ASSOCIAÇÃO PORTUGUESA DE FARMACÊUTICOS HOSPITALARES

30 ANOS
ASSOCIAÇÃO PORTUGUESA DE FARMACÊUTICOS HOSPITALARES

# Medication Safety Efforts and Challenges

# Portuguese Example

Paulo Almeida and Catarina Luz Oliveira, Portugal

IMSN INTERNATIONAL MEDICATION SAFETY NETWORK

**IMSN 2021 Annual Meeting Program**

**November 8 – 9, 2021**

APFH
APFH
+351 239 837 161
www.apfh.pt
geral@apfh.pt
apfh_farmaceuticoshospitalares
Coimbra - Portugal

**november 2021**

# EXECUTIVE SUMMARY

ASSOCIAÇÃO PORTUGUESA DE FARMACÊUTICOS HOSPITALARES

- ✓ PORTUGUESE PATIENT SAFETY NACIONAL PLAN 2015-2020
- ✓ PORTUGUESE PATIENT SAFETY NACIONAL PLAN 2021-2026
- ✓ FALSIFIED MEDICINES DIRECTIVE - MEDICINES VERIFICATION SYSTEM (MVO)
- ✓ HEALTH EVENT RISK MANAGEMENT
- ✓ MEDICATION ERRORS
- ✓ CLINICAL PHARMACIST SUPPORT

# PORTUGUESE PATIENT SAFETY NACIONAL PLAN

ASSOCIAÇÃO PORTUGUESA DE FARMACÊUTICOS HOSPITALARES

According to the National Health Plan, access to quality health care, all the time and in all levels of provision, it is a fundamental right of the citizen, who is recognized all legitimacy to demand quality in care that provided, and safety is one of the fundamental elements of quality in health. Security is essential data for the trust of citizens in the health system and in the National Health Service. (SNS)

This Plan respects the Recommendation of the Council of the European Union,of June 9, 2009.

*Despacho n.º 1400-A/2015, Diário da República, 2.ª série — N.º 28 10 de fevereiro de 2015*

# PORTUGUESE PATIENT SAFETY NACIONAL PLAN

ASSOCIAÇÃO PORTUGUESA DE FARMACÊUTICOS HOSPITALARES

It should be noted that the occurrence of security incidents during the provision of health care is closely linked to the of safety culture existing in the institutions that provide this care, either to their organization, with evidence that demonstrates that the risk of occurring increases ten fold in institutions that neglect investment in good health care safety practices.

The National Plan for Patient Safety aims, through transversal actions, such as safety culture, sharing of knowledge and information and actions aimed at problem specific, improve the safe provision of health care for all the levels of care, in an integrated way and in a process of continuous quality improvement of the National Health Service.

*Despacho n.º 1400-A/2015, Diário da República, 2.ª série — N.º 28 10 de fevereiro de 2015*

# PORTUGUESE PATIENT SAFETY NACIONAL PLAN

ASSOCIAÇÃO PORTUGUESA DE FARMACÊUTICOS HOSPITALARES

**Strategic goals:**

1. Improve safety policy of internal environment

2. Improve communication safety

3. Improve surgical safety

**4. Improve safety in medication use**

5. Ensure unambiguous patient identification

6. Prevent the occurrence of falls

7. Prevent the occurrence of pressure ulcers

8. Ensure systematic practice of incident reporting, analysis and prevention

9. Prevent and control antimicrobial infections and resistance

*Despacho n.º 1400-A/2015, Diário da República, 2.ª série — N.º 28*
*10 de fevereiro de 2015*

# PORTUGUESE PATIENT SAFETY NACIONAL PLAN

ASSOCIAÇÃO PORTUGUESA DE FARMACÊUTICOS HOSPITALARES

The World Health Organization estimates that between 8% and 10% of patients admitted to intensive care and about 13% of out patients are victims of incidents due to unsafe practices in the use of medication.

The international approach to safe use of the drug requires a decrease in the prevalence of incidents, through the adoption of structural and procedural preventive measures, implying organizational and behavioral changes by the professionals involved and the population in general, or institutions.

Institutions must specifically implement strategies that ensure the safe use of high-risk drugs as well as medicines with orthographic and/or phonetic name and/or similar appearance, known as “Look-alike” and “Sound-alike” medications or simply LASA medications.

