

While medications can have a positive impact in treating diseases and increasing life expectancy, if administered incorrectly they have the potential to cause harm as well. The Australian Commission on safety and quality in health care is an Australian Government agency that leads and coordinates national improvements in the safety and quality of health care based on the best available evidence. At Aktrapid our medication error policy strictly adheres to the grounds set up by this.

PURPOSE

Aktrapid is committed to ensuring that all our nursing staff practice safe medication administration in order to minimise the risk of harm to patients and residents.

This document aims to outline Aktrapid's expectations of all nursing staff, and our procedure if receiving a report of any medication error made by a nursing staff member.

Nurses are required to comply with the standards set by AHPRA and the procedures laid out by Aktrapid.

SCOPE

All medication error complaints received for an Aktrapid Endorsed Enrolled Nurse and Registered Nurse.

DEFINITIONS

A medication error is any deviation from the physician's medication order as written on a patient's chart.

Medication errors include:

- Medication administered to the wrong resident/patient
- Wrong dose of medication given to the resident/patient
- Patches not applied or removed
- Late administration of medication
- Incomplete medication rounds

Omission errors include:

- Drug sheets not signed
- Documentation not completed
- Administration of medication not recorded in resident/patient's notes

PROCESS

If discovered that a medication error or omission in medication has occurred while in the care of an Aktrapid nurse, the agency will take the following steps to investigate the incident to take the necessary actions.

MEDICATION ERRORS HANDLING APPROACH

- The nurse will be **suspended** from attending any future shifts they are allocated to through Aktrapid.
- The Clinical Administrations Officer will be in touch with the nurse as well as the facility to gain all required information.
- The nurse and facility are required to fill out an incident/feedback assessment form and return to Aktrapid as soon as possible.
- Nurses are required to comply with the Clinical Administration Officer – A registered Nurse employed by Aktrapid to handle medication incidents.
- Once the Clinical Administration Officer has gathered all necessary information, they will confirm the error/omission, and depending on the severity of the incident the nurse will be permanently excluded from the affected facility and/or from receiving any further shifts through Aktrapid.
- Verbal and written complaints (Via Aktrapid Feedback Assessment Form) are logged in Aktrapid's Issues, Incidents and Improvements Request (IIIR) system and acted upon as per the Risk Matrix. This will ensure that the appropriate level of personnel can respond.
- Nurses with pending incidents are required to comply with the Aktrapid procedures set in place till the issue is handled.
- If the evidence confirms the error, and depending on the severity of the error, the nurse will be permanently excluded from the affected facility and/or from receiving any future shifts through Aktrapid.
- Verbal notification will be followed up with written advice of the result of the investigation and the action being taken. A copy of the notification will be recorded and held on the members file.
- Where a Non-Critical medication error is confirmed, the staff member will be required to attend an unpaid '**Medication Refresher**' training session, provided free of charge to Aktrapid staff at our head office within 90 days of the medication error being confirmed.

Consequences of not attending the Medication Refresher workshop on the scheduled date will result in the staff member receiving a 'third medication error report' and risk the agency suspending their account and removal from any allocated shifts in the future.

- If a third medication error report is received for the same staff member, Aktrapid will deactivate the member's file and terminate their employment.

OMISSION ERRORS HANDLING APPROACH

The Aktrapid nursing staff member will be made aware that they have missed a signature or not completed documentation. This will be followed up in writing.

- The staff member will be required to immediately return to the facility at their own expense to complete documentation as required.
- Notes of this occurrence and copy of notification will be recorded and held on the nursing staff member's file.
- Aktrapid will require notification from the facility that the omission has been rectified before a nurse will be offered another shift at the affected facility.
- **This omission will be treated as a Medication Error and count towards the 2 and 3 error report rule as stated above.**

SUPPORTING DOCUMENTS

- III R register – Internal Document
- III R form – Internal Document
- Feedback Assessment Form – External Document – Member and Facility