Medication Administration Accuracy
Standardizing Processes Improves Accuracy & Promotes a Culture of Safety

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Background & Significance

Background:
2008 - UCSF Department of Nursing launched the MAAP project in an effort to reduce nursing medication administration errors.
2011 - Nurses on MAAP team collaborated with Pharmacy to perform the Annual Observation study.
1200 total doses observed annually
- In preparation for BCMA implementation:
  • MAAP team ensured the 6 processes for safe medication administration were incorporated into BCMA training & workflows
  • Each unit nominates direct-care nurses as Unit Team Leads
  • Every nurse demonstrated competency in BCMA simulation training and is held accountable for complying with the process

Promoting a Culture of Safety
Established a shared vision that all patients will be administered medications in the exact same way, every time. And that patients will be engaged in their own care. A strategy for change and improvement was established, allocating financial, personnel, educational, and time resources to the development of the BCMA simulation training process.

Focussed on process, workflows and systems and minimized individual blame.

Significance:
Many serious medication errors are preventable and threaten patient safety & quality of care.
- Med admin accuracy is a “core of quality” measure yet is often not utilized as a performance improvement tool.
- Administering medications accurately is achieved by standardizing the administration process.

Engaging direct-care nurses in measuring their own data is crucial to creating a culture of safety. The role that front-line nurses play in direct patient care:
- Places them in a unique position to prevent medication administration errors.
- Gives them the insight necessary to drive significant change at the unit level.

Direct observation of the medication administration process provides an additional perspective on errors.
Utilizing a 3-pronged approach allows for a more complete picture of medication errors: review incidents reports, BCMA compliance rates and observational data.

Evaluation & Implications for Practice
- Standardizing the medication administration process ensures the “5 Rights” are achieved, and ultimately decreases errors.
- Front-line nurses are essential in identifying opportunities for improvement on their units, as well as establishing and sustaining best practices.
- Repeated observation studies, improve outcomes over time.
- Incorporating the 6 processes for safe med administration into BCMA training and practice is essential for compliance.
- Collaboration between nursing and pharmacy results in more complete and accurate assessments of the scope of nursing medication administration errors.

Strategy & Implementation

Direct Observation Methodology
Nurses trained in direct observation methodology performed observations of nursing medication administration processes and documented adherence to the standardized processes:
- 100 dose observations on each unit (12 adult inpatient units)
- 1200 total doses observed annually
- Each unit nominates direct-care nurses as Unit Team Leads (UTLs)
- Nurses use observation data to identify opportunities to improve process reliability and perform monthly rapid improvement cycles, implementing changes on their units.

Promoting a Culture of Safety
- Unit Team Leads facilitate improvement strategies based on:
  1. Medication administration observation data that they collected
  2. Utilization of the PDSA model of improvement to facilitate improvement strategies

Results

Compliance with Six Safe Processes

Errors in Medication Administration

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