Glossary

AHRQ Common Formats for Event Reporting – Community Pharmacy Version 1.0

1. Overview

Terms were selected for inclusion in the glossary only if they were central to the purposes of the Community Pharmacy Common Formats or their implementation. AHRQ excluded terms defined in the Statute and Regulations as well as terms that may be found in a common English language or medical dictionary.

Terms included in the glossary have been defined to meet the purposes of, and to be consistent with, the conceptual model used to develop the Community Pharmacy Common Formats. [1] Definitions of terms were developed after considering definitions of the exact term or conceptually similar terms used in other patient safety reporting systems and AHRQ's Common Formats for Hospitals.

Table 1 – Glossary of Terms Used in the AHRQ Common Formats for Event Reporting – Community Pharmacy

Word or Phrase	Definition
Adverse Event	See: Harm incident.
Adverse Outcome	Undesired patient outcome of healthcare; clinical complication of healthcare (which may or may not be a patient safety incident).
Adverse Reaction	Unexpected adverse outcome resulting from a justified action where the correct process was followed for the context in which the event occurred.
Adverse Drug Event (ADE)	Any injury or unsafe condition related to the use of a drug.
Alert Message	A computer-generated output that is created when a record meets pre-specified criteria, such as when a medication is known to present an increased risk of drug-disease interaction or drug-drug interaction.
Biologics	Medicines made from living organisms and their products, including serums, vaccines, antigens, and antitoxins.
Chain of Events	A series of events in which one event leads to another with the possibility that the final event reaches the patient; collectively, an event episode.
Circumstance	A situation or factor that may influence an event, process or person. As related to Community Pharmacy, the context within which processes are performed to deliver prescription and over-the-counter medications and substances to patients or consumers, including staffing levels, qualification and training of staff, acquisition and maintenance of medications and substances, etc.

[1] Asterisks (**) in the Common Formats glossary indicate terms and definitions that are similar to the World Health Organization International Classification for Patient Safety (WHO ICPS) preferred terms.

Word or Phrase	Definition
Clinical Review Error	See: Problem with clinical review
Close Call	See: Near miss.
Community Pharmacy	A pharmacy in which medications are sold to patients or consumers. Community pharmacists supply medicines in accordance with a prescription, or, when legally permitted, sell them without a prescription. Their professional activities include procurement, storage and dispensing drugs or substances in accordance with appropriate prescriber's orders, counseling patients at the time of dispensing of medications, and providing drug information to health professionals, patients, and the general public.
Complication	See: Adverse outcome.
Compounded Preparations	Compounds of specific ingredients (e.g. active drugs, carriers, diluents) prescribed for patients that require the intercession of an authorized compounder and are not available commercially.
Contributing Factor	A circumstance determined retrospectively to have increased the likelihood of the event and that is generally external to the patient. In the Community Pharmacy setting, contributing factors include such things as environment, technology, drug labeling and packaging, training, or workflow.
Detection	Identification of a patient safety concern; a broader concept than discovery as it also encompasses identification by automated and other systems.
Dietary Supplement	Dietary supplements are products intended to be ingested to supplement the diet, and contain ingredients such as vitamins, minerals, herbs, botanicals, or amino acids. Their labeling is regulated by the U.S. Food and Drug Administration (FDA).
Diluent	A diluting agent used in a medicinal preparation.
Discovery	Identification of a patient safety concern.
Dispense as Written (DAW)	Instruction by the prescriber not to substitute a generic form of the medication prescribed.

Word or Phrase	Definition
Drug Utilization Review (DUR) Program	Review of drug claims to identify problems such as drug-disease contraindications, therapeutic duplication, incorrect dosage or duration of treatment, drug allergy, and clinical misuse or abuse.
Drugs	Medications, including prescription or over-the-counter medications, and compounded preparations.
Enteral Nutritional Product	A nutritional product or preparation intended to be administered enterally (e.g., by feeding tube or percutaneous tube).
Error**	Failure to carry out a planned action as intended or application of an incorrect plan.
Event	See: Patient safety event.
Event Reporter	See: Reporter.
Harm	Physical or psychological injury (including increased anxiety), inconvenience (such as prolonged treatment), monetary loss, and/or social impact, etc. suffered by a person.
Harm Incident	An incident that resulted in harm to a patient which may be physical, social, or psychological.
Harm to Health	Impairment of structure or function of the body and/or any deleterious effect arising therefrom.
Health Information Technology (HIT)	The application of information processing involving both computer hardware and software that deals with the storage, retrieval, sharing, and use of health care information, data, and knowledge for communication and decision making.
Incident	See: Patient safety incident.
Injury	See: Psychological injury.
Medical Food	A food which is formulated to be consumed under the supervision of a physician and intended for the specific dietary management of a disease or condition with distinctive nutritional requirements. Medical foods are not considered drugs, are not regulated by the FDA, and do not require prescriptions.
Medication	A type of drug or substance regulated by the FDA.

