

# LEON COUNTY E.M.S.

## Standard Operating Guideline

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Title: Medical Error Reporting

CAAS: 202.05.01

Effective: June 15, 2012

Reviewed: December 2012

Revision: 1

Pages: 2

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### I. PURPOSE:

The purpose of this Standard Operating Guideline is to describe the process for employees to report erroneous medication administration. Any incidents involving improper medication administration must be documented and addressed immediately.

### II. GUIDELINE:

It is the guideline of LCEMS that every patient will receive medications in accordance with medical protocol or online medical direction. Medication errors will be treated with the utmost confidentiality. Any person who is aware of details regarding a medication error is expected to handle them with the utmost discretion.

### III. PROCEDURE:

1. Every medication error must be documented on a Leon County EMS Medical Quality Assurance Report. This documentation may be completed by any field staff member.

The following types of incidents are considered medication errors.

- Any medication given when not indicated by the most current version of Leon County EMS medical protocols or expressly ordered by online medical direction.
  - Any medication given in dosage not indicated in the Leon County EMS medical protocols or expressly ordered by online medical direction.
2. Procedure for filling out Medical Quality Assurance Report
    - A. Immediately after the incident, the crew member involved will:

- Locate the blue Medical Quality Assurance Report in the clipboard in the ambulance or in the EMS download room in logistics
- Accurately document the
  - ✓ Date of error
  - ✓ Time of error
  - ✓ Run number
  - ✓ Date report was completed
  - ✓ Location of error
  - ✓ Description of error
  - ✓ Printed name of person filling out report
  - ✓ Signature of person filling out report
- Personally turn in the Medical Quality Assurance Report to the IQM Manager or place the report in the locked office of the IQM Manager

B. If a medication error is discovered during the IQM process as a part of run report review, the person noting the error will complete the Medical Quality Assurance Report and personally turn in the Medical Quality Assurance Report to the IQM Manager or place the report in the locked office of the IQM Manager.

3. Investigation of medication errors
  - A. Medication errors will be investigated immediately by the IQM Manager.
  - B. Specific attention will be given to all parties involved from their point of view. Additional Incident reports may be requested from other parties involved.
4. Resolution of incident
  - A. An incident may or may not be resolved in a timely manner, but the matter will receive its deserved attention.
  - B. The crew member involved will be counseled on the proper treatment/dose and be required to do remedial training in that area before returning to work.
  - C. In any event, the crewmember or persons involved will be counseled and given feedback regarding that specific incident so that future occurrences will not happen.
  - D. A copy of the Medical Quality Assurance Report will be placed in the crewmember's file. Any additional similar occurrences will be noted as a repeat occurrence and be dealt with on a case by case basis.
5. All medication errors will be reviewed at a monthly IQM meeting with the Medical Director.