



Pittsburgh Regional Healthcare Initiative

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Medication Error Reporting

As good as it gets? ... or can we do better?

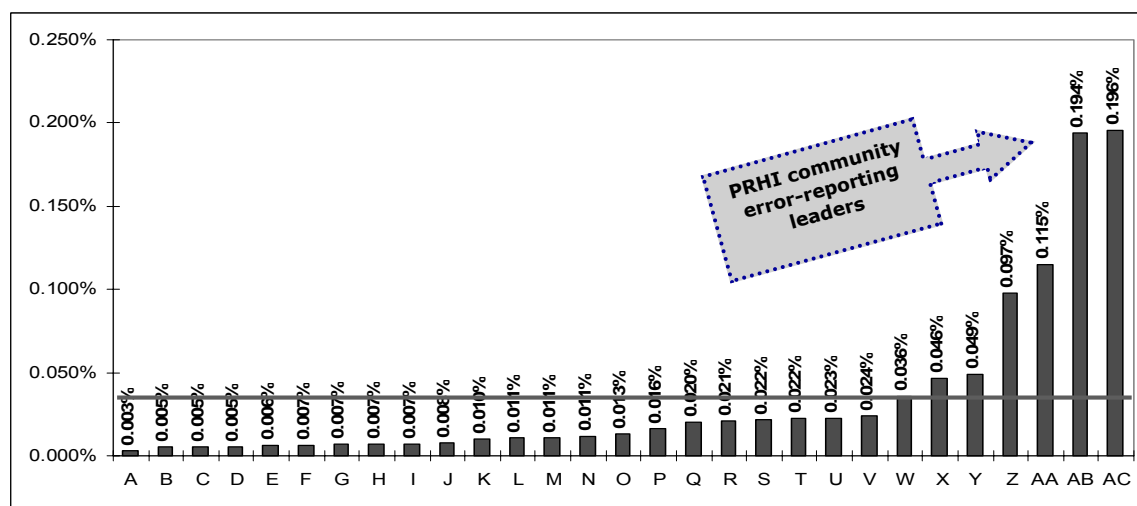
More medication errors are being reported in PRHI partner hospitals, and that's a good thing. When it comes to learning and improving, the only good error is a reported error.

The Institute of Medicine estimates that medication errors occur in about 5% of all orders. And yet the chart below shows that, during the second quarter of

The hospitals with more aggressive reporting rates are beginning to realize dividends. Increased reporting has led to increased problem-solving.

We can do better. PRHI's error-reporting leaders are willing to share their approaches with others interested in driving up their reporting rates. Contact PRHI for further information.

**Reported Medication Errors Per Units Dispensed: by PRHI hospital partners
Second quarter 2002**



In

2002, PRHI partner hospitals reported an average error rate of just .034%.

The best voluntary reporting system won't capture every error. But is .034% as good as it gets?

A few hospitals are reporting much more aggressively than the rest. What sets them apart?

- ✓ Their leaders personally, regularly communicate with employees the expectation that errors will be reported in a non-punitive environment.
- ✓ Their error reporting systems are simple to use.
- ✓ Error reports result in *feedback* and *action*—not blame.

the coming year, PRHI will examine ways to recognize and reward the institutions that have been successful in promoting error reporting by frontline staff. Your ideas are welcome.

PRHI Staff Contacts

- **Medication Safety Advisory Committee** (MSAC), consisting of pharmacy professionals from the region's healthcare facilities, is charged with deploying the MedMARx data reporting system. An affiliated MedMARx User's Group addresses operations issues, such as data entry standards, data usage, best practices, communications, practices for using the reporting platform, report design and recommended areas of inquiry. **Contact: Heidi Norman**, Patient Safety Team Leader, 412-647-0672, hnorman@prhi.org
- **Medication Safety Working Groups** meet throughout the region, learning and applying knowledge and garnering more ideas from the field. **Contact: Stacie Amorose**, Medication Safety Specialist, 412-535-0292, ext 106, samorose@prhi.org

