



# Patient Safety — No Medication Therapy Is Free of Risk

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...it's more than our name

## ...but there's a cost-effective approach to avoiding liability

Medical errors and patient safety have become an overwhelming corporate concern. Sixty-eight per cent of medication-related emergency department visits are preventable.<sup>1</sup>

Enormous financial penalties and nearly irrevocable damage to the reputations of pharmacies has made error prevention programs a must.

### **Quality and Patient Safety:**

**A Training Program for Community Pharmacy,** the online course developed by CACDS and LearnSomething, systematically shows your pharmacy personnel how to establish a medication error prevention program and avoid liability.

**Quality and Patient Safety** is written by David B. Brushwood, R.Ph., J.D., a worldwide authority on regulating outcomes and medication error prevention, and developer of prevention programs for several pharmacy chains.

### **This course covers:**

- **Types of pharmacy errors**
- **Identifying the root cause of an error**
- **Medication error prevention**
- **Communicating with and responding to the patient**

### **Quality and Patient Safety Advisory Committee**

- Jay Bueche, RPh, Pharmacy Compliance Manager, H-E-B
- Jim Devita, RPh, Director, Quality Improvement and Patient Safety, CVS Caremark Corporation
- Kay Hanson, RPh, Pharmacy Regulatory Affairs Manager, Target Corporation
- Tom Lawlor, RPh, Director, Quality Assurance, Walgreen Co.  
Maggie Perritt, Director, Pharmacy Operations, Rite Aid Corporation
- Grace Schuyler, Esq., Director, Government Affairs, Rite Aid Corporation
- Vic Vercammen, PharmD, Director, Pharmacy Professional Services and Government Relations, SUPERVALU INC.
- Dennis Wiesner, RPh, Senior Director, Pharmacy, Privacy, and Government Affairs, H-E-B

This course is available for a flat fee based on number of stores and custom requirements.

Contact your LS representative or contact [learnsomething.com](mailto:sales@learnsomething.com)

# cacds

Canadian Association of Chain Drug Stores  
Association canadienne des chaînes de pharmacies

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**Course title:** Quality and Patient Safety: A Training Program for Community Pharmacy

**Faculty:** David B. Brushwood, R.Ph., J.D., University of Florida

**Audience:** Pharmacy staff, including Pharmacists and Pharmacy Technicians

### **Learning Objectives:**

- List common types of pharmacy errors
- Describe the methods and tools for identifying the root cause of a pharmacy error
- Explain your role in preventing medication errors
- Describe key elements in a medication error prevention program
- Respond to patients/customers when an incident occurs

**Provider Name:** LearnSomething, Inc.

1. Zed PJ, Abu-Laban RB, Balen RM, Loewen PS, Hohl CM, Brubacher JR, Wilbur K, Wiens MO, Samoy LJ, Lacaria K, Pursell RA. *Incidence, severity and preventability of medication-related visits to the ED: a prospective study.* Canadian Medical Association Journal. 2008; 178 (12): 1563-9