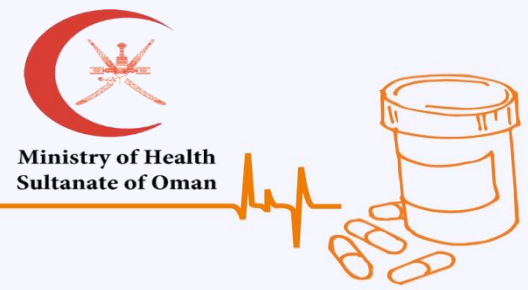


Oman Ministry of Health Updates



Ph. Sara Albalushi
Director of Pharmaceutical Care Department
Directorate General Of Medical Supplies

WHO 3rd Global Patient Safety Updates



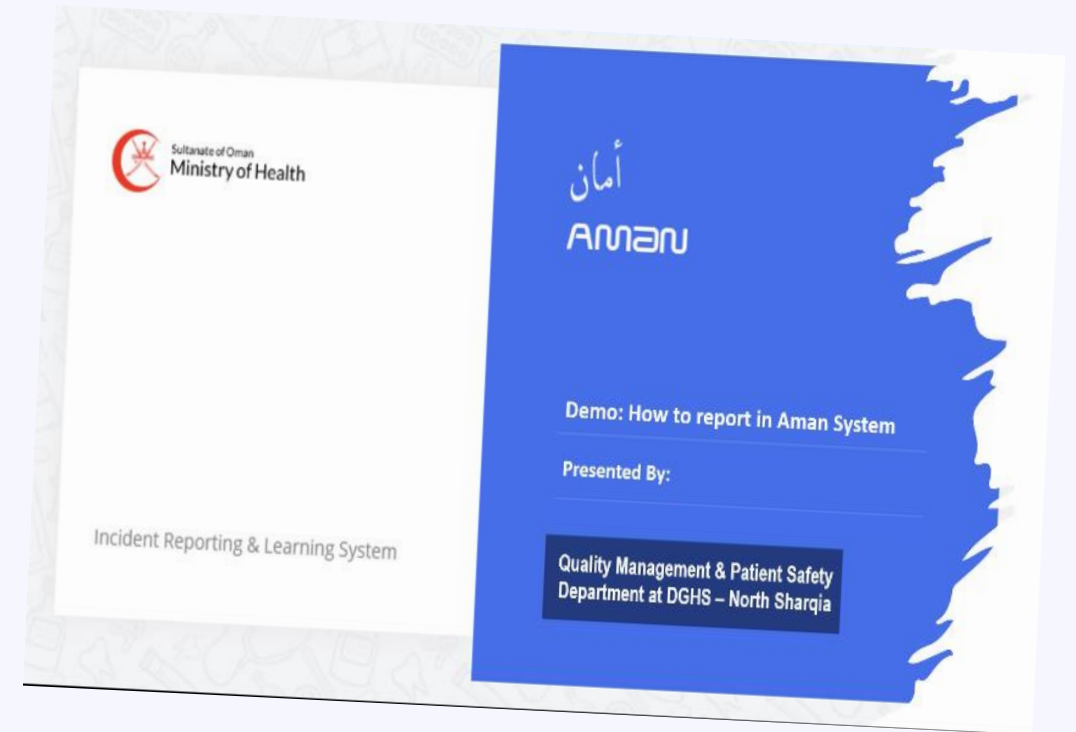
- ❑ WHO update regarding Medication without harm
- ❑ Countries shared experiences and initiatives
 - Oman
 - Saudi Arabia
 - United Kingdom
 - United States
 - Canada
 - Australia
 - Denmark
 - Ireland

Aman system (Medication Error Reporting)



Medication error Reporting system:

The Directorate General of Medical Supplies (DGMS) represented to Pharmaceutical Care department *collaborated with Directorate General of Quality Assurance Center have integrated the medication error form electronically in the Incident Reporting & Learning System (IRLS), Aman .*



