

## Appendix 1

# SafeRx® Final Report – The Quality and Safety Challenge 2012 For the Health Quality & Safety Commission

### Outcomes

The aim of SafeRx® is to reduce harm to patients by informing primary health care (PHC) professionals and patients about the risks involved with the use of high risk medicines.

SafeRx® began at Waitemata DHB; PHC teams were invited to join SafeRx® and receive regular resources about medicines (bulletins, guidelines and patient information). Thanks to funding applied for and granted through the Health Quality & Safety Commission's (HQSC) Quality & Safety Challenge 2012, SafeRx® has expanded to include Northern Region DHBs (Auckland, Counties Manukau and Northland). This has enabled SafeRx® to achieve a region-wide approach to the safer use of high risk medicines.

### Recommendations and learnings

To facilitate the expansion of SafeRx® we needed a robust database tool to collect and maintain SafeRx® membership details, and access to our 'end users', the PHC teams, to invite them to join.

To encourage PHC teams to join SafeRx®, firstly, we needed to form relationships with the PHOs. Each PHO works in a different way, so flexibility was needed to ensure that we approached their PHC teams appropriately and effectively.

To inform PHC teams about SafeRx®, we needed to promote the materials. This occurred via online newsletters (such as Primary Care Newsletter; PHO newsletters), face-to-face communication (such as Pharmaceutical Society of New Zealand Continuing Education session, meeting with PHO Clinical Leaders) and links from other websites (see below).

To showcase SafeRx® effectively we needed to upgrade our own website to improve navigation and facilitate new membership sign-up.

### Plans for the future

The number of new users indicates there is a demand for SafeRx® resources amongst PHC teams and their patients. The 'all inclusive' approach is appreciated by Practice Nurses, Practice Managers and Pharmacists, which recognizes their role within PHC. There has been support from current SafeRx® members and other PHC teams outside the Northern region to expand SafeRx® to a national level. This would ensure consistency of information nationwide.

The regional roll-out plan has created the possibility to expand SafeRx® further, potentially to a national level. The new database tool has the capacity to accommodate many more members, and the website has been upgraded to showcase SafeRx® resources.

Inviting PHC teams in a step-wise fashion (engaging one PHO at a time) would be the most effective strategy; meeting each PHO face-to-face ensures they have a full understanding of the intention of SafeRx® and how it may benefit their PHC teams. Approaching DHB Planning and Funding teams (primary care and pharmacy portfolio managers) would be an alternative way to engage with PHOs.

Pharmacists have been asked to join by sending invitations to each pharmacy. If SafeRx® were to be expanded further, individual invitations could be sent to each pharmacist, as per the approach taken with the GPs.

SafeRx® resources are available via alerts incorporated into GP Practice Management System software (MedTech and My Practice). Eventually, SafeRx® resources could also be available via pharmacy software systems (Toniq and LOTs) to alert pharmacists about high risk medicines at point-of-care.

Interest from the New Zealand Formulary is encouraging; we would like to strengthen our relationship with them to ensure that new SafeRx® medicines are regularly updated on their e-book (released July 2012).

### Communications

SafeRx® resources are freely available via [www.saferx.co.nz](http://www.saferx.co.nz). New users can 'sign-up' directly from the website to receive new resources every two months via e-mail.

#### SafeRx® in the media:

First Do No Harm, Primary Care News (March 2012)

[http://www.firstdonoharm.org.nz/index.php?option=com\\_content&view=article&id=28:primary-care&catid=15&Itemid=150](http://www.firstdonoharm.org.nz/index.php?option=com_content&view=article&id=28:primary-care&catid=15&Itemid=150)

First Do No Harm, Primary Care News (March 2012)

[http://www.firstdonoharm.org.nz/index.php?option=com\\_content&view=article&id=48:saferx-goes-regional&catid=15&Itemid=150](http://www.firstdonoharm.org.nz/index.php?option=com_content&view=article&id=48:saferx-goes-regional&catid=15&Itemid=150)

Primary Care Newsletter – distributed to Metro Auckland Primary Care Teams (April 2012)

<http://www.waitematah.govt.nz/LinkClick.aspx?fileticket=BaNknLRSq5g%3d&tabid=102>

### Summary

The rollout of SafeRx® beyond Waitemata DHB to include Northland, Auckland and Counties Manukau DHBs has been facilitated by funding applied for and granted through the HQSC's Quality & Safety Challenge 2012. The rate of new members joining SafeRx® has shown that there is a clear need for information about high-risk medicines by Primary Health Care (PHC) teams and their patients.

The non-invasive, all inclusive approach has been effective. Further expansion of SafeRx® to a national level would be facilitated by effective engagement with individual PHOs and/or DHB Portfolio Managers. Ideally, the incorporation of SafeRx® alerts onto Pharmacy software systems would also be investigated.

#### **Disclaimer:**

*This project was sponsored with funding from the Health Quality & Safety Commission as part of the Quality & Safety Challenge 2012. Publishing of project resources on the Commission's website does not necessarily constitute endorsement of the views or approach taken by the project, the Commission's intent in publishing is to showcase the achievements of the Challenge projects and share learnings across the health sector.*