



U.S. Department of Veterans Affairs  
 Veterans Health Administration  
 Quality Enhancement Research Initiative

# Measuring Use of the Joint Patient Safety Reporting System for Patient Safety at the VA: Perspectives from the Field

Anju Sahay PhD<sup>1</sup>, Francesca Cunningham PharmD<sup>2</sup>, Von Moore PharmD<sup>2</sup>, Muriel Burk PharmD<sup>2</sup>,  
 Peter Glassman MBBS, MSc<sup>2,3</sup>, Shoutzu Lin MS<sup>1</sup>, Parisa Gholami MPH<sup>1</sup> and Paul Heidenreich MD, MS<sup>1,4</sup>

<sup>1</sup>Medication Safety (MedSafe) QUERI Program, Palo Alto VA HCS, <sup>2</sup>VA Office of Pharmacy Benefits Management Center for Medication Safety,  
<sup>3</sup>Greater Los Angeles VA HCS and <sup>4</sup>Stanford University



## RESEARCH OBJECTIVE:

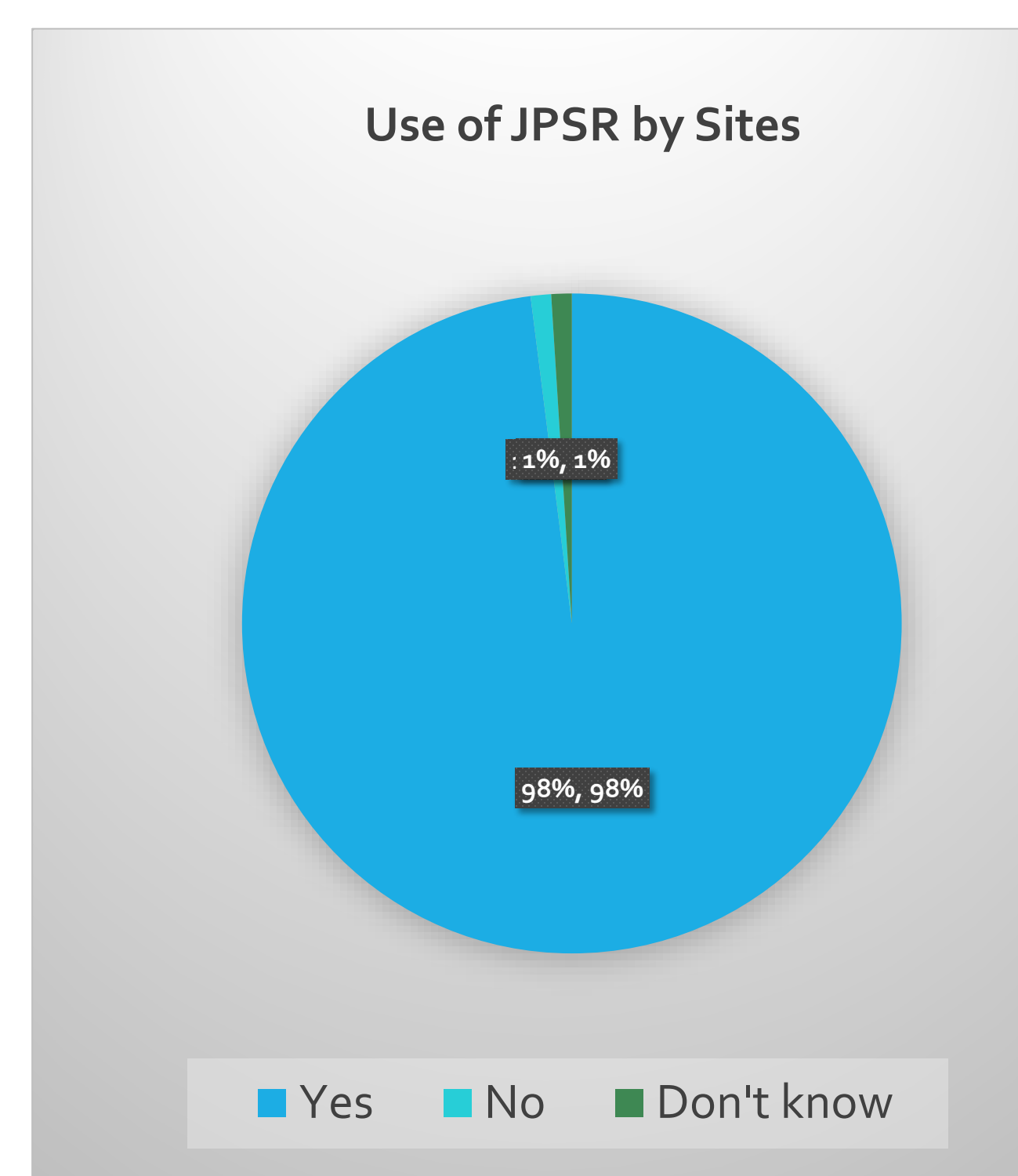
- The focus of the Department of Veteran Affairs' (VA) Center for Inpatient Medication Safety (CIMS) is to reduce medication errors for hospitalized Veterans.
- For the VA and the Defense Health Agency, the Joint Patient Safety Reporting (JPSR) system standardizes event capture and data management of medical errors and near misses.
- In collaboration with the VA Office of Pharmacy Benefits Management Services (PBM) and the VA National Center for Patient Safety (NCPS), we are interested in understanding how pharmacists use JPSR in the Pharmacy Service at their sites to monitor, track and report medication error related adverse events as well as close calls.

## STUDY DESIGN:

- Pharmacists at all the VA sites..

