

<p><b>Status: Standard Procedure:</b> Specifies the procedures to be followed, only in exceptional circumstances should these not be followed.</p>	<p><b>Policy No: CLSP 08</b> <b>Version No: 0</b> <b>Date Approved: 01/03/11</b> <b>Date: 01/03/13</b></p>
<p><b>Title:</b> Standard Procedure for Reporting and Recording Medication Errors/Adverse Events and Adverse Drug Reactions.</p>	
<p><b>Written by:</b> Clinical Practice Project Group</p>	
<p><b>Approved by:</b> National Risk Management Committee Joe Wolfe &amp; Associates</p>	
<p><b>Cross Reference:</b></p>	

### 1.0 Purpose

The purpose of this standard procedure is to record and track medication errors and to utilise the information collected, to improve the quality and safety of the administration of prescribed medication to Cheshire service users.

### 2.0 Scope

This standard procedure relates to all Cheshire services where medicinal products are administered to non-self-medicating service users, and where Cheshire service users self-administer.

### 3.0 Responsibility

- It is the responsibility of all staff who administer medication to follow this standard procedure.
- It is the responsibility of service managers to ensure staff are familiar with the standard procedure and to monitor compliance.

### 4.0 Definitions

#### Medication Errors

Medication errors are defined as preventable events that may cause or lead to inappropriate medication use or service user harm, while the medication is in the control of the health care professional or service user.

Medication errors can occur at any point in the medication management cycle.

A medication error is defined as any of the following:

- 1) Administration error
- 2) Loss or wastage of a drug/medicine/therapeutic preparation
- 3) Poorly written prescriptions
- 4) Error in dispensing
- 5) Careless handling/storage (National Co-ordinating Council for Medication Error Reporting, 1998).

A medication error may include medication:

- To the incorrect person.
- Via the incorrect route.
- At the incorrect time.
- Incorrect medication.
- Incorrect dosage.
- Failure to give the prescribed medication.

### **Adverse Event**

Any event or circumstance, which could have or did lead to actual or possible personal injury, personal harm, property damage or loss (Health and Safety Authority, 2005).

### **Adverse Drug Reaction**

An adverse drug reaction is defined as 'a reaction which is noxious and unintended and which occurs at doses normally used in man for prophylaxis, diagnosis or therapy or disease, or for the modification of physiological function. This definition excludes accidental or deliberate excessive dosage maladministration.' (Irish Medicines Board, 2005).

It is important to report these to the Irish Medicines Board to track reactions to new products or new reactions to vaccines etc. Serious suspected reactions to established products (i.e. those available on the market for > 2 years). Any suspected increase in minor reactions.

**In simple terms an adverse drug reaction is when a person has an unintended reaction to a drug, when no error has occurred in administration.**

## **5.0 Procedure for Medication Error/Adverse Event:**

- On discovery of, or in the event of a Medication Error, the staff member involved will immediately inform the senior member of staff on duty i.e. senior care worker, nurse, manager or team leader.

- The staff member will follow the instructions of the senior staff member with regards to any action to be taken following the medication error.
- The staff member or senior staff member may need to consult the GP, local pharmacist, accident and emergency department or poisons unit\*.
- An Adverse Event Report form will to be completed, signed and provided to the Local Safety Committee.
- If action is required or the event is of a serious nature, an Investigation Report will be completed.
- If the adverse event occurs frequently an Adverse Event Continuous Monitoring Form will be completed.
- Where necessary the staff member involved will be consulted and counselled and may be required to re-educate themselves on the Policy and Standard Procedures on Medication Management.
- There must be a no blame culture in Cheshire Ireland in the management of risk in relation to medication management. Staff are actively encouraged to report medication errors in the interest of quality improvement.
- Information from the Adverse Event Report will be gathered, collated and utilized in future revisions of the Standard Procedures for medication administration to non self-medicating service users.
- The event must be recorded in the service users Best Possible Health Daily Communication Sheet.
- The service manager will inform of the event to the next of kin as appropriate.

## **6.0 Procedure for Management of Adverse Drug Reaction**

This outlines the procedure for management of an adverse reaction to a drug by a service user when a medication error has **NOT** occurred.

- On discovery of, or in the event of an adverse reaction, the staff member involved will immediately inform the senior member of staff on duty i.e. senior care worker, nurse, manager or team leader.
- The staff member will follow the instructions of the senior staff member with regards to any action to be taken following the medication error.
- The staff member or senior staff member may need to immediately consult with the GP, accident and emergency department or poisons unit\*.
- The staff member will record the event in the personal record of the service user.
- The staff member will arrange for the service user's medication to be reviewed by the G.P. prior to administration of the same drug again.
- The service manager will report the details of the event to the Irish Medicines Board on the Irish Medicines Board adverse reaction report form as soon as possible (see Appendix 1).

## 7.0 References

An Bord Altranais (2007) *Guidance to Nurses and Midwives on Medication Management*. [www.anbortaltranais.ie](http://www.anbortaltranais.ie)

Health and Safety Authority (2005). *Auditing an Occupational Safety, Health and Welfare Management System*. Health and Safety Audit Tool for the Health Services,

Irish Medicines Board, (2005). 'About Pharmacovigilance'. [www.imb.ie](http://www.imb.ie)

National Co-ordinating Council for Medication Error Reporting and Prevention (1998) (cited 5 Sept 2002). *About Medication Errors*. National Co-ordinating Council for Medication Error Reporting and Prevention.  
<http://www.nccmerp.org>

## 8.0 Appendices

### Appendix 1

#### Useful resource and addresses:

Irish Medicines Board Adverse Reaction Report Form [www.imb.ie](http://www.imb.ie) )

The Pharmaceutical Society of Ireland  
18 Shrewsbury Road, Dublin 4  
Tel: 01 - 283 7294  
[www.pharmaceuticalsociety.ie](http://www.pharmaceuticalsociety.ie)

National Medicines Information Centre  
St. James's Hospital, James's Street, Dublin 8  
Tel: 01 - 410 3000  
[www.stjames.ie/clinicalservices/nationalmedicinesinformationcentre](http://www.stjames.ie/clinicalservices/nationalmedicinesinformationcentre)

National Poisons Information Centre  
Beaumont Hospital, Dublin 9  
Tel: 01 – 809 3000  
[www.beaumont.ie/public/npic](http://www.beaumont.ie/public/npic)