ISMP Safe Medication Management Fellowship: Program Outline

This outline provides an overview of some of the learning opportunities and experiences available to the ISMP Safe Medication Management Fellow. The fellowship is flexible and may be adapted to take advantage of emerging opportunities. Professional interests of Fellows also may be incorporated into planned experiences in order to accomplish individual goals.

Program Preceptor: Michael R. Cohen, RPh, MS, ScD (hon), DPS (hon), FASHP

Orientation

- **Institute for Safe Medication Practices (ISMP)**
  - Learn about ISMP's history and achievements in medication safety.
  - Understand ISMP's mission and viewpoints.
  - Become familiar with ISMP's initiatives, products and service lines, ongoing collaborations, advocacy work, and role as a Patient Safety Organization (PSO).
  - Learn about the services offered by ISMP's for-profit subsidiary, Medication Safety Board.

- **Medication-safety-related professional, regulatory, and standard-setting organizations**
  - Learn about the organizations with which ISMP has partnered or has an ongoing collaboration or that also are involved in patient safety work.
  - Understand their roles in safety and become familiar with their recommendations, standards, and/or requirements.

- **Medication safety concepts, issues, and errors**
  - Receive instruction from leading medication safety experts at ISMP, including Dr. Cohen and the rest of the ISMP staff, through provided webinars, personal presentations, or one-on-one teaching.
  - Review relevant literature and publications, including published journal articles, the ISMP Medication Safety Alert! newsletters, and the book, Medication Errors.
  - Education includes, but is not limited to, the following topics:
    - Systems thinking approach and ISMP's *Key Elements of the Medication Use System™*
    - Culture of safety and the Just Culture model
    - Human factors
    - Error reporting and analysis
    - Risk identification and use of metrics
    - Application of root cause analysis (RCA) and failure mode and effects analysis (FMEA)
    - High-alert medications and associated risk-reduction strategies
    - Integration of technology throughout the medication-use process
    - Regulatory requirements and standards for industry and healthcare organizations

Learning Experiences and Involvement

- **Communication with healthcare practitioners and consumers**
  - Serve as the primary contact for medication safety-related inquiries. As such, research and respond to incoming questions and concerns from healthcare practitioners and consumers. Work with ISMP staff and lead group discussions, as needed, to formulate facility-specific recommendations or devise new ISMP recommendations.
  - Participate in onsite, confidential consultation visits to healthcare facilities and contribute findings for inclusion in the final report.

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- **Communication with professional organizations, regulatory agencies, and drug information vendors**
  - Participate in regular calls with drug information vendors and regulatory agencies.
  - Attend meetings with pharmaceutical or device companies and regulatory agencies.
  - Participate in regular medication safety calls with other professional groups.
  - Attend local, national, and possibly international professional meetings related to medication safety.

- **Review of medication error reports**
  - Read through reports of hazardous conditions and medication errors, including close calls, submitted to the ISMP National Medication Errors Reporting Program (ISMP MERP) by healthcare practitioners and consumers.
  - Contribute to internal discussion around submitted reports and perform follow-up with individuals who reported to ISMP MERP to ensure that all necessary information is available for ISMP evaluation of incidents.
  - Communicate with manufacturers, USP, and the US Food and Drug Administration (FDA) to report/discuss submitted concerns or incidents related to labeling, packaging, naming, or medication devices.

- **Publication and development of medication safety resources**
  - Review ISMP's five medication safety newsletters and contribute content as needed.
  - Prepare the content for the *ISMP Medication Safety Alert!* Action Agendas
  - Write and/or review information for continuing columns in journals as needed.
  - Participate in ongoing medication error prevention projects and collaborate with ISMP staff on the development of educational events, proposals and grant applications, and medication safety tools and resources, including self assessments, guidelines, and the Best Practices.

- **Participate in Medication Safety Board safety reviews**
  - Review medication packaging and labeling designs for any safety concerns.
  - Contribute to other medication safety consulting work for industry as needed.

- **Other travel opportunities**
  - Travel with ISMP staff wherever possible.
  - Visit healthcare sites where certain technology systems have been integrated to observe their functionality and learn about the benefits and any potential risks with their implementation in the medication-use process.
  - Shadow medication safety officers/other professionals in medication safety to learn about their day-to-day activities, role and impact on safety, and how they address and prioritize medication safety issues.
  - Visit medication safety-related professional organizations and regulatory agencies to understand their structure and role and to interact/network with staff.

- **Teaching and presentation opportunities**
  - Participate in and possibly lecture to Temple University's PharmD class on medication errors.
  - Mentor PharmD students during their rotations at ISMP.
  - Prepare and present webinars or presentations to healthcare practitioners as needed.