

## Continuous Quality Improvement Policy and Procedures

**Policy:** \_\_\_\_\_ Pharmacy will actively participate in Continuous Quality Improvement by utilizing the Pharmacy Quality Commitment Program (PQC) to document and analyze errors and near misses for the purpose of preventing medication errors and improving patient safety and quality of care.

**Procedure:**

1. *To train all pharmacy personnel in relevant phases of the CQI program,* \_\_\_\_\_ Pharmacy employees will read the PQC manual. To document completion, employees will sign and date the PQC Verification Log (See PQC Verification Log).
  
2. *To identify and document reportable program events,* \_\_\_\_\_ Pharmacy will collect data on the PQC Process Related Event Reporting form during all hours of pharmacy operation. Data will be inputted to the secure PQC website by technician/student pharmacist/pharmacist in charge/quality manager.
  
3. *To minimize the impact of reportable program events on patients, analyze data collected to assess the causes and any contributing factors relating to reportable program events, and use findings to formulate an appropriate response and to develop pharmacy systems and workflow processes designed to prevent and reduce reportable program events,* \_\_\_\_\_ Pharmacy will analyze the inputted data through the Quality Manager System on the PQC website on a annual, semi-annual, quarterly, monthly basis. Appropriate pharmacy staff to be included in this analysis and discussion are:  
\_\_\_\_\_.

