

**OLIVE VIEW-UCLA MEDICAL CENTER
POLICY & PROCEDURE**

NUMBER: 1592

VERSION: 3

SUBJECT/TITLE: MEDICATION ERRORS

POLICY: Medication errors are reported through the UHC Safety Intelligence (SI) system and reviewed to ensure appropriate actions performed.

PURPOSE: To ensure safe, quality care, the organization ensures timely notification of medication error events, initiates appropriate corrective actions and educates staff on safe medication management practices.

DEPARTMENTS: All

DEFINITIONS: **Medication Error** is any preventable event that may cause or lead to inappropriate medication use or patient harm while the medication is in the control of the health care professional, patient, or consumer.

- PROCEDURE:**
- I. Medication Error Reporting**
 - a. Any individual discovering a medication error, shall immediately notify the covering provider. The involved parties will discuss steps required to avoid additional patient harm.
 - b. All medication errors, including actual and potential, shall be reported to the UHC Safety Intelligence (SI) system.
 - c. Pharmacy Interventions shall be documented in ORCHID to identify near misses and potential errors due to prescribing errors.
 - II. Patient Notification**
 - a. The covering provider will notify patients of medication errors that occur in the inpatient setting.
 - b. A pharmacist will notify patients of outpatient pharmacy dispensing errors after reviewing the event with the Pharmacy Director.
 - III. Medication Error Review**
 - a. An investigation of medication errors shall commence as soon as reasonably possible, but no later than 2 business days from the date the medication error is discovered. All medication errors discovered shall be subject to a quality assurance review.
 - b. In the event of any potential serious consequences, a prompt, corrective measure must be taken.
 - IV. Quality Assurance**
 - a. The record of the quality assurance review, as provided above, shall be

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- immediately retrievable in the pharmacy for at least one year from the date the record was created.
- b. Medication Safety Committee shall evaluate reported medication errors for trends and systems issues and recommend appropriate corrective actions to prevent future events.
 - i. In a proactive approach, committee shall review external reports to determine if facility is at risk and determine appropriate actions to minimize risk of similar events.
 - c. Reports are forwarded at least quarterly to the Pharmacy and Therapeutics Committee for review and implementation of corrective action, if deemed appropriate.

References: National Coordinating Council for Medication Error Reporting and Prevention. United Healthcare Consortium. www.uhc.edu	
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