Enhancing Medication Safety Officer's Role



Responsibilities of Medication Safety Committee

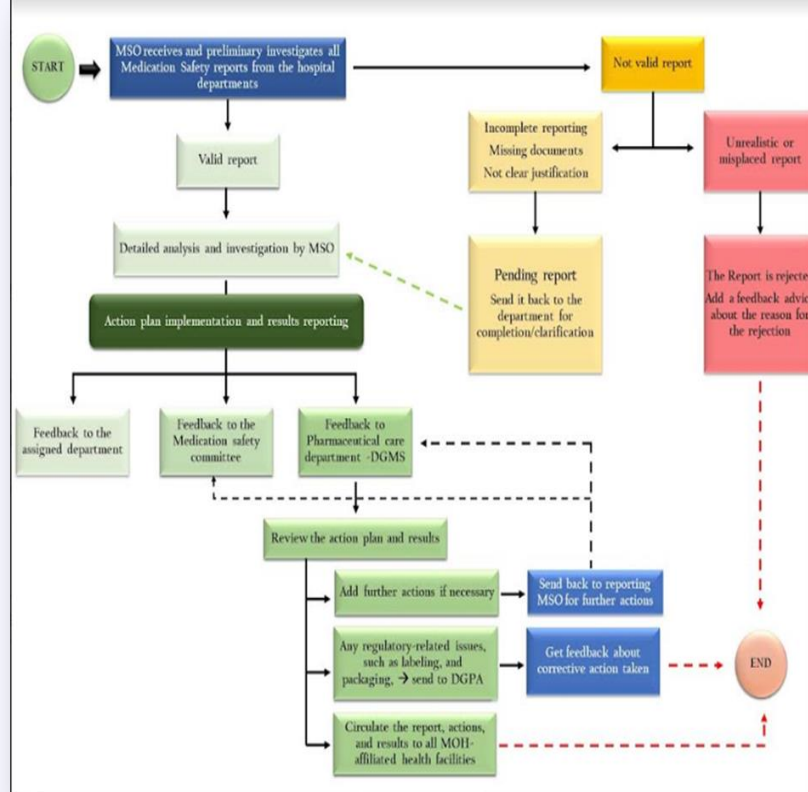
The Drug Safety Committee's primary responsibility is to lead and regulate all aspects of the organization's drug use strategies and rules to promote the standards related to safe and effective drug use. These tasks can be detailed as follows:

1. Develop a comprehensive annual plan for all components of the drug safety program, in collaboration with all concerned departments within the institution, regarding drug use mechanisms, recording medication errors, corrective actions to solve problems related to these errors, and the proposed means for predicting the occurrence of errors in order to avoid their occurrence. Prior to implementation, this plan is approved annually by the Pharmaceutical Care Department - the Directorate General of Medical Supplies.
2. Ensure that approved safe practices for the storage, transportation, and use of medicines, including controlled substances, are followed in the health institution (psychotropic and narcotic drugs)
3. Approving and reviewing drug management policies and procedures, collaborating with

مهام لجان السلامة الدوائية بالمستشفيات

تمثل المهمة الرئيسية للجنة السلامة الدوائية في قيادة وتنظيم كل ما يتعلق باستراتيجيات وقواعد استخدام الأدوية بالمؤسسة بغرض تعزيز المعايير المتعلقة بالاستخدام الآمن والفعال للأدوية. ويمكن تفصيل هذه المهام كما يلي:

1. وضع خطة سنوية شاملة لمكونات برنامج السلامة الدوائية بالتعاون مع جميع الأقسام المعنية بالمؤسسة ، فيما يتعلق بآليات استخدام الأدوية وتسجيل الأخطاء الدوائية والإجراءات التصحيحية لحل المشكلات المتعلقة بهذه الأخطاء والوسائل المقترحة للتعويض بحدوث الأخطاء بغرض تلافي الحدوث. وتعتمد هذه الخطة سنوياً بواسطة قبل العمل بها من قسم الرعاية الصيدلانية بالمديرية العامة للتأمين الطبي.
2. ضمان اتباع الممارسات الآمنة المعتمدة لتخزين ونقل واستخدام الأدوية بالمؤسسة الصحية بما في ذلك المواد الخاضعة للرقابة (الأدوية النفسية والمخدرة)
3. اعتماد ومراجعة السياسات والإجراءات المتعلقة بعملية إدارة الأدوية بالتعاون مع مسؤولي أقسام المخازن الطبية والصيدلة



