

Public Confidence: Is this achievable within a regulatory framework?

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THE PHARMACY REGULATOR

Effective Regulation = Patient Safety + Public Protection = Protection for all in society

Safe Pilot

Safe Crew

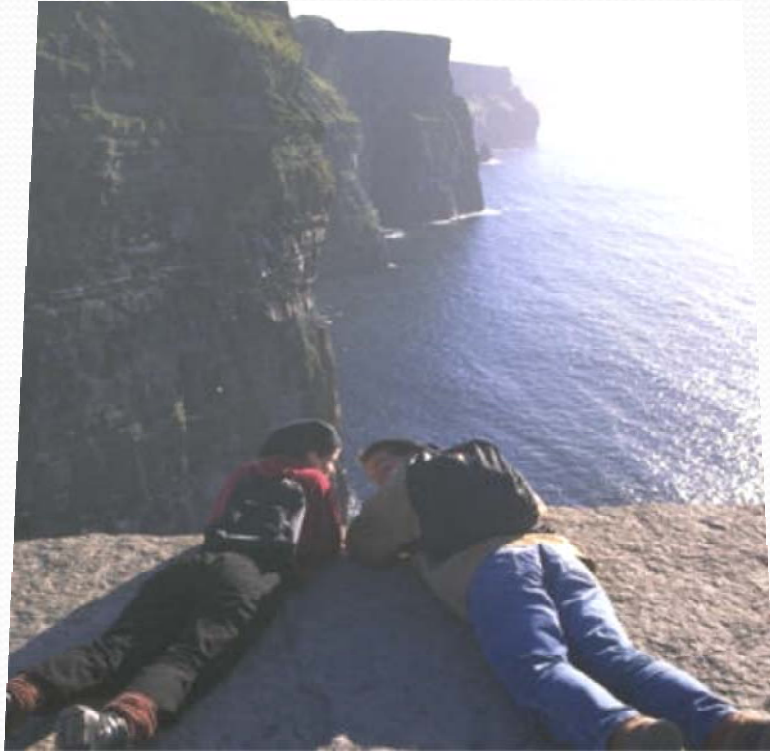
Safe Aircraft

Safe Air Space

Safe Cargo

Safe Ground Space







An Effective Regulatory Mandate

- Patient Safety, Patient Care, Public Protection
- Clarity on Accountability and Responsibility
- Culture of Support “Maintaining competencies”
- Engagement with Practitioners across the settings
- Reference against evidence-based best practice



Competency Critical

- Extends beyond skills
- Involves knowledge
- Behaviours
- Value and attitudes



Public Confidence

- Hearts and Minds Job
- Trust, Integrity and Transparency
- Real Accountability
- Excellent Communications
- Independent Verification



Keys to Public Confidence

- Best Professional Practice
- Effective Leadership and Effective Management
- Education and Professional Development
- Research and Evidence Base
- Reflection and Assessment



What happens in Aviation

- Onus is on Professional
- Effective Regulation
- Mandatory CPD
- Flight Activities Focus



Aviation Sanctions

- Loss of flying privileges
- Loss of Licence
- Test in real job conditions
- Pilots demonstrates real flight experience



Competency and Professional Practice

- Skills, knowledge and attributes
- Patient care Responsibilities
- Legal and Ethical Responsibilities
- Clinical Judgement
- Professional Autonomy



Communication

- Teamwork and Effective Consultation
- Interdisciplinary Approach
- Patients need to know what they can expect
- Patients as Partners
- Good IT Essential



Leadership and Management

- Vision and Motivation
- Governance and Standards
- Risk Management and Audit
- Performance Management
- Proactive Management



Education and Development

- Mentorship
- Role Models
- Communities of Practice
- Wider Policy Implication
- Best Practice



Research and Evidence Base

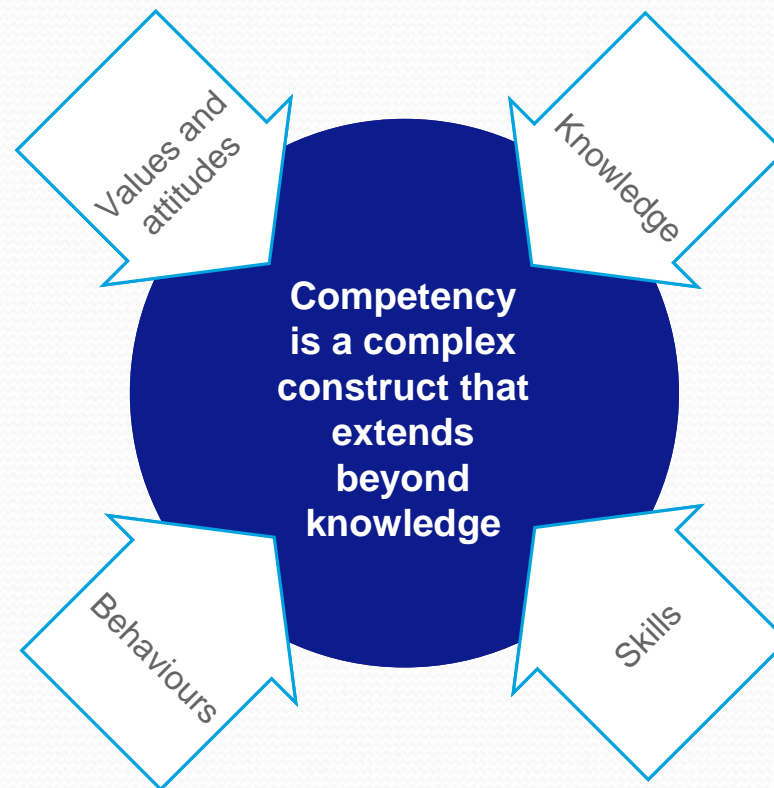
- Evidence Creation
- Protocol Review
- Critical Evaluation
- Supervision
- Management systems
- Regular systematic review



