

Pharmacy Purchasing & Products

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From the Publisher

Fostering a Just Culture

Nothing may be more essential to improving the safety of medication-use processes than identifying your current system's flaws. And error reports from frontline caregivers may be the most expedient and accurate method for spotting those shortcomings. However, it's no secret that most people are loathe to point out their mistakes, particularly when they fear punishment, be it from their superiors or the general public – or perhaps even legal ramifications.



In her article "Navigating the Seven Cs of a Medication Pharmacist" (page 6), Deb Saine, MS, RPh, outlines the importance of establishing a "just culture" surrounding medication error reporting in today's health systems. As Saine explains, a just culture can do much to eliminate health care workers' fears related to reporting their errors, as it promotes both communication and professional accountability. In other words, a just culture moves beyond "the blame game" to identify areas for process and system improvement and, subsequently, prevent future errors. At the same time, as Saine points out, a just culture "has zero tolerance for reckless behavior," but encourages the interchange of ideas for the betterment of the overall organization's processes. For more information on the just culture concept, visit www.justculture.org.

Medication safety is not a new concept to pharmacists, but as Saine notes, it "has become one of the hottest topics in pharmacy." Therefore, shouldn't pharmacists capitalize on that current momentum and drive the system improvements that can bring about a just culture within their organizations?

All the best,

R. Mitchell Halvorsen
Publisher



P.S. *PP&P* would like to offer our congratulations to Hiro Nishi, PharmD, who won our 2006 "State of Pharmacy Automation" survey drawing. Randomly selected from our survey respondents, he was awarded a Canon SD 500 digital camera. Pictured with me (at left) at the *PP&P* booth at the ASHP Midyear Clinical Meeting, Hiro is the director of pharmacy services at a hospital in San Pedro, California. In a kind note to *PP&P*, Hiro said he has already started to use the camera, and has since passed down his old camera to his "teenage daughter, who, of course, tried to convince [him] to give her the new [one]."

Don't miss out on your chance to win this year's exciting prize! The 2007 State of Pharmacy Automation surveys will hit the streets in just a few months' time. Your response automatically enters you to win.