Medication Safety Officer Responsibilities

Job title: Medication Safety Officer
 Department: As per organizational structure
 Reports to: Pharmaceutical Care Department - Directorate General of Health Services
 Technical supervision: General of Health Services
 Effective date:

المهام الوظيفية لمسؤول السلامة الدوائية

المسمى الوظيفي: مسؤول السلامة الدوائية
 الإدارة: حسب الهيكل التنظيمي
 الإشراف الوظيفي: قسم الرعاية الصيدلانية - المديرية العامة للصحة
 الإشراف الفني: لتكوين الطبي
 تاريخ الإصدار:

Scope of practice:

1. Participate in the provision of pharmaceutical care and current medication safety practices.
2. Participating in reporting medications error.
3. Reporting adverse drug reactions.

مختص المهام الوظيفية

1. المشاركة في تطوير الرعاية الصيدلانية والسلامة الدوائية.
2. المشاركة في توثيق الأخطاء الدوائية.
3. توثيق الأعراض الجانبية للأدوية.

In any health institution, the medication safety officer (MSO) is the person responsible for investigating reported or imminent medication errors due to malpractices and providing information related to the national use of medication, whether for health workers or patients, in order to avoid any undesirable events in the future as a result of the use of these medications. The medication safety officer must be up to date on drug safety issues and be equipped with education and leadership skills to become the expert and approved reference for the health institution concerning the safe use of drugs.

مسؤول السلامة الدوائية بالمؤسسة الصحية هو الشخص المنوط به التحقيق في الأخطاء الدوائية المبلغ عن حدوثها أو وشكة الوقوع بسبب ممارسات خاطئة . وتوفر المعلومات المتعلقة بعمليّة الاستخدام الرشيد للأدوية سواء للعاملين الصحيين أو المرضى تحدياً لأي أحداث غير مرغوبة مستقبلاً جراء استخدام هذه الأدوية. مسؤول السلامة الدوائية يجب أن يكون على دراية كبيرة بكل ما يخص سلامة الأدوية المستخدمة ومسح بيمهارات التعليم والقيادة لتصبح بمثابة الخبير والموجهة المعتمدة للمؤسسة الصحية في استخدام الأدوية بطريقة آمنة يفرح الحد من الضرر للمرضى.

He is also entrusted with statistical tasks related to tracking and inventorying the medication safety reports in the institution, identifying the pattern of these errors, the location of occurrence, the individuals involved, and the work environment so that he can identify work priorities, issue the necessary recommendations to prevent future recurrence, and follow up on the implementation of these recommendations cooperatively with the departments of pharmacy, nursing, and doctors.

ويؤكل إليه أيضاً المهام الإحصائية المتعلقة بتتبع وحصر تقارير السلامة الدوائية بالمؤسسة وتحديد نمط هذه الأخطاء وموقع حدوثها والأفراد المشركين بها وبيئة العمل حتى يتمكن من تحديد أولويات العمل وإصدار التوصيات اللازمة لمنع التكرار مستقبلاً ومتابعة تنفيذ هذه التوصيات بشكل تعاوني مع أقسام الصيدلة والتمريض والأطباء.

Many studies have shown that hiring a qualified and competent medication safety officer, giving him the authority to act and make decisions in accordance with drug safety rules, and placing him in the organizational structure strengthens the ability to control the risks and errors associated with drug treatment.

وقد أثبتت العديد من الدراسات أن قيام المسؤولين الفنيين في مجال الرعاية الصحية بتوظيف مسؤول سلامة دوائية مؤهل ومختص . ومنحه الصلاحيات الكافية واتخاذ القرار وفقاً لتقواعد السلامة الدوائية . ووضعه على الهيكل التنظيمي للمؤسسة الصحية

Empowering Pharmacist Program



Patient Counselling

PHARMACEUTICAL CARE DEPARTMENT



Empowering pharmacist program

CLOZAPINE COUNSELING POINTS



SCAN ME



- Immediate cessation of treatment. Local blood sampling should be done daily until the patient recovers.
- Either White Blood Count or Neutrophil Counts are below acceptable levels. Blood count should be repeated twice weekly until the count stabilizes or increases. Clozapine treatment may continue.
- Satisfactory White Blood Count & Neutrophil Count. Clozapine treatment may continue.

