



Newfoundland & Labrador Pharmacy Board

Apothecary Hall
488 Water Street
St. John's, NL A1E 1B3

www.nlpb.ca

Telephone
Fax
e-mail

(709) 753-5877 or 1-877-453-5877 (toll free)
(709) 753-8615
inforx@nlpb.ca

July 25, 2017

Melissa Sheldrick
Via email: amsheldrick@gmail.com

Dear Ms. Sheldrick:

Re: Medication Incident Reporting System

Thank you for your correspondence of March 30, 2017 highlighting your personal and unfortunate experience with a medication error. Your correspondence was considered by the NL Pharmacy Board during the board meeting of May 5, 2017. We are deeply sorry for your loss.

As the regulator for the practice of pharmacy in Newfoundland and Labrador, the Board is committed to patient safety and to enhancing the safe, effective and ethical delivery of pharmacy service. As part of the Board's mandate to serve and protect the public, the Board is examining its expectations regarding how pharmacy professionals and pharmacies respond when a medication incident occurs.

As a component of the 2017-2019 strategic plan, the Board will be reviewing the current policy on medication error management. The need for a provincial medication reporting incident system will be incorporated as part of this review with the intention of standardizing how practitioners can learn from medication incidents and better understand why they happen and how they can be prevented.

Utilizing both a preventative approach through proactive reviews of work processes to identify areas of risk and retrospective reviews of specific medication incidents, has demonstrated pharmacy professionals can identify learnings that will help prevent incidents and enhance patient safety.

Thank you again for sharing your experience in the interest of continuous quality improvement. Your public campaign on this very important issue has moved the agenda forward.

Yours truly,

Margot Priddle
Registrar