Word or Phrase	Definition
Medication Event**	Any preventable event involving one or more drugs, biological products, nutritional products, or medical foods that may cause or lead to inappropriate medication or substance use or jeopardize patient safety.
NDC Code	The National Drug Code (NDC) is a unique 11-digit number assigned by the Food and Drug Administration (FDA) to each drug product sold in the United States.
Near miss	An event that did not reach a patient. For example: discovery of a dispensing error by a pharmacist or pharmacy technician as part of the process of product verification prior to sale to a patient (which if not discovered would have become an incident); discovery of a mislabeled drug (which if not discovered might subsequently have resulted in an incident).
No-harm Incident	An incident which reached a patient but no discernible harm resulted.
Over-the-counter	A medication that is available commercially in final form, and can be sold without the need for a prescription.
Patient Safety Concern	Any circumstance involving patient safety; encompasses patient safety event (both incident and near miss) and unsafe condition.
Patient Safety Event	An occurrence that happens to or involves a patient; encompasses patient safety incident and near miss.
Patient Safety Incident**	A patient safety event that reached a patient and either resulted in no harm (no harm incident) or harm (harm incident). The concept “reached a patient” encompasses any instance in which a medication or substance was offered or provided to a patient, regardless of whether the patient purchased or ingested the substance. It includes any action by a community pharmacy employee that exposes a patient to harm. For example, if a pharmacy technician hands the patient a package that contains the incorrect drug or substance, and the patient recognizes it as such and refuses to take it, an incident has occurred.
Patient Type	Patients for whom a drug/substance is prescribed may be human or veterinary.
Prescriber	A person qualified and permitted, and according to applicable law, to order medication to be dispensed to a patient.

Word or Phrase	Definition
Prescriber Type	Prescriber types include: Medical Doctor (MD), Doctor of Osteopathic Medicine (DO), Nurse Practitioner (NP), Physician Assistant (PA), Doctor of Veterinary Medicine (DVM), Doctor of Dental Surgery (DDS), Doctor of Medicine in Dentistry (DMD), and Doctor of Pharmacy (Pharm.D).
Prescription	An order for medication which is dispensed to or for an ultimate user. Issued by an authorized medical provider and containing mandatory information depending on the nature of the substance to be dispensed. For example, prescriptions for controlled substances require the practitioner's full name, address, and DEA registration number. Prescription types may include written or electronic.
Prescription Drug	A medication that is available commercially in final form, and requires a prescription for sale.
Preventive Measure	Process designed, or course of action taken, to keep something possible or probable from happening or existing; as related to patient safety, to prevent a patient safety event.
Problem with Clinical Review	Problem with clinical review defines a type of patient safety event in a community pharmacy that occurs when alerts are missed during the established processes for reviewing known prescription and medication data before dispensing a medication to a patient. Such alerts are intended to identify and prevent known issues such as drug-disease interactions, drug-drug interactions, and duplicate therapies.
Psychological Injury	Harm or damage to a person's psyche, psychological functioning, or mental well-being.
Reporter	Person in a health care organization who reports a patient safety concern; may (or may not) be the person who discovered the concern.
RxCUI Semantic Clinical Drug (SCD)	The RxNorm concept unique identifier (CUI) for a semantic clinical drug, specifying the ingredient, strength and dose form for the clinical drug or substance involved in an event. The RxCUI SCD is sufficient identification if a drug or substance is generic; if it is proprietary, the Brand RxCUI must also be provided to completely identify the drug or substance.
RxCUI Brand Name (BN)	The RxNorm concept unique identifier for the brand name, for the clinical drug or substance involved in the event.

Word or Phrase	Definition
Severity of Harm	The extent of harm at a point in time; often categorized as none, mild, moderate, severe, or death.
Side Effect	An effect (usually an adverse outcome) caused by something (such as a drug) that was not the intended or indicated effect. The occurrence of a known side effect, even if an adverse outcome, by itself, is not a patient safety incident. It should be considered a quality of care problem; if, for example, the prescribing physician failed to weigh properly the potential health benefits and risks of prescribing a medication with a potentially lethal, or otherwise adverse, side effect.
Technology	See: Health Information Technology (HIT)
Time of Discovery	Date/time when a patient safety concern was discovered.
Time of Occurrence of Event	Date/time when a patient safety event occurred (point in time) or started (if it occurred over a period of time).
Unnecessary Harm	Healthcare-associated harm that was not expected to result from a patient's treatment plan; harm resulting from an incident.
Unsafe condition	Any circumstance that increases the probability of a patient safety event; includes a defective or deficient input or environment that increases the risk of an unsafe act, care process failure or error. An unsafe condition does not involve an identifiable patient. For example, an out-of-date medicine on a shelf represents an unsafe condition. An attempt to dispense the out-of-date medicine to a patient would either represent a near miss (if patient did not receive the medication) or an incident (if the patient received and purchased the medication.)