*Despacho n.º 1400-A/2015, Diário da República, 2.ª série — N.º 28 10 de fevereiro de 2015*

# PORTUGUESE PATIENT SAFETY NACIONAL PLAN

ASSOCIAÇÃO PORTUGUESA DE FARMACÊUTICOS HOSPITALARES

| | 2015 | 2016 | 2017 | 2018 | 2019 | 2020 | |
|---|---|---|---|---|---|---|---|
| publish guidelines about safe medication use | X | X | | | | | DGS |
| develop information systems regarding med rec in SNS | X | X | X | | | | DGS, SPMS |
| implement intercommunication between ADR portal and Notific@ | X | X | | | | | DGS, SPMS, INFARMED |
| implement safety practices regarding LASA medicines | X | X | X | X | X | X | Hospitals, ULS |
| implement safety practices regarding high risk medicines | | X | X | X | X | X | Hospitals, ULS |
| implement safety practices regarding med rec | | | | X | X | X | Hospitals, ULS |
| ensure eletronic ADR warning systems | X | | X | | X | | SPMS, INFARMED |
| audit safe medication practices every six months | | X | X | X | X | X | Hospitals, ULS |

*Despacho n.º 1400-A/2015, Diário da República, 2.ª série — N.º 28 10 de fevereiro de 2015*

DGS desde 1899
Direção-Geral da Saúde

**High risk medicines**

# NORMA

da Direção-Geral da Saúde

Maria da Graça Gregório de Freitas

NÚMERO: 014/2015
DATA: 06/08/2015

| | |
|---|---|
| ASSUNTO: | Medicamentos de alerta máximo |
| PALAVRAS-CHAVE: | Segurança do doente; segurança na medicação; medicamentos de alerta máximo |
| PARA: | Instituições prestadoras de cuidados de saúde do Sistema de Saúde |
| CONTACTOS: | Departamento da Qualidade na Saúde (dqs@dgs.pt) |


APFH
ASSOCIAÇÃO PORTUGUESA DE FARMACÊUTICOS HOSPITALARES

DGS desde 1899
Direção-Geral da Saúde

**LASA medicines**

# NORMA

da Direção-Geral da Saúde

Francisco Henrique Moura George

NÚMERO: 020/2014
DATA: 30/12/2014
ATUALIZAÇÃO 14/12/2015

| | |
|---|---|
| ASSUNTO: | Medicamentos com nome ortográfico, fonético ou aspeto semelhantes |
| PALAVRAS-CHAVE: | Segurança do doente; segurança na medicação; medicamentos LASA |
| PARA: | Instituições prestadoras de cuidados de saúde do Sistema de Saúde |
| CONTACTOS: | Departamento da Qualidade na Saúde (dqs@dgs.pt) |

# PORTUGUESE PATIENT SAFETY NACIONAL PLAN 2021-2026

ASSOCIAÇÃO PORTUGUESA DE FARMACÊUTICOS HOSPITALARES

## Pillar 1: Safety Culture


- Promote the training of health professionals in the field of patient safety
- Assess the Safety Culture
- Increase the literacy and participation of the patient, family, caregiver and society in the safety of care provision

## Pillar 2: Leadership and Governance

- Ensure the involvement of management and leadership of institutions in the implementation of the plan
- Consolidate the articulation of the security governance structures  national, regional and locally

*Despacho n.º 9390/2021,Diário da República,* 2.ª série**,** 24 de setembro de 2021

# PORTUGUESE PATIENT SAFETY NACIONAL PLAN 2021-2026

ASSOCIAÇÃO PORTUGUESA DE FARMACÊUTICOS HOSPITALARES


## Pillar 3: Communication

- Optimize intra and inter-institutional communication with particular emphasis for transition care moments.
- Adapt the communication of clinical information to the patient, family and caregiver.


## Pillar 4: Prevention and management of patient safety incidents

- Increase culture and transparency of the incident notification of patient safety in the NOTIFICA
- Promote the monitoring and evaluation of security incidents of the patient in the NOTIFICA

*Despacho n.º 9390/2021,Diário da República,* 2.ª série**,** 24 de setembro de 2021

ASSOCIAÇÃO PORTUGUESA DE FARMACÊUTICOS HOSPITALARES

## Pillar 5: Safe practices in safe environments

- Implement and consolidate safe practices in an environment providing health care by promoting the use of digital tools
- Monitor the implementation of safe practices
- Reduce infections associated with healthcare and antimicrobial resistance
- Promote safe digital health

*Despacho n.º 9390/2021,Diário da República,* 2.ª série**,** 24 de setembro de 2021

# MEDICINES VERIFICATION SYSTEM (MVO)

ASSOCIAÇÃO PORTUGUESA DE FARMACÊUTICOS HOSPITALARES

The medicines verification system is a pan-European system which aims to prevent falsified medicines from entering into the legal supply chain and to detect potential falsifications.

The system consists of a central information and data router (designated as “hub”) and of repositories which serve the territories of each Member State (designated as «national repositories»)

*https://mvoportugal.pt/en/*

# MEDICINES VERIFICATION SYSTEM (MVO)

ASSOCIAÇÃO PORTUGUESA DE FARMACÊUTICOS HOSPITALARES

**Medicines verification system**

The verification system will help secure the legal supply chain from falsified medicines and detect potential falsifications.

