

## Understanding risk factors for complaints against pharmacists: a content analysis.

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Wang Y, Ram S (S), Scahill S. Understanding risk factors for complaints against pharmacists: a content analysis. J Patient Saf. 2024;20(4):e18-e28. doi:10.1097/pts.0000000000001217.

<https://psnet.ahrq.gov/issue/understanding-risk-factors-complaints-against-pharmacists-content-analysis>

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A myriad of factors can increase the [risk](#) for medication [errors](#). This thematic analysis of 37 published complaints against pharmacists in New Zealand explored the role of [individual](#), organizational, system, medication-specific, and environmental factors contributing to medication errors. The findings highlight the importance of considering environmental and system factors, in addition to [individual performance](#) issues, to address and prevent medication errors.