**4 - Pharmacy Errors**

According to a root-cause analysis published by the Institute for Safe Medication Practices (ISMP), the estimated overall dispensing accuracy rate in a community pharmacy is 98.3%. That's approximately 8 errors per day for a pharmacy filling 500 prescriptions daily.

It is recommended by many state boards of pharmacies and pharmacy accrediting agencies to complete a root-cause analysis (RCA) after dispensing errors occur in an effort to prevent and learn from previous errors. The ISMP defines a root-cause analysis as a process for identifying the basic or causal factors that result in variation in performance, including the occurrence or risk of occurrence of a sentinel event or adverse event. RCA is a retrospective investigative process that teaches us what went wrong within any given process. It is designed to:

* Describe *what* happened during a particular occurrence
* Determine *how* it happened
* Understand*why* it happened
* Recommend actions to *prevent* it from happening again

*References:*

1. [ISMP RCA Workbook](https://rxtechexam.com/rxtech/secure/course/pluginfile.php/51447/mod_page/content/7/ISMP.pdf?time=1579264681844)