

# How Your Medication Error Happened, and How You Plan to Keep it From Happening Again

CCF/ICF

Date of medication error: \_\_\_\_\_

UCI #: \_\_\_\_\_

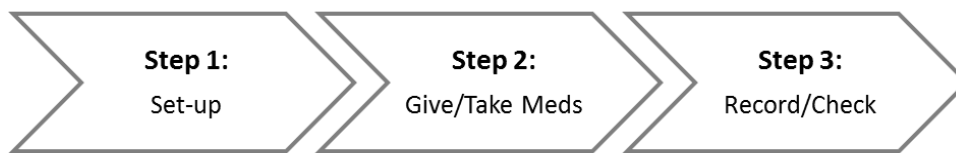
SANDIS Incident #: \_\_\_\_\_

**What went wrong with your resident's medications (meds)?** (Please check all that apply.)

- Missed dose    Wrong med(s)    Wrong dose    Wrong Route    Wrong person    Wrong time

**Who was tasked to give the meds?** (Please check one.)    Nurse    Other Staff    Family

## Giving/taking meds happens in steps:



**What step(s) went wrong and how did they go wrong?** (Please check all that apply.)

### Step 1: Set-up/Prepare Meds

- Did not get meds out on time
- Poured meds before individual was ready
- Poured meds for the wrong individual
- Did not check physicians' orders to see what to give
- Did not get all of the resident's meds from storage
- Got the wrong meds from storage
- Could not find some meds; not in the right place
- Some meds missing because no one ordered them
- Some medications missing; pharmacy mistake
- Resident away and did not have meds
- Resident did not cooperate with med process

### Step 2: Give/Take Meds

- Made a mistake while putting med into a cup
- Left some pills in cup or bubble pack
- Dropped or lost a pill when giving/taking it
- Resident took the medications of another resident

### Step 3: Record/Check Meds Afterward

- Did not make a note in the log saying what meds they gave/took
- Med log did not reflect individual's current medications
- (Person who gave meds) did not check the packs and the meds afterward
- (No one else) checked the packs and the med log after to make sure that resident got the right meds

**Almost done! Please turn page over.**

## Besides Training, what will you do to stop this from happening again?

(Please check all that apply.)

### **Step 1: Set-up/Prepare Meds**

- Have a way to alert staff/residents when it is time for medications (e.g. alarms/reminders)
- Designate one staff person to give meds without other responsibilities
- Designate a specific location away from central activities for giving meds
- Do not pour meds before individual is ready
- Pour meds for one individual at a time, away from other residents and activities
- Organize med cupboard/storage in a simple, clear way
- Set a day and time for checking medication orders and re-ordering meds
- Assign one person to order meds
- Assign one person to check that the pharmacy filled prescriptions correctly
- Assign back-up staff for emergencies, staff vacation, etc.
- Ask pharmacy for med log or other documents

### **Step 2: Give/Take Meds**

- Assign one staff person to know when resident(s) will be away, and to be sure that they have their meds
- Have a plan for making sure that residents have their meds when away (e.g. travel plans with family)
- Set up back-up plans for community outings, day program, etc.
- Plan routines *with residents*- Ask them how they want the routine to go
- Change routines that are not working (e.g. ask if doctor can change medication window)

### **Step 3: Record/Check Meds Afterward**

- Make med logs easier to use (e.g. by color coding, visual reminders)
- Have a plan for using the med log (e.g. who will update it; when they will update it; when and how should staff use the log.)
- Have a plan for making sure that everyone has information that they need (e.g. what happened during the last med pass; have anyone's meds changed.)
- Assign one person to update med log when medications change
- Have a plan for checking to see that meds were passed correctly
- Use bubble packs instead of pouring medications
- Have a plan for checking pill cups and bubble packs are empty at each med pass
- Give pills across a table, or use some other method to lessen the risk of dropped meds
- Have staff/family watch as resident takes her meds; ask if she (he) took all of her meds
- Have a second person check meds and med logs

**Date when you plan to have your changes in place:** \_\_\_\_ / \_\_\_\_ / \_\_\_\_

**Person completing this document:** \_\_\_\_\_

**Vendor Name:** \_\_\_\_\_

**Comments:**

**You are done! Thank you 😊**