**Safety features**

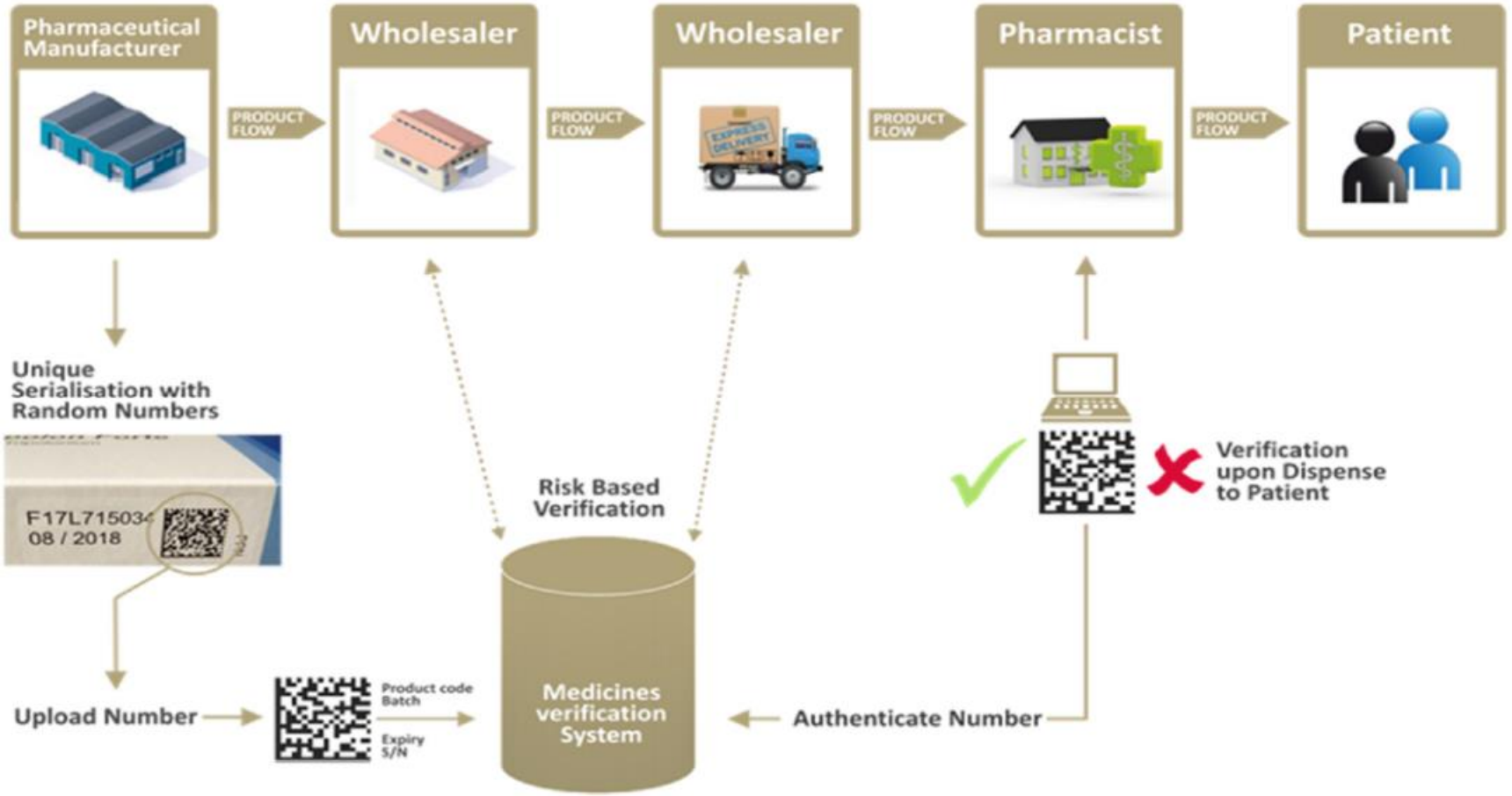
The safety features will enable to verify the authenticity and integrity of the medicinal product before it is supplied to the Patient.

The national medicines verification system is an integral part of the European medicines verification system and consists of the national repository, where the information regarding the packs that circulate in Portuguese territory will be stored. The users of the national system (wholesalers, pharmacies and healthcare institutions) will establish a connection with it in order to be able to execute their obligations of verification and decommissioning of the unique identifier.

*https://mvoportugal.pt/en/*

# MEDICINES VERIFICATION SYSTEM (MVO)

ASSOCIAÇÃO PORTUGUESA DE FARMACÊUTICOS HOSPITALARES




*https://mvoportugal.pt/en/*

# HEALTH EVENT RISK MANAGEMENT

ASSOCIAÇÃO PORTUGUESA DE FARMACÊUTICOS HOSPITALARES

**NOTIFICA** is one of the pillars **PATIENT SAFETY NACIONAL PLAN**

- National Incident Notification System;
- Provided free of charge by the Ministry of Health;
- Covers all levels and areas of health care delivery;
- Notification through this platform is voluntary, confidential, anonymous and non-punitive;
- Notification can be done by health professionals and citizens.


https://www.dgs.pt/servicos-on-line1/notific-sistema-nacional-de-notificacoes-de-incidentes-e-de-eventos-adversos.aspx

# HEALTH EVENT RISK MANAGEMENT

ASSOCIAÇÃO PORTUGUESA DE FARMACÊUTICOS HOSPITALARES

notifiQ@

**Goals:**

- Increase patient safety;
- Health incident management;
- Learn from the incident/error;
- Avoid future occurrences;

Monitoring and progress **reports are issued** within the scope of health care provision in general and to the institutions involved in the incidents.