PHARMACEUTICAL CARE DEPARTMENT



Empowering pharmacist program

WARFARIN COUNSELING POINTS



SCAN ME


INR Meter 2.5

PHARMACEUTICAL CARE DEPARTMENT



Empowering pharmacist program

Low molecular weight Heparin counseling points



SCAN ME



Anticoagulant Safety Program

thromboprophylaxis

for pregnancy and puerperium

Pharmacist Led Anticoagulant clinic



The poster is titled "PHARMACEUTICAL CARE DEPARTMENT" and "Empowering pharmacist program". It features a QR code labeled "SCAN ME" and two images of LMWH syringes. The poster is divided into several sections with bullet points:

- INDICATION FOR LMWH**
 - Discuss and explain the importance of the anticoagulant Heparin
 - Specify indication, is it prophylaxis or treatment.
 - If pregnant or breast feeding, assure patient about safety of use (safe to be used in pregnancy and breast feeding)
- EXPECTED DURATION OF TREATMENT**
 - Specify duration (Short or extended therapy). Reassure the patient and relatives of importance of following treatment or prophylaxis plan.
- HOW TO TAKE LOW MOLECULAR WEIGHT HEPARIN**
 - LMWH heparins are typically administered subcutaneously in fixed or weight-based dosing (and intravenously in acute myocardial infarction).
 - Explain Timing and frequency
 - Explain the strength
 - Explain what patient can do if forgot the dose
 - What to do if extra dose is taken accidentally
 - What to do when abroad/crises/out stock
 - Advise patient to inform pharmacist & health care professional if on low molecular weight Heparin & start new or Over the Counter (OTC) medication /herbal preparation/home remedy.
 - Advise patient about Inter current illness (vomiting, diarrhea/ epileptic fits etc.)
 - Advise patient and care giver about storage condition of LMWH, either in air conditioned room temperature below 25 Celsius depending on information specified by company, check the drug solution is clear and validity of expiry date.
 - Hold the injection by barrel of syringe like pen, in the liquid of LMWH spot air bubble in the tip of syringe - it is essential to aid pushing all the medication out of the needle. Do not remove air bubble. Do not rub area of injection after injecting to avoid bruises.
 - Ensure patient understand the appropriate area for injecting (around the navel or upper thigh and rotate between injections site, if bruised do not inject on bruised skin. Advice on proper injection technique under skin not into muscle.
 - Inform patient about expecting slight pain during injecting and possibility of bruising at injection site.
 - Dispose used injections in sharp containers or covered heavy material plastic bottle and when full take it to nearest health institutions for appropriate disposal.
- BLEEDING RISK**
 - Explain about bleeding risk that increase with low molecular weight heparin (LMWH) therapy as is the case with all anticoagulants.
 - Increase in bleeding risk when combined with nonsteroidal anti inflammatory drug (NSAID) or aspirin, Anticoagulants, antiplatelets and thrombolytic, advise patient to avoid using OTC pain relievers like NSAIDs
 - Inform patient of steps to be followed if suffered of any bleeding signs. advice on measures to reduce bleeding risk such as : use of soft tooth brush, taking care when using sharp instruments and knives, wear shoes or non slip socks or slippers in house to avoid injuries.
- MONITORING**
 - Educate patients about laboratory monitoring like (Hb or Hgb, Platelet, other)
- CLOSING THE CONSULTATION**
 - Summarize the key point back to patient.
 - Ask patient to show you how to use injection.
 - Ask patient if they have any question or concern
 - Arrange appropriate follow up

Campaigns & Contributions



Campaigns

- Programs and awareness campaigns
- Patient safety day. Scientific program and public awareness campaign
- World Pharmacist day. Public awareness campaign

Contributions

- Patient safety friendly initiative in hospitals and primary health care policy and standards.
- National surveyors course
- Evaluation of Omani standards for health care system assessment.



Join us in achieving...

Medication Without Harm



**MEDICATION
WITHOUT HARM**
Global Patient Safety Challenge

 World Health
Organization

THANK YOU