Table 1: Definitions of 10 Factors Contributing to Medication Incidents10

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| Factors | Definition |
| Patient Information | Information on the individual patient includes unique identifiers, demographics, and clinical information/data that is considered when prescribing, transcribing, dispensing, administering, and documenting. |
| Drug Information | Information on drug(s) is known or accessed when prescribing, transcribing, dispensing, and administering medications. |
| Communication | Communication includes all forms of verbal and written communication among the health care team during all stages of the medication management process. |
| Drug Names, Labeling & Packaging | |  | | --- | | Drug names, labels and packaging are clear/complete/legible. Packaged drugs are intact, no signs of deterioration. | |
| Drug Storage & Availability | Drugs are distributed and available for on-time administration. Unit stocked drugs are available and stored to support timely and safe preparation. |
| Drug Delivery Device | Devices are prepared/programmed correctly and assessed/monitored for correct delivery of drugs. |
| Environmental & Human Limitations | Stressors in the work environment and the limitations of humans that influence the safety and efficiency of the medication administration process. |
| Competency & Education | Knowledge, skill and/or abilities of all members of the health care team that contribute to safe medication management. Continuing education is required to be competent in new medications and practices. |
| Patient/Family Education & Engagement | Active patient/family involvement in all stages of the medication administration process including education. |
| Policies & Procedures | Processes designed to reduce the opportunity for drug errors or detect them before they reach the patient. |