**Limitation:** the system is not designed to investigate individual cases.

https://www.dgs.pt/servicos-on-line1/notific-sistema-nacional-de-notificacoes-de-incidentes-e-de-eventos-adversos.aspx

# HEALTH EVENT RISK MANAGEMENT

ASSOCIAÇÃO PORTUGUESA DE FARMACÊUTICOS HOSPITALARES

HER+ HEALTH EVENT & RISK MANAGEMENT

http://www.risi.pt/

**HER +**

- Hospital Risk Management Platform;
- Notification system for adverse events that could cause problems for the hospital.
- Most Portuguese hospitals to manage their incidents use the HER + software.

# HEALTH EVENT RISK MANAGEMENT

ASSOCIAÇÃO PORTUGUESA DE FARMACÊUTICOS HOSPITALARES

HER+ HEALTH EVENT & RISK MANAGEMENT

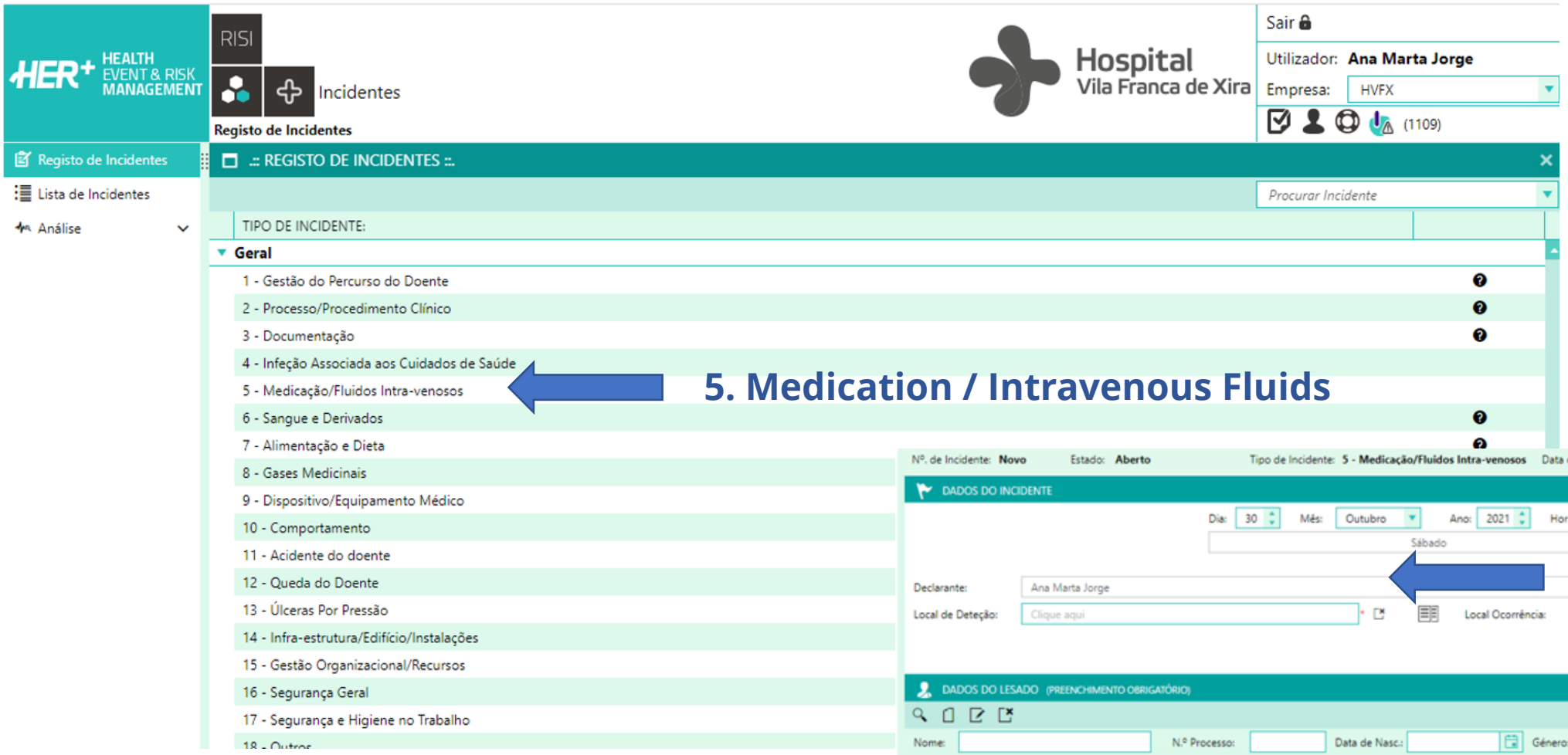
http://www.risi.pt/

