What, When, and How to Report
Oregon’s Patient Safety Reporting Program for Pharmacies

What to Report

The Patient Safety Reporting Program (PSRP) collects reports on adverse events—events resulting in unintended harm or creating the potential for harm related to any aspect of a patient’s care rather than to the underlying disease or condition of the patient. Adverse events may or may not be preventable.

Pharmacies participating in PSRP are required to report the following—only in situations where a patient receives or has control of the medication:

- Any unanticipated, usually preventable event that is not related to the natural course of the patient’s illness or underlying condition, and that resulted in temporary or permanent physical patient harm or posed a risk for patient harm (see p. 2).

However, the Oregon Patient Safety Commission (OPSC) encourages participants to report all adverse events or close calls that highlight a valuable patient safety lesson.

Reporting Targets

Reporting targets serve as a guide for healthcare facilities so that the information they contribute to PSRP can help to build a comprehensive database for statewide learning.

Reporting Target Elements

- **Quantity.** A reporting goal based on facility type
- **Timeliness.** A 45-day window, from event discovery to report submission
- **Quality.** A set of quality components that serve as indicators of a strong event review and analysis process that will minimize the risk of similar events

Learn more and view your pharmacy’s reporting targets at [oregonpatientsafety.org/psrp](http://oregonpatientsafety.org/psrp).

When to Report

To support a prompt event review and analysis and implementation of safety measures, reports should be submitted within **45 days** of event discovery. However, you can submit a report any time after an adverse event has occurred.

How to Report

1. **Log in to the PSRP Online System:** [psrp.oregonpatientsafety.org](http://psrp.oregonpatientsafety.org)
   (Don’t have an account? Request one: [psrp.oregonpatientsafety.org/reports/accounts/request](http://psrp.oregonpatientsafety.org/reports/accounts/request))
2. **Complete and submit the online form.** Find additional resources on how to report at [oregonpatientsafety.org/psrp](http://oregonpatientsafety.org/psrp).
Reportable Adverse Events for Pharmacies

Pharmacies participating in PSRP are required to report the following—only in situations where a patient receives or has control of the medication:

- Any unanticipated, usually preventable event that is not related to the natural course of the patient's illness or underlying condition, and that resulted in temporary or permanent physical patient harm or posed a risk for patient harm.¹

Adverse Events

- Adverse reaction not due to allergy or known contraindication
- Allergic reaction due to unknown allergy
- Brand substitution
- Drug interaction
- Expired medication or substance
- Generic substitution
- Incorrect directions
- Incorrect dosage form
- Incorrect dose
- Incorrect medication or substance
- Incorrect or incomplete labeling
- Incorrect patient
- Incorrect quantity, amount, or size
- Incorrect route
- Incorrect strength or concentration
- Medication or substance contraindicated (includes documented allergies and sensitivities)
- Medication or substance omitted
- Medication taken incorrectly
- Patient counseling omitted
- Oversedation
- Other adverse event → Any other adverse event that doesn’t fit into one of the listed event types

¹ “Unanticipated, usually preventable” refers to adverse events that are caused by an issue of medical or patient management, rather than the underlying disease.