



**MEDICATION ERROR REDUCTION AND WORKFORCE COMMITTEE
 MEETING MINUTES**

DATE: June 7, 2023

LOCATION: Pursuant to the provisions of Government Code section 11133, neither a public location nor teleconference locations are provided.

COMMITTEE MEMBERS PRESENT: Nicole Thibeau, Licensee Member, Chair
 Seung Oh, Licensee Member, Vice Chair
 Jessi Crowley, Licensee Member
 Jignesh Patel, Licensee Member

STAFF MEMBERS PRESENT: Anne Sodergren, Executive Officer
 Julia Ansel, Assistant Executive Officer
 Debbie Damoth, Executive Specialist Manager

I. Call to Order, Establishment of Quorum, and General Announcements

Chairperson Thibeau called the meeting to order at 9:01 a.m. Chairperson Thibeau reminded everyone present that the Board is a consumer protection agency charged with administering and enforcing Pharmacy Law. Where protection of the public is inconsistent with other interests sought to be promoted, the protection of the public shall be paramount. The meeting moderator provided instructions on how to participate during the meeting, including the process to provide public comment.

Chairperson Thibeau took roll call. Members present included: Seung Oh, Licensee Member; Jessi Crowley, Licensee Member; Jig Patel, License Member; and Nicole Thibeau, Licensee Member. A quorum was established.

II. Public Comments on Items Not on the Agenda/Agenda Items for Future Meetings

Members of the public were provided the opportunity to provide comments for items not on the agenda; however, no comments were made.

Members were provided an opportunity to add any items on a future agenda; however, no requests were made.

III. Approval of March 8, 2023, Committee Meeting Minutes

Members were provided the opportunity to provide comment; however, no comments were made.

Motion: Approve the March 8, 2023, meeting minutes as presented in the meeting materials.

M/S: Oh/Patel

Members of the public were provided the opportunity to provide comment; however, no comments were provided.

Support: 4 Opposed: 0 Abstain: 0 Not Present: 0

Member	Vote
Crowley	Support
Oh	Support
Patel	Support
Thibeau	Support

IV. Discussion on Just Culture

Chairperson Thibeau recall throughout various meetings, the Committee considered different approaches to address the issue of medication errors, including discussion on Just Culture. As part of the November 2022 meeting, the Committee received a presentation from representatives from ISMP on Just Culture. Dr. Thibeau also previously shared experiences with Just Culture and implementation within her organization.

Chairperson Thibeau referenced meeting materials noting investigations that confirm a medication error do not generally result in disciplinary action. Dr. Thibeau added the organization would typically be held accountable as well as the dispensing pharmacist with the issuance of a citation and fine and the pharmacist may be issued an order of abatement requiring training in medication error reduction strategies.

Chairperson Thibeau advised identified Board staff attended training in Just Culture. Information gained during this training was shared organizationally and will further inform inspector staff conducting investigations into medication errors. Dr. Thibeau was pleased with the efforts undertaken by staff. Dr. Thibeau recommended with this being the last ad hoc committee that the Enforcement and Compounding Committee encourage education of licensees about Just Culture and recommend that staff continue to look for opportunities to incorporate its concepts into investigations.

Members were provided the opportunity to comment; however, no comments were made.

Members of the public were provided the opportunity to comment; however, no comments were made.

V. Discussion and Consideration of Pharmacist Well-being Index State Report

Chairperson Thibeau reported for the past 18 months the Committee has monitored information on the Pharmacist Well-Being Index. Dr. Thibeau reminded participants the online screening tool was invented by the Mayo Clinic to assist licensees in assessing their well-being. The screening tool was anonymous and available at no charge. Dr. Thibeau noted the most recent state report was included in the meeting materials. As indicated in the April 2023 state report, California was ranked 40 which was also the ranking during the March 2023 meeting noting for comparison, in October 2022 California was ranked 43rd.

Members were provided the opportunity to comment.

Chairperson Thibeau appreciated the section on burnout and tools available for pharmacists feeling burned out.

Members of the public were provided the opportunity to comment; however, no comments were made.

Chairperson Thibeau requested Board staff to continue to monitor the state report and suggested that it may be appropriate for the review of the state report to be completed by the Organizational Development Committee so that should an issue arise, Board leadership can determine if any action is appropriate.

VI. Adjournment

Chairperson Thibeau thanked fellow Committee members and members of the public that have participated in the Committee's meetings. Dr. Thibeau was extremely proud of the work the Committee accomplished over the past year and

half and was confident that California patients would benefit from the Committee's work. Dr. Thibeau was hopeful that the Committee's work would serve as a starting point for improving patient safety and was looking forward to learning more about medication errors and actions that can be taken to improve patient care.

President Oh, Member Patel and Member Crowley thanked Chairperson Thibeau for amazing work and leadership on the Committee.

Chairperson Thibeau thanked all for their participation and adjourned the meeting at 9:14 a.m.