**Goals:**

- Implement a patient safety culture;
- Improve processes to mitigate adverse hospital events;
- Centralize and track incidents;
- Improve the hospital's credibility and image by reducing the occurrence of adverse events;
- Develop real-time indicators to measure and improve the quality of healthcare services at each hospital.

# HEALTH EVENT RISK MANAGEMENT

ASSOCIAÇÃO PORTUGUESA DE FARMACÊUTICOS HOSPITALARES



# HEALTH EVENT RISK MANAGEMENT

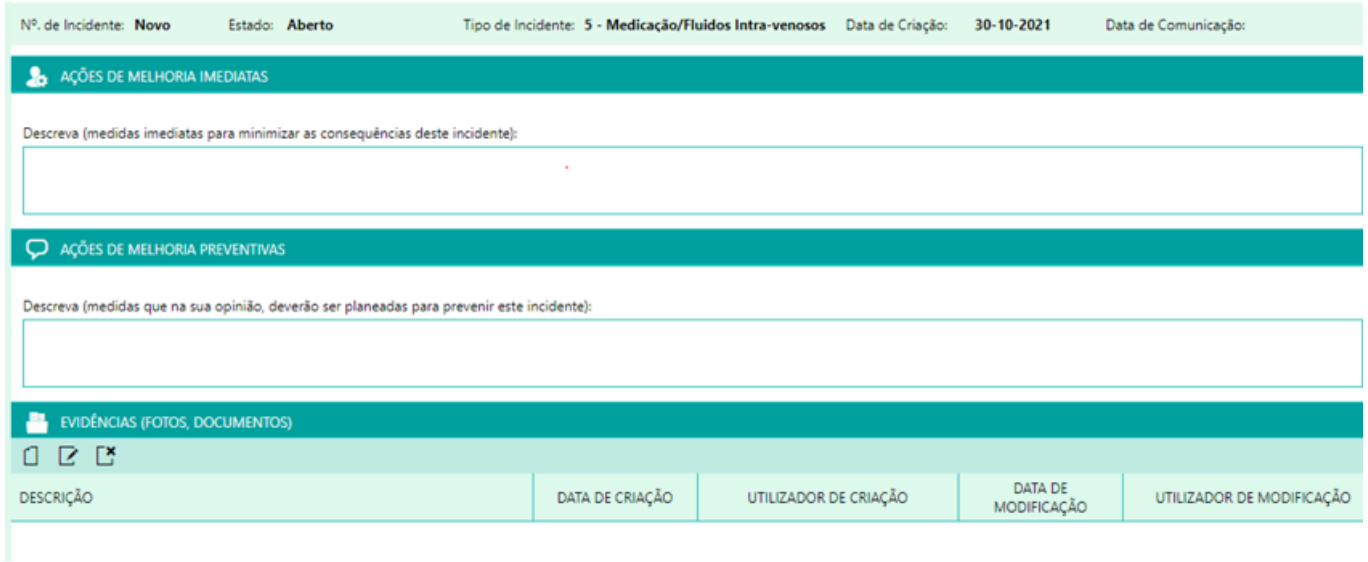
ASSOCIAÇÃO PORTUGUESA DE FARMACÊUTICOS HOSPITALARES


HER+ HEALTH EVENT & RISK MANAGEMENT

- **Description incident problem**
- **Drug reported**
- **Process phase**
- **Type of damage ( Physicist; Social/ Economic; Psychological)**

