

**OKALOOSA COUNTY  
EMERGENCY MEDICAL SERVICES  
STANDARD OPERATING PROCEDURE**

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<b>Title:</b>	<b>Medical Error Reporting</b>
<b>Policy:</b>	<b>108.00</b>
<b>Purpose:</b>	<b>To describe the process for employees to report erroneous medication administration. Any incidents involving improper medication administration must be documented and addressed immediately.</b>

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**Policy:**

Every medication error must be documented through an Incident 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 Okaloosa County EMS medical protocols or expressly ordered by online medical direction.
- Any medication given in dosage not indicated in the Okaloosa County EMS medical protocols or expressly ordered by online medical direction.

Procedure for filling out an Incident Report associated with a medial error.

Immediately after the incident, the crew member involved will:

1. Accurately document:
  - a. Date & Time of error
  - b. Run number
  - c. Date report was completed
  - d. Location of error / Description of error
  - e. Printed name and Signature of person filling out report
2. After completion, email the on duty Shift Commander with the incident report.

If a medication error is discovered during the QA process as a part of run report review, the person reviewing the error will complete an incident report and email it to the on duty Shift Commander.

Investigation of medication errors

1. Medication errors will be investigated immediately by the on duty Shift Commander.
2. Specific attention will be given to all parties involved from their point of view. Additional Incident reports may be requested from other parties involved.

Resolution of incident

1. An incident may or may not be resolved in a timely manner, but the matter will receive its deserved attention.
2. 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.
3. In any event, the crewmember or persons involved will be given feedback regarding that specific incident so that future occurrences will not happen.
4. A copy of the Incident 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.

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**Accountability and Compliance:**

All medication errors will be reviewed at the monthly MDQA meeting with the Medical Director.

All errors will be tracked by the OCEMS training department.

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