

**Institute for Safe Medication Practices**  
**200 Lakeside Drive, Suite 200, Horsham, PA 19044**  
[www.ismp.org](http://www.ismp.org)

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## **ISMP Announces 12<sup>th</sup> Annual Cheers Awards Recipients**

**Horsham, Pa.**—The Institute for Safe Medication Practices (ISMP) is proud to announce its 12<sup>th</sup> Annual Cheers Awards winners and Lifetime Achievement Award recipient. The annual awards dinner and reception will be held on Tuesday evening, December 8, 2009, at the Cili Restaurant and Bar, Bali Hai Golf Club, Las Vegas. The Cheers Awards honor individuals, organizations, and companies that have set a superlative standard of excellence for others to follow in the prevention of medication errors and adverse drug events. The winners of this year's awards are:

- **Laura Bogdanski, Pharm.D., BCPS**

*Clinical Pharmacist Coordinator  
Healthcare Associates, Division of General Medicine & Primary Care, Beth Israel Deaconess  
Medical Center  
Boston, MA*

Laura Bogdanski provides an excellent example of how one individual can make a difference to medication safety in a physician practice. She has implemented many new programs to improve delivery and quality of patient care, including emailing urgent Food and Drug Administration (FDA) and ISMP safety alerts to providers, updating and restructuring medication rooms, interfacing the electronic medication administration record, and contacting patients about medication recalls and boxed warnings. She also played a key role in the practice's adoption of e-prescribing and on her own started a network of ambulatory care pharmacists in the Boston area to share information on medication safety and other areas.

- **Giant Eagle Pharmacy**

*Pittsburgh, PA*

To help eliminate dispensing errors, Giant Eagle Pharmacy has implemented two quality initiatives that have subsequently been shared with other industry members. The first, No Defects Passed Forward (NDPF), encourages staff to identify errors before they reach the pharmacist for final verification, and has resulted in an overall incident rate decrease of 15%. The second program prevents point-of-sale errors by linking the pharmacy dispensing system to the registers. A barcode with patient date-of-birth was added to prescription receipts—when scanned, a blind prompt is created for the team member to enter that date. If it does not match or is not entered, the sale cannot be completed. The only way the date can be obtained is by asking the person picking up the prescription. This has created a 55% reduction in point-of-sale errors in the past 3 years.

- **Intermountain Primary Children's Medical Center**

*Salt Lake City, UT*

Prior to implementing barcode medication administration, the medication safety team at Primary Children's Medical Center recognized that the technology was not designed to catch the most common harmful error in the pediatric setting—wrong dose—and took steps to address that shortcoming. The hospital programmed a blind prompt that requires the nurse to enter the volume to be administered. The volume is then compared with the ordered amount, and if it does not match, the nurse receives an alert and is asked to re-enter the amount. The transaction cannot be completed until the correct volume is entered into the system. Primary Children's Medical Center currently is making this important safety double-check available to other barcode system vendors.

- **San Diego Patient Safety Taskforce**

*San Diego, CA*

The San Diego Patient Safety Taskforce is a grassroots effort created by a group of local acute care facilities who cooperate to develop standard practice recommendations and toolkits that promote patient safety and help reduce medication errors. The taskforce was formed in 2005 with funding from the CareFusion Center for Safety and Clinical Excellence (formerly Cardinal Health). Two toolkits, "Patient-Controlled Analgesia (PCA) Guidelines of Care" and "Safe Administration of High-Risk IV Medications," are now being used nationwide. Work is underway on a toolkit for improving the safety and effectiveness of ICU sedation, which will serve as a model for other communities.

- **Veterans Health Administration Bar Code Resource Office**

*Topeka, KS*

The Veterans Health Administration Bar Code Resource Office (BCRO) was established in 2003 to facilitate quality-control reporting, distribute best practice guidelines, standardize bar code-related equipment, and support improvement initiatives. Veterans Affairs (VA) facilities send problematic bar-coded products to two verification laboratories, which evaluate whether print quality meets American National Standards Institute and International Organization for Standardization criteria. If it does not, a letter is sent to the manufacturer requesting corrective action as well as to VA contracting authorities, FDA, and now ISMP. In addition, BCRO has issued directives on bar coding unit doses and purchasing bar code scanners and wristbands.

- **Christina (Marucci) Michalek, RPh**

*Director of Pharmacy*

*Lehigh Valley Health Network*

*Bethlehem, PA*

Christina Michalek will receive the ISMP Volunteer Award for her dedication to serving as a resource on pharmacy operations and medication-related technology. She has frequently provided expertise during ISMP consults with healthcare organizations, researched and given input on medication safety issues for the Institute's newsletters, and participated in ISMP teleconferences and other educational opportunities. In addition, she has facilitated visits to her health network by ISMP staff, fellows, and visitors to demonstrate the application of medication-related technology.

The ISMP Lifetime Achievement Award is being presented to **Darryl S. Rich, PharmD, MBA, FASHP**, Surveyor for The Joint Commission. Darryl Rich has helped bring about numerous changes that have improved patient safety on both the individual clinical and national level in his more than 15-year career with the Joint Commission. In addition to surveying in the hospital, ambulatory and home care accreditation programs, he currently serves as an internal resource and external representative for the Joint Commission on issues related to pharmacy and medication management. He has received numerous awards, including a certificate of appreciation from the board of the American Society of Health System Pharmacists for his medication safety work. Rich has spoken and published widely on pharmacy and medication safety issues, including six books and four video series.

The *ISMP Medication Safety Alert!* Subscriber Award is being presented to **Portage Health** in Hancock, MI, in recognition of their ongoing commitment to staff education based on recommendations and prevention strategies presented in the *ISMP Medication Safety Alert!*<sup>®</sup> newsletter. Their efforts, coordinated through an interdisciplinary Medication Administration Process Team, include educating staff on risks involved with anticoagulation therapy, a competency review of high-risk medication verification, and a presentation on rapid response team procedures. Information from newsletter action agendas also has been incorporated into Portage Health's patient safety goals and the work of multiple medical staff committees.

**David Marx, JD** will deliver the keynote address for the 12<sup>th</sup> annual Cheers Awards. Marx, CEO of Outcome Engineering, educates regulators, organizations and the public on pathways to safety in many different fields. During his tenure at Boeing Aircraft, he organized the maintenance human factors and safety group and developed a human error investigation process now used by air carriers around the world. He has served as a safety advisor to the Federal Aviation Administration's Human Factors Research Program as well as to the Agency for Healthcare Research and Quality. Marx is the author of "Patient Safety and the 'Just Culture': a Primer for Healthcare Executives" as well as *Whack-a-Mole: The Price We Pay for Expecting Perfection*.



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**ISMP Announces 12<sup>th</sup> Annual Cheers Award Winners**

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The Cheers Awards are hosted by the Institute for Safe Medication Practices (ISMP), a nonprofit organization that works closely with healthcare practitioners and institutions, regulatory agencies, consumers, and professional organizations to provide education about medication errors and their prevention. ISMP represents more than 30 years of experience in helping healthcare practitioners keep patients safe, and continues to lead efforts to improve the medication use process.

Journalists are invited to attend the *awards reception and dinner*, beginning at 6:00 p.m. on Tuesday, December 8, 2009, at the Cili Restaurant and Bar, Bali Hai Golf Club, Las Vegas. Honorees will be available for interviews at a reception before the dinner or by appointment afterwards. If you plan to attend, please make your reservation by contacting Renee Brehio at 704-831-8822 or [rbrehio@ismp.org](mailto:rbrehio@ismp.org) no later than Friday, December 4.

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