Accountability Algorithm: Fair Responses to Medication Incidents

This suggested Accountability Algorithm is adapted from IHI's A Framework for Safe, Reliable, and Effective Care. You should also be familiar with your obligations under *The Pharmaceutical Act* to report a physical or metal condition or disorder that could mean a colleague or employee is unfit to practise. For more information, please visit: safetyiq.academy/just-and-safety-culture

Start here:
Were the actions of the staff member malicious?
Did they intend to cause harm?

YES →

This points to potential criminal activity and the organization should respond accordingly.

Criminal activity that harms a patient should be reported to the police and CPhM.

NO ↓

Were their mental and physical faculties intact?
Were they thinking clearly?

Clear thinking can be impacted by health issues, severe social stressors such as divorce or family illness, drugs (legal or illegal), or alcohol abuse.

YES →

Were their actions reasonable and appropriate?
Were they following company policies and procedures?

NO ↓

The organization should engage the employee assistance program or other supports.

YES ↓

In some cases, the official procedure can be to blame for unsafe practices. On the other hand, when an entire team deviates from sound procedures, the entire group should be asked to reflect on their behaviour and meet to talk about the incident and develop ways to prevent the incident from recurring.

NO ↓

Were their actions risky, reckless, or unintentional?

Unintentional Actions: Likely a system issue and should be investigated to determine the cause(s).

Risky Actions: Possible issue with judgment, decision-making, or misunderstanding. Education or group discussion could help.

Reckless Actions: When the person willingly and knowingly took unnecessary risks, then they should be held fully accountable for their actions.

Does the individual have a history of unsafe behaviour?
When an individual has a history of unsafe behaviour despite proper training and support, it's possible they are not fit to hold their position. In these situations, managers should reasonably evaluate the individual's performance and reassign or terminate their position.