Medication-related Events Interview Guide

*We are beginning to study how deficiencies in care processes might directly or indirectly affect the ability of clinicians' to provide the safest and most effective medication therapy to patients. We are also interested in discovering the factors that influence the occurrence of adverse events related to the medication delivery process.*

*As a way of addressing this question, we have developed the concept of a “non-routine event.” This is any event that deviates in any way from optimal care for a particular patient in a particular clinical situation. You have been asked to participate in this survey because you have just completed a care process that involved medication preparation, dispensing, administration, or therapy monitoring.*

*We would like to ask you some brief questions about the care processes you've just completed.*

# 1. Did the event involve MEDICATION (circle all that apply):

|  |  |  |  |
| --- | --- | --- | --- |
| PREPARATION | DISPENSING | ADMINISTRATION | THERAPY  MONITORING |

2. If you were to imagine the perfect medication process involving this particular patient, were there any deviations from ideal?

3. In what ways, if any, was the care process less than optimal?

4. Did you make any unanticipated or unplanned actions or interventions?

# 5. Were any unusual requests or demands made on you?

6. Was there anything distinctive about other peoples' actions or interactions with you?

7. Were there any breakdowns in communication?

8. Did anything occur that affected your workload or vigilance?

9. Did anything occur that was annoying, interrupting, or distracting?

10. Did your tools and equipment not perform as expected?

11. Did you have trouble using desktop computer-based medication systems?

12. Did you have trouble using infusion therapy technology?

13. Did the patient do anything that was out-of-the-ordinary or notable?

14. Did the patient respond unexpectedly to your treatment and/or interventions?

If you answered YES to any of the above questions:

1. Please briefly describe the event.

2. What were your initial clues that something was atypical or suboptimal?

3. Why did it occur?

4. How did you respond (if you did)?

5. What factors, issues, or other events influenced your response?

6. What was the result of your intervention?

# 7. Did the patient suffer any injury? If so, what?

8. What could have been done to prevent this?