



ALL ISLAND CASE MANAGEMENT CORPORATION

Your Case Management of Choice

HAND-OUTS INFORMATION ON PREVENTING MEDICATION ERRORS

The task of ensuring medication safety can be managed by consistently using the five (5) rights of drug administration.

Procedure:

Always follow the established procedure to make sure you give the right drug, in the right dose, to the right resident, at the right time and by the right route. Immediately after giving the drug, you need to provide the right documentation. This procedure includes:

- Checking the order, medication record and label;
- Confirming the resident's identity;
- Following standard drug safety procedures;
- Addressing all of the resident's questions;
- Correctly documenting the drug administration to the resident's MAR chart.

1 – RIGHT DRUG:

Make sure you have a *written MD Order* for every medication given. Always make sure that there is a MD Order form completed by the resident's physician during each visit. If there is a prescription for the resident, make sure that you make a copy of the prescription and attach to the MD Orders completed by the physician. This includes all verbal medications. Use "verbal" MD Orders only in emergencies; write them out and get the prescriber (physician) to sign them within twenty-four (24) hours. Document the information to the MD Order form that includes the date, time, medication, dose and the persons name and title who issued the verbal orders (instructions).

2 – RIGHT DOSE:

Check the container label three (3) times to make sure you're giving the prescribed drug and the prescribed dose.

- First, check the label when you take the container from the storage area.
- Second, check the label right before pouring the drug into the medication cup or drawing it into the syringe.
- Third, check the label again before returning the container to the storage area. Check the label for the third time immediately after pouring the medication and again before discarding the wrapper.

Never administer a medication from a poorly labeled or unlabeled container. Also, don't attempt to label a medication or to reinforce a label that is falling off or improperly placed. Instead, return the drug to the pharmacist for verification and proper relabeling.

3 – RIGHT ROUTE:

You will need to administer the medications by many routes, including oral (PO), intramuscular (IM), subcutaneous (SC), topical, ophthalmic, recta (PR), inhalation, nasogastric (NG), otic and vaginal. Always verify the route with the medication orders, and the medication label.

4 – RIGHT TIME:

Ensure that timely delivery of the resident's drugs by scheduling dosage with other drugs. It is important to keep the scheduling of medications consistent.

5 – RIGHT RESIDENT:

Before giving the medication to the resident, make sure that you have the right resident to the right drug.

RIGHT DOCUMENTATION:

Proper documentation includes the resident's Medication Administration Record (MAR), and the residents observation notes. The service provider who actually administers the medication should initial the resident's MAR. Documentation to the resident's observation notes should include any side effects that the resident may experience. Document all VERBAL MD ORDERS taken over the telephone.

SAFETY PROCEDURES:

Whenever you administer a medication, follow these safety procedures:

Never give a drug poured or prepared by another person.

Never allow the medication out of your sight once you've prepared a dose.

Never leave medication at a resident's bedside.

Always observe the resident during medication administration, make sure the resident swallows oral drugs, used an inhaler appropriately. If the resident is giving the drug to himself, make sure his technique is correct.

Never return unwrapped or prepared drugs to the container, instead, dispose of them and notify the pharmacy.

Always keep the medication secured and locked at all times.



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Always stay with the resident until they have swallowed the medication. Return to the resident's room and reassess the resident's response within one hour of giving the medication.