Reflection and Assessment

- Self Reflection
- Understanding Competencies
- Ability to Assess Peers
- Identification of Learning Models
- Inputs and Outcomes Model
- Focus on Patient Outcomes

Patient Safety and CPD





Conclusion

- Standards, Accreditation and Assessment
- Clear Governance Structure
- Tracking Progress
- Improving Competencies
- Tracking Patient Expenditure and Outcome

Learning From Critical Incidents

- Aviation

- FAA
 - NASA
- } Reporting Systems since 1975/87

- Nuclear Energy Industry

- Computerised Reporting since 1975

- Manufacturing

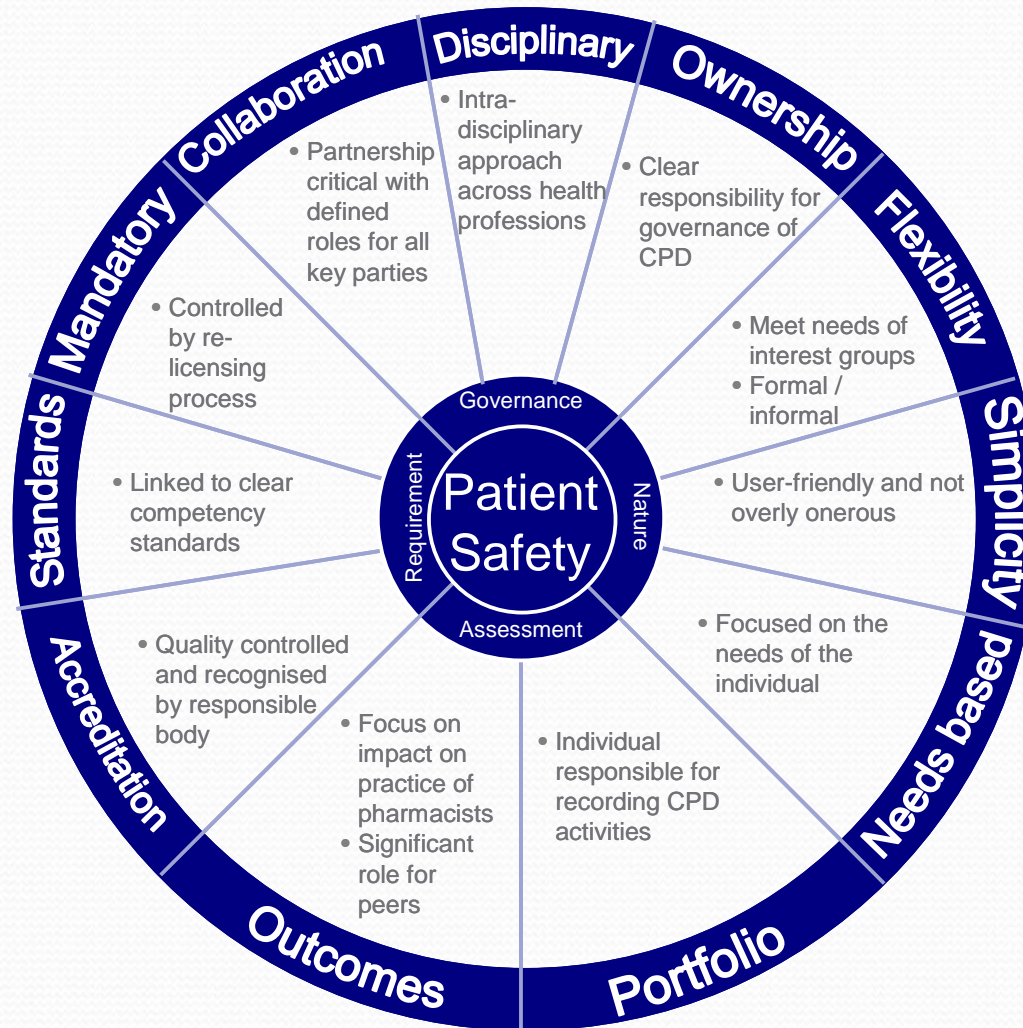
- Toyota since 1977
- GE since 1995
- Alco Aluminium since 1982



Two Areas Need Attention

- System Errors
- Communication
 - Fatigue due to workload
 - Inadequate Training
- Human Mistakes
 - Action Slips
 - Cognitive Failures
 - Violations
- End – safe pilot

Primary Components of a CPD System





Last Word

- Clear Accountability at all levels
 - Staff members
 - Clinical Directors/Clinical Managers
- CEOs
- Boards
- Regulators and Patient Safety Authority



Census of Ireland 1901/1911



Pictures sourced from Tourism Ireland

