

Policy:

It is the policy of Thrive Behavioral Network, LLC that all direct service staff members will be instructed in proper medication documentation by the facility nurse or designated supervisor during the orientation. It is the responsibility of direct service staff to utilize this knowledge and follow this procedure at all times.

Procedure:**428.10 Medication Errors****Subpart 1 – Definition**

Medication errors are defined as the following:

- Wrong medication given
- Dose omitted
- Dose duplicated
- Wrong route of administration
- Incorrect dosage
- Not ordered
- Wrong time
- Medication taken by wrong client
- Error in original order
- Error in transcription (order incomplete, order illegible, etc.)

Subpart 2 – Notifications

The staff responsible for medication supervision at the time the medication error is first noticed must notify the facility nurse or take appropriate medical action, as well as complete Form 4029 – Medication Incident / Error Report. The nurse will then notify the Program Director.

Subpart 3 – Corrections

If the medication was given, but not initialed by a client or staff, the client or staff will initial the space in black ink at their first opportunity.

Subpart 4 – Refusals

It is the client's right to refuse any medication or treatment, even in the event of a client under a JARVIS order. However, staff still hold responsibility for accurately and in a timely manner documenting and following up with any medication refusals.

Thrive Behavioral Network, LLC

Medication refusals should be tracked by documenting "R" for refusal in the appropriate space in the clients MAR or eMAR. Staff should enter a shift note specifying the medication refused by the client, the time, the reason, and what attempts were made to explain to the client the importance of taking their prescribed medications as ordered. This should further be communicated to all proceeding shifts in the facility communication log and at shift change.

All refusals should be followed up by the facility nurse at the earliest available time, to evaluate the reason for medication refusals and to determine if a licensed prescriber should be notified in order to facilitate better medication adherence.

Subpart 5 – Staff Responsibilities

If there is a medication error, the staff working must:

- Attempt to notify the facility nurse or supervisor immediately.
- Record the following information on Form 4029 – Medication Incident/Error Report.
 - Date, time, medication, and dosage of medication error.
 - Reason of medication error.
 - Notification procedure of facility nurse or supervisor.
 - Recommendation of facility nurse or supervisor.
 - Legal signature and job title in black ink of staff working, facility nurse/supervisor and client involved.
- See that all recommendations of supervisor are followed through and documented accordingly.

Subpart 6 – Adverse Reactions

Adverse drug reaction (ADR) is any harmful, unintended, undesirable, or unexpected response to a drug that occurs at doses used for individuals to assist with prophylaxis, diagnosis, therapy of disease, or for modification of psychological function. This definition excludes predictable, dose related side effects which result in little or no change in care management.

Indications of an ADR include but are not limited to; anaphylaxis, arrhythmia, convulsions, hallucinations, shortness of breath, rashes, itching, hypotension, dystonia, leukopenia, urinary retention, and also includes true allergic (hypersensitivity) reactions and idiosyncratic reactions.

Responsibilities

- **Direct Care Staff:** Observe and report to nursing staff any suspected adverse drug reactions.
Registered Nurses: Observe, attempt to notify Licensed Prescriber and Program Director (if available), transfer to higher level of care if warranted. While adverse reactions are not a medication error, any observed adverse reactions should be documented on Form 4029 for medications errors and documented as "Other".

If these adverse reactions require an ER transfer, Form 1003 Client Incident Report in the electronic record must also be completed.