

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

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 😊

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