

Enhancement Medication Error Reporting Culture

BACKGROUND

The Pharmaceutical services administration noticed a low number of self reported medication errors among the staff. The team conducted a study to evaluate the reasons for the low reporting numbers. Several factors were found. The main identified barriers was: the staff faced challenges in using the electronic form and provide the needed data as required.

PROJECT OVERVIEW

Objectives

The aim is to share the experience in the prevention error through discussing reported errors with full transparency. Also, to reach an accurate and proper functioning national standardized system for MEs detection and reporting by using a unified terminology all over the country which is necessary for a better knowledge sharing and practice change.

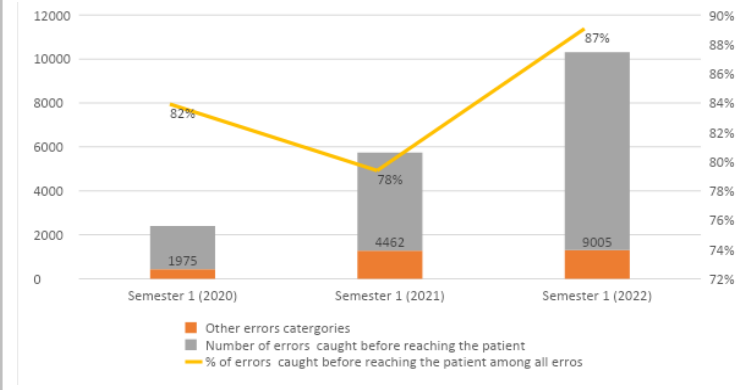
Method

Retrospective method data collection using retrospectively collected data from the medication error reporting link. The PDCA –cycle methodology was used in the project

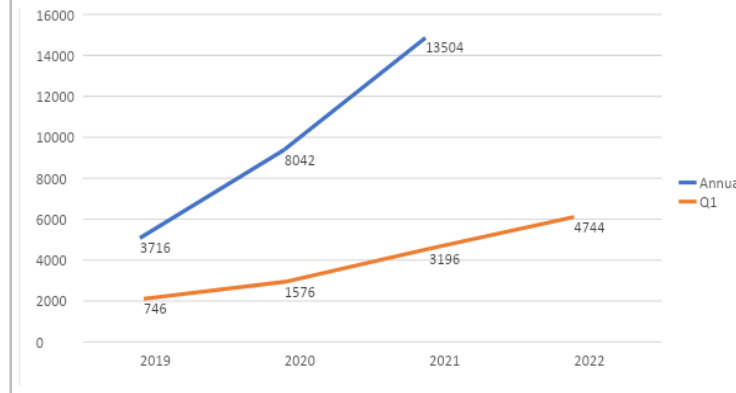
CHALLENGES

- Inherent fear of retribution, punitive actions, and professional humiliation prevented self-reporting of medication errors.
- Shift from manual to electronic reporting and provide needed data.

Categories of reported medication errors.



The evolution of the number of reporting medication errors.



Performance Improvement Action Plan

- The project was discussed by the higher authority to transform the reporting process from manual to electronic system and to have an easy access link.
- The medication safety unit in the Pharmacy department conducted awareness sessions continuously to all healthcare providers and has monitored closely the medications error rate (any adverse event reporting).
- Pharmacy leaders encouraged the staff to document errors.
- Implemented the course of basic medication safety.
- Discussing the of medication error in all hospitals during the monthly leadership meeting.

OUTCOMES

- The rate of reported errors has increased approximately 4 times in 2021 (13,504) compared to 2019 which was (3,716).
- Medication errors are detected early before reaching the patient
- Prevent patient harm related to medication error.