



A not for profit company

Policy Number:	1190	Page:	1 of 2
Effective Date:	January 1, 2014	Replaces:	January 16, 2013

SECTION:	CLIENT SERVICES
TOPIC:	MEDICATION ERRORS

**Intent:** To ensure Agency Staff follow procedures upon noticing a medication error.  
 To ensure there is systematic review and follow-up of medication errors.

**A medication error is any error of the seven (7) Rights:**

1. Right Person
2. Right Drug
3. Right Dose
4. Right Route
5. Right Schedule
6. Right Reason.
7. Right Documentation:     **NOTE: Failure to report is also an ERROR!**

A. When a medication error is made and/or noticed, the Staff will do the following:

1. All medication errors must be immediately reported to the Supervisor (follow on-call and emergency procedures in your service area). Staff will follow the procedures in the “what if...” section of the Medication Binder/Package and follow any direction from the Supervisor. An Incident Report must be completed and documentation written in red ink in the Communication Book.
2. A medication error that results in a medical emergency (i.e. individual unconscious, not breathing, etc.) will require immediate accessing of emergency services - **call 911**. Medical emergencies can also result from medication that is not the result of a medication error (i.e. unanticipated medication allergic reaction) Staff will follow the same process as 1. above i.e. report to Supervisor and follow direction, access emergency services (i.e. poison control, pharmacy, 911 and/or Health Link)..
3. If medical treatment is required, then Staff should follow the Emergency Situations Policy.
4. If it is confirmed that an error in the 7 Rights has occurred, the director of the appropriate service area must be notified. The Director will then determine who will notify the guardian of the individual or individuals involved in the medication error. All medication errors will be recorded on the appropriate tracking document, given to the director and placed on the staff’s personnel file.



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  - a) Staff who made the error or noticed the error, will complete an Incident Report before the end of their shift.
  - b) Staff will ensure that all contacts, recommendations made and action taken are recorded.
  - c) Staff will ensure that any outstanding follow-up activities are completed and recorded.
  
- B. Agency Review includes:
  - a) Incident Report Procedures.
  - b) Medication errors are serious and therefore a review will be completed in each situation. The Office supervisor and Service Area Coordinator/Director will assess each situation and determine reason(s) the medication error occurred, and if any preventative measures can be put in place There may be factors beyond an employee not following medication administration procedures. Any preventative measures will be documented ( plans for the employee and or other functional supports),, and review will occur to ensure follow-up occurs. Services will put additional supports in place as applicable (e.g use of timers may help remind staff to delver medications that are given frequently). The Medication Administration Committee will track and review all agency medication errors. This review may include identifying procedure changes required.
  - c) Employee Performance Review:
    - i) The Medication Errors Tracking Sheet will be completed by the Supervisor of the work-site and submitted to the Director. The supervisor will review the error within one week or sooner with the employee who made the error and document the supervision..
    - ii) This documentation will be submitted to the employee`s personnel file..
    - iii) Each medication error situation will be reviewed. Gross negligence that poses serious risk to clients may be considered abuse and could result in ending the employee`s employment. Service Directors will assess each medication error. Human Resources may be approached to address a single or repeated errors. Minimally, after a medication error, the medication practicum retraining process with the employee will be followed.

**Reference**

- Standards
- Guidelines for the Development of Policies and Procedures
  - Directing the Administration of Medication,
  - Alberta Professions and Occupations Bureau
- Incident Report Procedures
- Incident Report Policy
- Medical Process
- Emergency Situations Policy