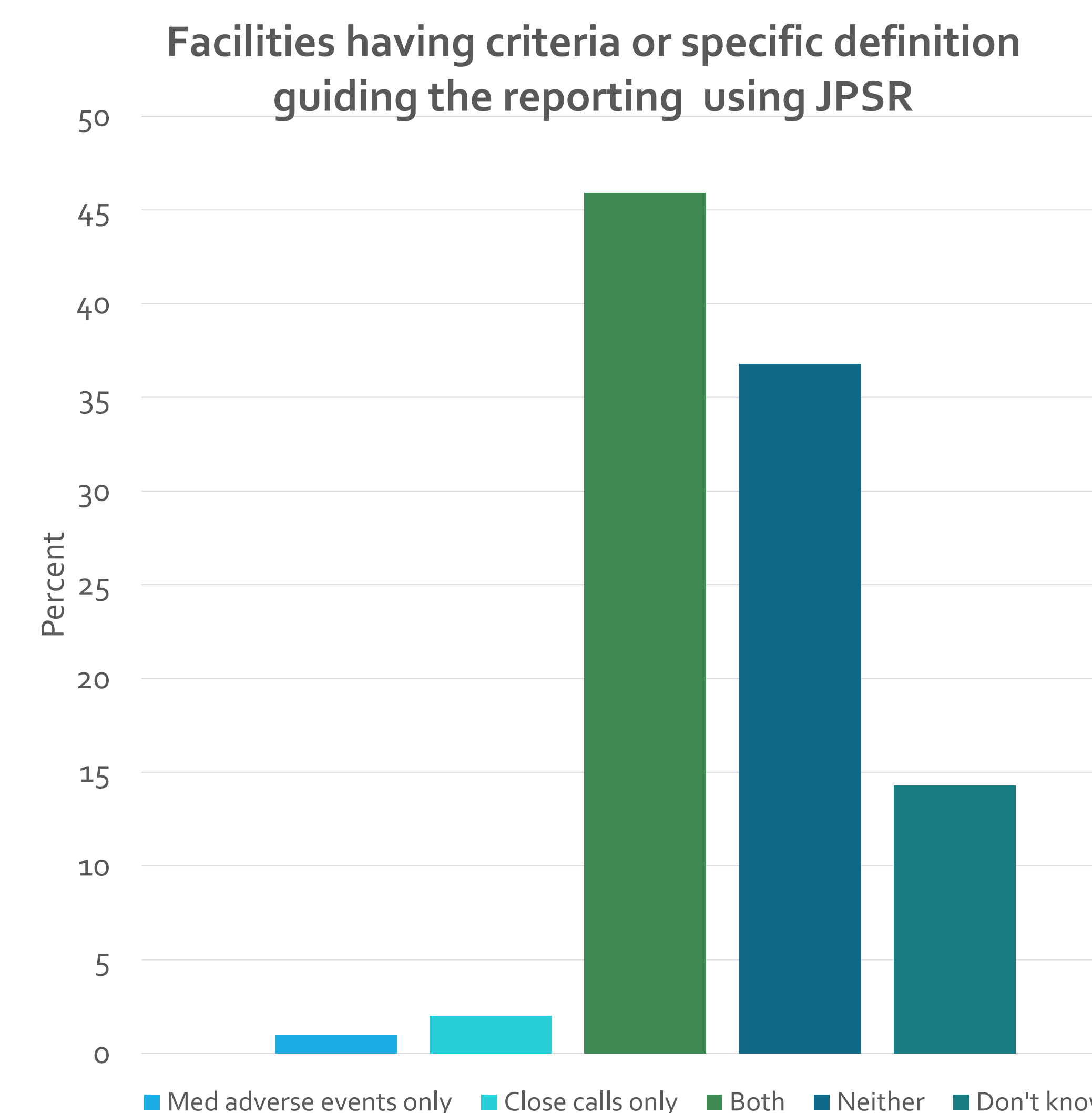
## POPULATION STUDIED:

- In November 2021, jointly CIMS and PBM conducted a web-based survey.
- VISN (Regional) Pharmacy Executives at 18 VISNs were emailed a survey weblink to forward to the Chiefs of Pharmacy at all the sites within their own VISN who, in turn, identified a pharmacist with knowledge of the JPSR system at their site to complete the survey.
- The goal of the survey was to understand how pharmacists perceived the use of JPSR to report medication adverse events and/or close calls.
- Survey response rate was 67.12% (N=98).



## PRINCIPAL FINDINGS:

- Majority of the respondents (pharmacists) self-reported their primary role as Pharmacy Manager (49.5%), Patient/Medication Safety Pharmacist (21.6%), Clinical Pharmacy Specialist (8.2%), Chief of Pharmacy (6.2%), Quality Management Pharmacist (3.1%), Staff Pharmacist (2.1%), and Pharmacoconomist (2.1%). Remaining pharmacists (7.2%) identified themselves singularly (1.0%) in each of the remaining 7 primary roles.



How often JPSR reports are viewed by the following	
Patient Safety Managers/Officers	18.4%
Pharmacy Managers	13.8%
Pharmacy and Therapeutics Committees	12.5%
Chiefs of Pharmacy	11.5%
Patient Safety Committees	10.6%
Medication Safety Pharmacists/Officers	9.8%
Medication Safety Committees	9.3%

**CONCLUSIONS:** Pharmacists perceive the JPSR system as valuable and useful to report medication error related adverse events and/or close calls to manage medication safety for Veterans.

**FUNDING:** This quality improvement initiative is supported by the US Department of Veterans Affairs QUERI Program.

**CONTACT:** Anju Sahay, PhD – anju.sahay@va.gov