# HEALTH EVENT RISK MANAGEMENT

ASSOCIAÇÃO PORTUGUESA DE FARMACÊUTICOS HOSPITALARES



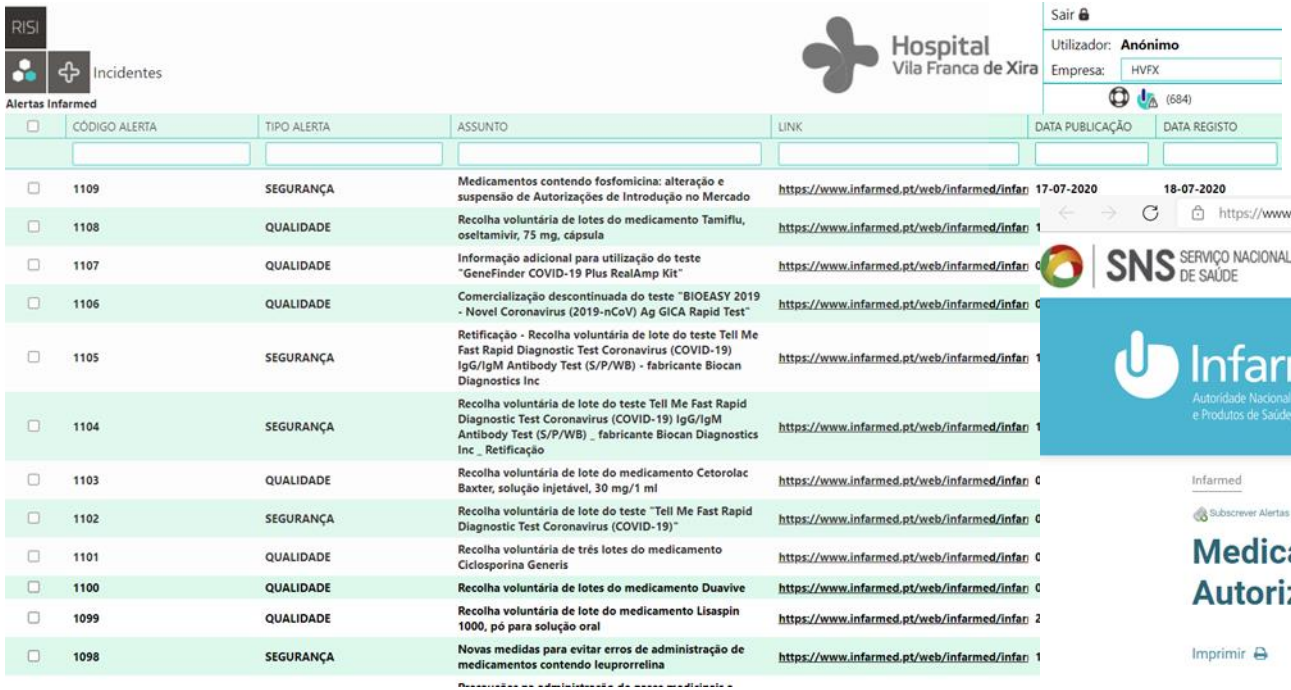

HER+ HEALTH EVENT & RISK MANAGEMENT

- **Immediate improvement actions to minimize the incident;**
- **Preventive improvement actions to avoid the incident;**
- **Incident Evidence (photos; documents).**

# HEALTH EVENT RISK MANAGEMENT

ASSOCIAÇÃO PORTUGUESA DE FARMACÊUTICOS HOSPITALARES

**HER+** also allows access to the QUALITY and SAFETY REPORTS issued by the National Medicines Authority INFARMED


RISI

Incidentes

Alertas Infarmed

Hospital Vila Franca de Xira

Sair

Utilizador: Anónimo

Empresa: HVFX

(684)

| | CÓDIGO ALERTA | TIPO ALERTA | ASSUNTO | LINK | DATA PUBLICAÇÃO | DATA REGISTO |
|---|---|---|---|---|---|---|
| | 1109 | SEGURANÇA | Medicamentos contendo fosfomicina: alteração e suspensão de Autorizações de Introdução no Mercado | https://www.infarmed.pt/web/infarmed/infar | 17-07-2020 | 18-07-2020 |
| | 1108 | QUALIDADE | Recolha voluntária de lotes do medicamento Tamiflu, oseltamivir, 75 mg, cápsula | https://www.infarmed.pt/web/infarmed/infar | | |
| | 1107 | QUALIDADE | Informação adicional para utilização do teste "GeneFinder COVID-19 Plus RealAmp Kit" | https://www.infarmed.pt/web/infarmed/infar | | |
| | 1106 | QUALIDADE | Comercialização descontinuada do teste "BIOEASY 2019 - Novel Coronavirus (2019-nCoV) Ag GICA Rapid Test" | https://www.infarmed.pt/web/infarmed/infar | | |
| | 1105 | SEGURANÇA | Retificação - Recolha voluntária de lote do teste Tell Me Fast Rapid Diagnostic Test Coronavirus (COVID-19) IgG/IgM Antibody Test (S/P/WB) - fabricante Biocan Diagnostics Inc | https://www.infarmed.pt/web/infarmed/infar | | |
| | 1104 | SEGURANÇA | Recolha voluntária de lote do teste Tell Me Fast Rapid Diagnostic Test Coronavirus (COVID-19) IgG/IgM Antibody Test (S/P/WB) _ fabricante Biocan Diagnostics Inc _ Retificação | https://www.infarmed.pt/web/infarmed/infar | | |
| | 1103 | QUALIDADE | Recolha voluntária de lote do medicamento Cetorolac Baxter, solução injetável, 30 mg/1 ml | https://www.infarmed.pt/web/infarmed/infar | | |
| | 1102 | SEGURANÇA | Recolha voluntária de lote do teste "Tell Me Fast Rapid Diagnostic Test Coronavirus (COVID-19)" | https://www.infarmed.pt/web/infarmed/infar | | |
| | 1101 | QUALIDADE | Recolha voluntária de três lotes do medicamento Ciclosporina Generis | https://www.infarmed.pt/web/infarmed/infar | | |
| | 1100 | QUALIDADE | Recolha voluntária de lotes do medicamento Duavive | https://www.infarmed.pt/web/infarmed/infar | | |
| | 1099 | QUALIDADE | Recolha voluntária de lote do medicamento Lisaspin 1000, pó para solução oral | https://www.infarmed.pt/web/infarmed/infar | | |
| | 1098 | SEGURANÇA | Novas medidas para evitar erros de administração de medicamentos contendo leuprorrelina | https://www.infarmed.pt/web/infarmed/infar | | |


