

## Community Connections Support Services - Policies and Procedures

<b>Section</b>	<b>Health and Safety Policy and Procedures</b>
<b>Subject</b>	<b>Medication Errors (hs082)</b>
<b>Applies To</b>	<b>Employees and Subcontractors</b>
<b>Effective Date</b>	<b>January 1999</b>
<b>Date Revised</b>	<b>December 2017</b>

**Policy:** Employees and subcontractors will be familiar with and adhere strictly to the Medications Policy (hs070) and provide medication management and monitoring in accordance with procedures outlined. Where errors occur, despite best efforts, all incidents will be addressed using appropriate procedures.

### **Procedures:**

The following are considered medication errors:

- Failure to administer a medication
- Administering a medication to the wrong person
- Administering a medication more than 1/2 hour before or after the time it is ordered to be given
- Administering the wrong medication
- Administering the wrong dose
- Administering a medication by the wrong route
- Spilled medicine
- Refusal by the person supported to take medication

If any of the above errors result in illness, adverse reaction or distress for the person supported, procedures for responding to a medical emergency are to be followed (see policy hs011). As with all emergency response preparedness, it is important that contact information for emergency services are easily accessible or posted in a visible location when possible.

If there is no noted illness, adverse reaction or distress, it is still good practice to call the dispensing pharmacy and/or HealthLink BC (dial 8-1-1) to get professional instruction and advice.

### **Reporting a Medication Error**

According to CLBC, a medication error requiring the completion and submission of a CLBC Critical Incident Report form is defined as “mistakes in administering medication that adversely affects an individual, or requires emergency care by a medical practitioner or nurse practitioner, or transfer to a hospital” (CLBC, 2017).

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All other medication errors will be reported using the CCSS Non-Critical Incident Report Form (see policy hs040.3). This form is also available on-line at [team.commconn.ca](http://team.commconn.ca) or [homeshare.commconn.ca](http://homeshare.commconn.ca)

Once it is determined whether or not a medication error is considered critical or non-critical, all procedures identified in CCSS policy on Incident Reporting are to be followed (see hs040).

An employee or subcontractor can expect to be contacted by their supervisor or home share coordinator in the event of repeat medication errors.

### **References:**

CLBC. (2016). Critical Incidents Service Provider Requirements Guide. Retrieved December 12, 2017, from <http://www.communitylivingbc.ca/wp-content/uploads/CI-SP-GUIDE-March-2016-Final.pdf>

HealthLink BC. (2017, November 14). About 8-1-1. Retrieved December 12, 2017, from <https://www.healthlinkbc.ca/services-and-resources/about-8-1-1>

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