

# Partners in Recovery

POLICY AND  
STANDARDS

*Applicable Arizona Department of Health Services Behavioral Health Licensing Rule(s):  
R9-20-201.B.2.l*

## **Policy Name: Adverse Drug Event and Medication Errors**

**Policy Number: RM - 0003**

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H.M. Gilbert Jr., Executive Director, PIR

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Date

### ***Cross Reference(s)***

*Required Incidents Reporting:*

### ***Policy Statement***

Partners in Recovery monitors suspected or actual adverse drug events and medication errors and reports these to the appropriate regulatory, oversight and/or quality management entities in a timely manner.

### ***Purpose***

To maintain high quality medication management processes that are consistent with all governing regulatory entities in all of Partners in Recovery clinical sites.

### ***Scope***

Partners in Recovery Direct Care Clinics.

### ***Key Terms***

*Adverse Drug Reaction*

Any response to a drug that is detrimental, unintended or unexpected in doses recognized as accepted in medical practice for prophylaxis, diagnosis or therapy of disease. This includes any unsuspected or undesired effect of a drug following normally prescribed doses that results in death, hospitalization, prolonged hospital stay or transfer to a more intensive level of care, significant discomfort or distress to the consumer that negatively impacts the outcome or progress of the of the consumer's clinical condition; or that requires some sort of management including but not limited to, discontinuation of the causative medication or treatment with another medication. Intentional or accidental poisonings or an event associated with drug abuse or withdrawal is NOT considered an ADE.

*Medication Error*

Any preventable event that may cause or lead to inappropriate medication use or patient harm while the medication is in control of the health care professional or patient. These events may include the following: the wrong dose or medication was given, the medication was given to the wrong Consumer, the dose was administered at the wrong time or the wrong route for administration was used.

*Quality Management (QM)*

The system of managing the quality of services delivered within Partners in Recovery.

### ***Standards***

- I. Nurses and Behavioral Health Medical Practitioners (BHMPs) monitor all consumer medication effects including adverse drug events (ADEs) and medication errors.

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- II. Procedures when it is suspected that a consumer is experiencing an adverse drug event
- A. A Nurse assesses the consumer immediately to determine if there is an ADE.
  - B. If the consumer is experiencing an ADE, the Nurse immediately notifies the BHMP who determines if the ADE constitutes a medical emergency and/or whether medical services are needed.
  - C. If the BHMP determines it is a medical emergency and/or medical services are needed, the Nurse:
    - 1. Calls 911 as determined by the BHMP
    - 2. Arranges for the provision of the required medical services
    - 3. Notifies the Site Administrator and Magellan Director of Pharmacy
    - 4. Completes an Incident/Accident/Death form (Provider Manual 7.4.1) if the consumer requires medical services
    - 5. Completes a MEDWATCH form if the adverse drug event resulted in the consumer requiring medical services.
    - 6. Documents the ADE in the consumer's medical record including findings, care/treatment provided and outcome.
  - D. If the BHMP determines that it is not a medical emergency and medical services are not needed, the Nurse documents the ADE in the consumer's medical record.
  - E. Completed Incident/Accident/Death forms are reviewed by the Medical Director and Site Administrator prior to submission.
  - F. The Site Administrator ensures regulatory agencies and quality oversight bodies are verbally notified as required (see *Required Incident Reporting policy*) and forwards completed forms to the Magellan's Quality Management Department for tracking, trending and notification requirements including the FDA for the MEDWatch program as appropriate.
  - G. The Director of Pharmacy and the agency Medical Director review all reports of suspected ADEs to review trends and assess any organizational issues that may contribute to ADEs.
  - H. The Pharmacy and Therapeutics committee reviews a summary of all ADE reports and trends on a quarterly basis.
  - I. The Quality Management department will perform clinical reviews as outlined in the *Required Incident Reporting policy*.
- III. Procedures when a medication error has occurred or is suspected
- A. Medication errors (known or suspected) are reported to a Nurse who immediately assesses the consumer and determines if a medication error has occurred.

- B. If a medication error has occurred and medical services are necessary, the Nurse:
  - 1. Notifies the BHMP
  - 2. Calls 911 if the medication error creates a medical emergency
  - 3. Arranges for medical services as necessary
  - 4. Completes an Incident/ Accident/Death form
  - 5. Documents the medication error in the consumer's medical record
- C. Completed Incident/Accident/Death forms are reviewed by the Medical Director and Site Administrator prior to submission.
- D. If a medication error has occurred and medical services are not necessary, the Nurse:
  - 1. Notifies the BMHP
  - 2. Completes the Medication Incident Reporting form
  - 3. Documents the medication error in the consumer's medical record
- E. The Site Administrator ensures regulatory agencies and quality oversight bodies are notified as required (see *Required Incident Reporting policy*) and forwards completed forms to the Magellan Quality Management Department and Adult Medical Director for tracking, trending and notification requirements.
- F. The Partners in Recovery Adult Director reviews all medication error forms and in collaboration with the Clinic Medical Staff and Magellan Quality Management Department identifies opportunities for improvement of medication prescription and administration procedures.

***Associated Partners in Recovery Direct Care Clinics Forms & Attachments:***

*Incident/ Accident/Death Report Form*

*Medication Incident Reporting Form*

*MEDWATCH Reporting Form*

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