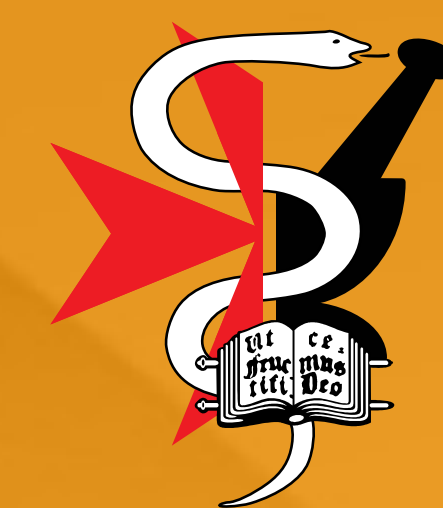
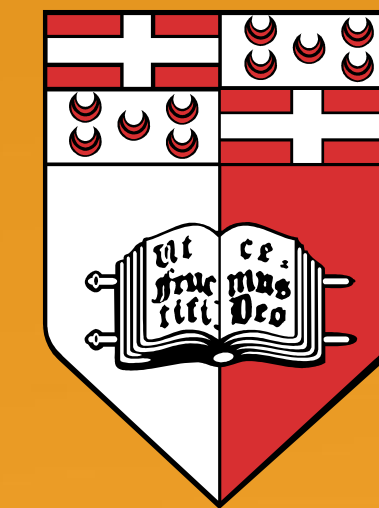


A Glossary of Risk Management Terminology for Use in a Pharmaceutical Setting

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INTRODUCTION

As the practice of pharmacy continues to evolve, so do the risks associated with its scope and the changing environment.¹ The purpose of the glossary is for the standardisation of risk management terminology used in a pharmaceutical setting. No such glossary has been developed to date.

AIMS

To investigate the science of risk management and its relevance to pharmacy and to compile and validate a glossary of risk management terminology for use in a pharmaceutical setting.

METHOD

- An extensive literature review exploring the science of risk management in different scenarios was carried out.
- Risk management terms were identified from different sources.
- A template for the glossary was created and terms were defined.
- A panel made up of four pharmacists, two physicians, two risk management experts, a linguist and a layperson was recruited to validate the glossary.
- A validation questionnaire was developed to assess content, precision and clarity of the terms. Pilot validation of the first 50 terms was carried out.
- More terms were defined and final validation was carried out using a questionnaire adapted from the pilot validation study. Fifty individuals were recruited for the final validation study.
- The first version of the completed glossary was printed.

RESULTS

A total of 150 terms related to risk management have been defined. The glossary is divided into three columns; column one contains the risk management term, column two contains the definition and column three contains the author-date citation for the bibliographic reference. The terms range from 'Accident' to 'Vulnerability'. Following pilot validation, necessary changes were made to the glossary and more terms were then included and defined. After all the terms were defined, a final validation study was carried out. Feedback from this validation study was taken into consideration and changes will be implemented such as the addition of colour to make the glossary more user-friendly.

Term	Definition	Author, Date Citation
Accident	An unfortunate incident which occurs unexpectedly and unintentionally. It usually results in damage or injury	² Kerridge et al, 1998; ¹ Desselle and Zgarrick, 2009
Active Failures (or Active Errors)	Failures which include acts that are not safe and which can be directly linked to an accident. These failures happen at a particular point of contact between a human and an aspect of a larger body. They are usually readily apparent and almost always involve someone at the frontline. An example would be a nurse administering the wrong drug to a patient	³ Reason, 2004
Audit Committee	An operating committee of the Board of Directors. This committee helps to reduce financial, operational and compliance risks and it also helps to optimise the quality of financial reporting together with an effective internal control system	⁴ European Commission, 2006
Barrier	A layer of protection in a defensive system. These are specifically designed to prevent certain known dangers from coming into contact with people, assets, or the environment	³ Reason, 2004

Table 1 : Excerpt from the glossary showing 4 defined terms

CONCLUSION

The glossary is aimed at becoming a comprehensive guide that will provide basic vocabulary for pharmacists to develop a common understanding of terms related to risk management concepts. It is also geared at aiding the development of practice standards to ensure that pharmacy remains dedicated to improving patient outcomes.

Reference ¹Desselle SP, Zgarrick DP. Pharmacy Management: Essentials for All Practice Settings. 2nd Ed. USA: The McGraw-Hill Companies Inc; 2009.

²Kerridge I, Lowe M, Henry D. Ethics and evidence based medicine. British Medical Journal 1998; 316: 1151-1153

³Reason J. Beyond the organisational accident: the need for "error wisdom" on the frontline. Quality and Safety in Health Care 2004; 13: 28 - 33

⁴European Directive 2006/43/EC. European Commission. [Internet] 2006. [Cited 2015 Apr 27]. Available from: <http://eurlex.europa.eu/LexUriServ/LexUriServ.do?uri=CONSLEG:2006L0043:20080321:EN:PDF>