https://www.infarmed.pt/web/infarmed/infarmed/-/journal_content/56/15786/3749988

SNS SERVIÇO NACIONAL DE SAÚDE

Infarmed Autoridade Nacional do Medicamento e Produtos de Saúde, I.P.

Entrar/Registar Favoritos Siga-nos English version

Cidadãos Profissionais de saúde Entidades O Infarmed Ajuda

Infarmed

Subscrever Alertas

Adicionar aos favoritos

**Medicamentos contendo fosfomicina: alteração e suspensão de Autorizações de Introdução no Mercado**

Imprimir Partilhar

Circular Informativa N.º 111/CD/100.20.200 Data: 29/06/2020

Para: Divulgação geral

Contacte-nos

**SAFETY REPORT**

# MEDICATION ERRORS

ASSOCIAÇÃO PORTUGUESA DE FARMACÊUTICOS HOSPITALARES

cm SOCIEDADE

CLIMA | EXCLUSIVOS | PORTUGAL | DESPORTO | OPINIÃO | BOA VIDA |

Polícia mata 25 membros de gang responsável por assaltos com explosivos a bancos no Brasil

Advogado de família de homem morto por carro de Cabrita nega tese de que vítima não estava a trabalhar

Bolsonaro insulta jornalistas que acabam agredidos por seguranças do presidente brasileiro. Veja as imagens

Médica d salva vid em centr no Porto

## Cegos de Santa Maria: Técnica diz que usou medicamento certo

A técnica de farmácia do Hospital de Santa Maria, Sónia Baptista, afirmou esta quinta-feira, no julgamento do caso das seis pessoas que cegaram em 2009, ter a certeza de que pegou no medicamento certo, o Avastin, para preparar a solução que foi injectada nos olhos dos seis doentes.

Farmacêutico e Técnica são acusados de seis crimes de ofensa à integridade física por negligência.

# MEDICATION ERRORS

ASSOCIAÇÃO PORTUGUESA DE FARMACÊUTICOS HOSPITALARES

MENU 18 Diário de Notícias TSF

INÍCIO

## Relatório do Garcia de Orta não explica remédio no local errado

ANA MAIA
13 Outubro 2010 — 01:00

TÓPICOS
- Portugal
- Sul

O Hospital Garcia de Orta, em Almada, não consegue explicar como é que o ácido usado por engano em duas crianças foi arrumado no frigorífico em vez de no armário da sala da urgência. Um dado que faz parte da conclusão do inquérito interno, conhecido ontem, ao incidente que queimou duas crianças a 17 de Junho. O hospital vai negociar compensações com os pais e a médica foi punida com uma repreensão escrita.

PUBLICIDADE

Não Perca

DINHEIRO
Argélia fecha hoje gasoduto do Magrebe que serve Espanha e Portugal

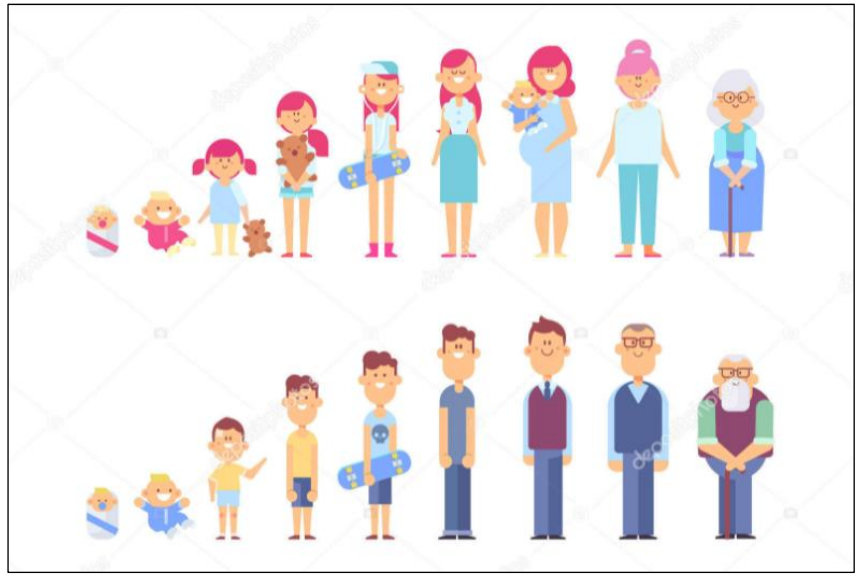
SOCIEDADE

https://www.dn.pt/portugal/sul/relatorio-do-garcia-de-orta-nao-explica-remedio-no-local-errado--1684372.html

