the bottom of the demographics section.

If you have completed all of the demographic questions and are ready to submit, click on the "Preview before submitting" button found at the bottom of the demographics section, which will allow you to review your responses before submitting to ISMP. If you have not completed all of the questions, the system will alert you to those that have not yet been completed. All general demographic questions are required and must be answered to submit your information and move to the next section of the assessment.

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Please note: You will not be able to access the general high-alert medications assessment items or the assessment items for each of the high-alert medication categories until you have submitted your general demographic information. Once you submit your demographic information, you will not be able to change any of your selected answers.

3. Complete the general high-alert medications self-assessment items

Once your organization has submitted its answers for the general demographic questions, you will be directed to complete the general self-assessment items that are applicable to more than one high-alert medication category. Follow the directions below to navigate through the online assessment and submit your responses to ISMP.

Navigation and Data Submission

To begin, click on the "Start/Resume Assessment" button. To save your organization's answer for an assessment item and to advance to the next item, click on the "Save and continue" button found below each self-assessment item. If you need to end a session and resume completing the assessment at a later time, you will still need to click on the "Save and continue" button in order to save the last item that has been answered.

Once you have answered the last item in this section of the assessment, click on the "Save and continue button." If you are ready to submit this section of the assessment, click on the "Save and continue button." You will then be queried to verify that you do want to submit. Close the pop-up window and click on the "Save and continue" button again to continue with your submission. If you are not ready to submit, you can either use the "Back" button to make any changes or you can log out. If you are working on one of the 11 high-alert medication categories, you also have the option of clicking on another high-alert medication tab to begin working on a different section of the assessment.

Please note: All general high-alert medications self-assessment items are required and must be answered to submit your information and move to the demographics (if any) and self-assessment sections of the 11 high-alert medication categories. Once you submit the section containing the general high-alert medications self-assessment items, you will not be able to change any of your selected answers.

4. Complete the demographic questions (if any) and self-assessment items for one or more of the high-alert medication categories

Healthcare facilities are encouraged to submit their completed self assessment for each evaluated high-alert medication anonymously to ISMP. Each high-alert medication can be submitted separately at different times within the reporting period and will be linked to your general demographics and general high-alert assessment items. To complete and submit a high-alert medication category, select the corresponding tab.

If the high-alert medication category includes a demographics section, answer the questions and submit your findings to ISMP following the directions in Step 2 (**page 13**). All demographic questions must be answered and submitted before you can access the self-assessment section of that high-alert medication category.

Once your organization has submitted its answers to the demographic questions (if any), complete the self-assessment items for that high-alert medication category and submit your findings to ISMP following the **Navigation and Data Submission** directions in Step 3. All self-assessment items must be answered to submit your information for that high-alert medication category.

Please note: Once you submit the demographics and/or self-assessment items for a specific high-alert medication category, you will not be able to change any of your selected answers.

5. Generate and view your reports with weighted scores

After submitting a section of the assessment, you will automatically be directed to a report containing how your organization answered each assessment item in that section, your organization's numerical score and the maximum weighted score for each assessment item in that section,

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and your organization's total score and the maximum possible score for that entire section. At any point, once a self-assessment section has been submitted to ISMP, you can access your facility's demographic answers and assessment results by clicking on "My account" in the top right-hand corner of the webpage.

Weighted scores are not visible on the online self-assessment form while entering your information. Organizations can obtain their weighted scores only after they submit their completed self assessment to ISMP for the general high-alert medications section and for each completed high-alert medication category. Without weighted scores, facilities will be unable to compare their experiences to other demographically similar facilities that are participating in this study.

Explanation of Weighted Scores

To determine a weight for each self-assessment item, ISMP staff used a standard process to independently evaluate each item to determine its impact on patient safety and its ability to sustain improvement.

Therefore, the self-assessment items with the highest weight are those that:

- Target system design/redesign
- Do not rely heavily upon human memory, performance, and vigilance
- Demonstrate through scientific evidence that they are effective in reducing serious medication errors
- Solve several medication-error related problems at the same time
- Safeguard high-risk patient populations
- Prevent errors that have the greatest potential to cause patient harm
- Simplify, standardize, or centralize complex, error-prone processes
- Create high-level system design barriers (e.g., forcing functions, failsafes) to prevent errors
- Create high-level system redundancies to capture errors before they reach patients
- Reduce practitioner tolerance of risk and increase incentives for making safe behavioral choices
- Make it hard for healthcare practitioners to do their job wrong, and easy for them to do it right
- Develop and sustain a **SAFETY CULTURE**

Most of the self-assessment items are weighted in a way that results in no numerical score (zero value) unless there is partial or full implementation (choice of C, D, or E) of the item. However, a few of the items that require extensive planning have been assigned a weighted score for formally discussing the item (choice of B). Some of the self-assessment items are weighted in a way that results in no numerical score unless there is full implementation of the item throughout the organization.

Weighted scores have also been assigned to "Not Applicable" choices based on the degree of risk associated with not implementing the suggested error-reduction strategy (e.g., **SMART PUMP TECHNOLOGY**) or the degree of risk avoided by not treating a specific population (e.g., pediatrics).

Access to Comparative Reports

ISMP will prepare and publish a Preliminary Aggregate Results workbook for the general high-alert medications section and each of the targeted high-alert medications, which will contain comparative reports of the safety practices in US facilities based on the data submitted. Once the data collection period has ended in 2017, facilities that have submitted information to ISMP will be able to access these aggregate comparative reports by accessing their account that was used to enter and submit their self-assessment information at: https://ismpassessments.org/high_alert/. This

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workbook should be available in the first quarter of 2018. In addition, further analysis of the data will be completed, and the results will be submitted for publication in a peer-reviewed journal.

Security and Protection of Self-Assessment Information Submitted to ISMP

All information submitted to ISMP is stored in a secure database maintained solely by ISMP. All information is submitted anonymously.

Although demographic information is collected as part of the assessment process, ISMP will NOT be able to identify individual facilities that have entered and/or submitted information. Further, the database does not allow viewing of demographic information associated with individual assessment information. All information is contextually de-identified, and the demographics are used only for aggregate data reports. Usernames and passwords required for submitting information to ISMP are created by the facilities and can be as non-descriptive as desired by the organizations.

In addition to the usual high standard of confidentiality associated with any information submitted to ISMP, we would also like to remind participants that ISMP is a federally certified patient safety organization (PSO). If self-assessment information is collected within the facility's patient safety evaluation system and submitted to ISMP as patient safety work product, the information is granted protection from discovery in connection with a federal, state, or local civil, administrative, or disciplinary proceeding. No contract with ISMP is required for this legal protection. Further guidelines regarding submitting information to ISMP as a PSO can be found on our website at: www.ismp.org/docs/PSOguidelines.pdf. Please contact ISMP by email (ismpinfo@ismp.org) if you have any questions.