# CLINICAL PHARMACIST SUPPORT

ASSOCIAÇÃO PORTUGUESA DE FARMACÊUTICOS HOSPITALARES

- **Ensure the implementation of the National Patient Safety Plan**
- **Improve safety in the use of medications**
- **Ensure safe practices**
- **Focus priorities**

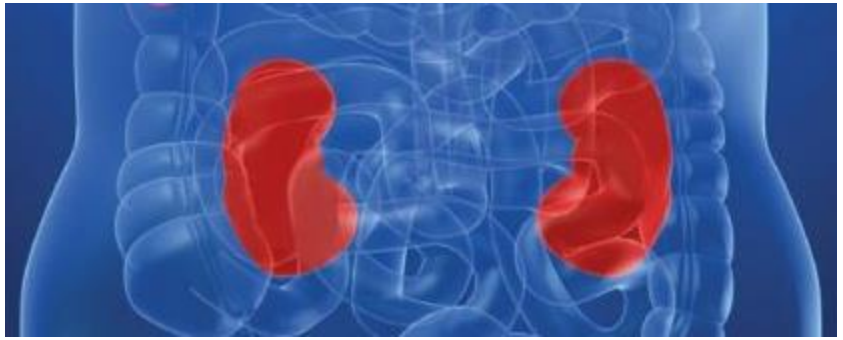


- ✓ **Patient's Clinical Conditions**
- ✓ **Special Populations**


- ✓ **High-Alert Medications**
- ✓ **Nephrotoxic and Hepatotoxic Drugs**

APFH
ASSOCIAÇÃO PORTUGUESA DE FARMACÊUTICOS HOSPITALARES

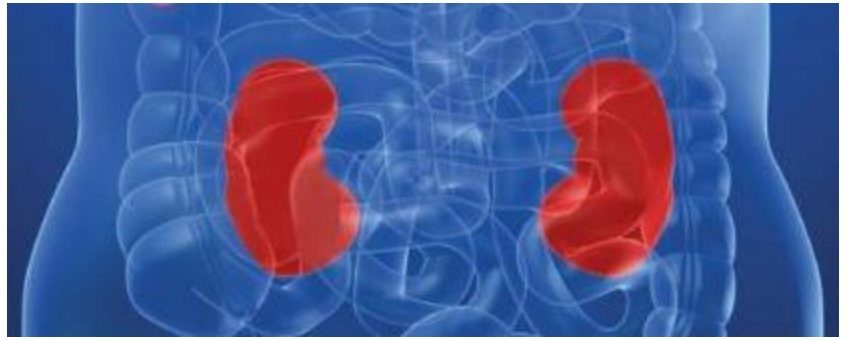
# *Identifying Determinants And Consequences of Drug-induced Acute Kidney Injury (AKI)*



AKI is a common syndrome in hospitalized patients and associated with short and long-term morbidity and mortality, often induced by exposure to AKI-inducing drugs. A possible consequence of the use of nephrotoxic drugs is an increased risk of progression to chronic renal failure. The absence of specific treatment calls for the need for prompt clinical identification of creatinine changes.

ASSOCIAÇÃO PORTUGUESA DE FARMACÊUTICOS HOSPITALARES

# *Identifying Determinants And Consequences of Drug-induced Acute Kidney Injury (AKI)*



To contribute to the development of a clinical pharmacist intervention program to minimize drug-induced AKI.

The intermediate goals are:

- to evaluate the evolution of the glomerular filtration rate (GFR), as a marker of prognosis of kidney injury, in patients admitted to the Vila Franca de Xira Hospital (HVFX) and treated with drugs with nephrotoxic potential;
- and to estimate the prevalence of Acute Renal Insufficiency as ADRs reported to the Portuguese national pharmacovigilance database and describe drugs more frequently involved.

ASSOCIAÇÃO PORTUGUESA DE FARMACÊUTICOS HOSPITALARES

# *Identifying Determinants And Consequences of Drug-induced Acute Kidney Injury (AKI)*

The results of this work are expected to contribute to a deeper understanding of the AKI-inducing drugs and how other factors may change the odds of occurrence of AKI in real-world.

This will thus lead to the development of clinical pharmacy evidence-based interventions to be implemented in future work and ideally to creating AKI Adverse Event Trigger Tool Worksheet.

ASSOCIAÇÃO PORTUGUESA DE FARMACÊUTICOS HOSPITALARES