

PROBLEM

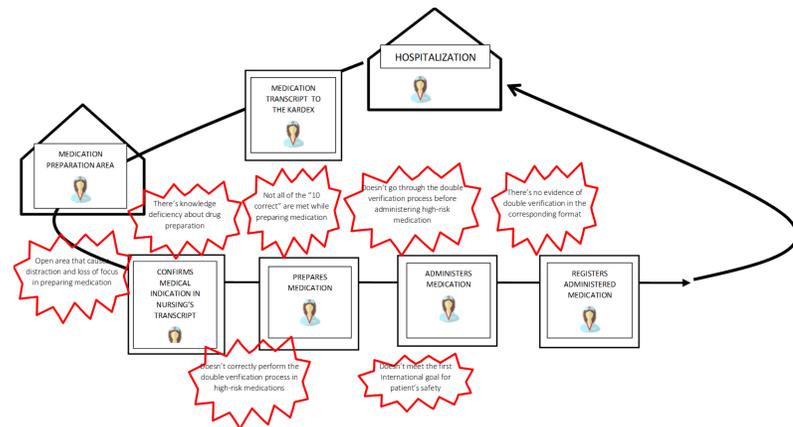
Problem: Errors in the medication administration process.

In 2020, a notable increase in the number of adverse events was detected during the medication process in the hospitalization area.

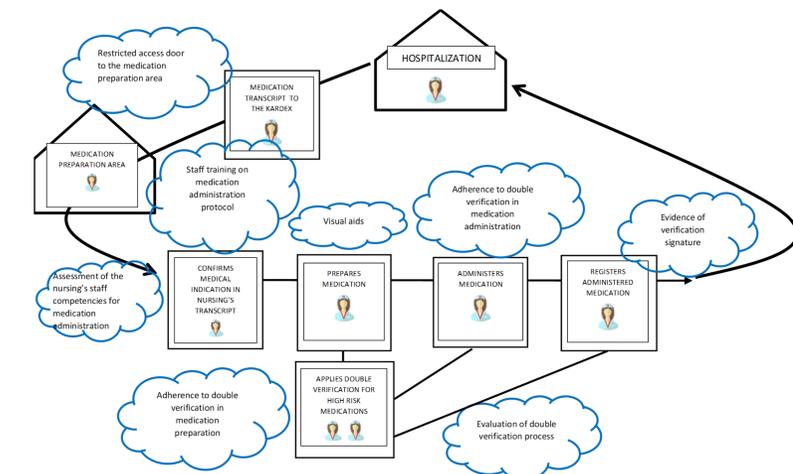
OBJECTIVE

1. To reduce medication errors in the hospitalization area by 90%.
2. To attain a 100% adherence to the double verification process and the "10 rights" of medication administration by the nursing staff in the hospitalization area.

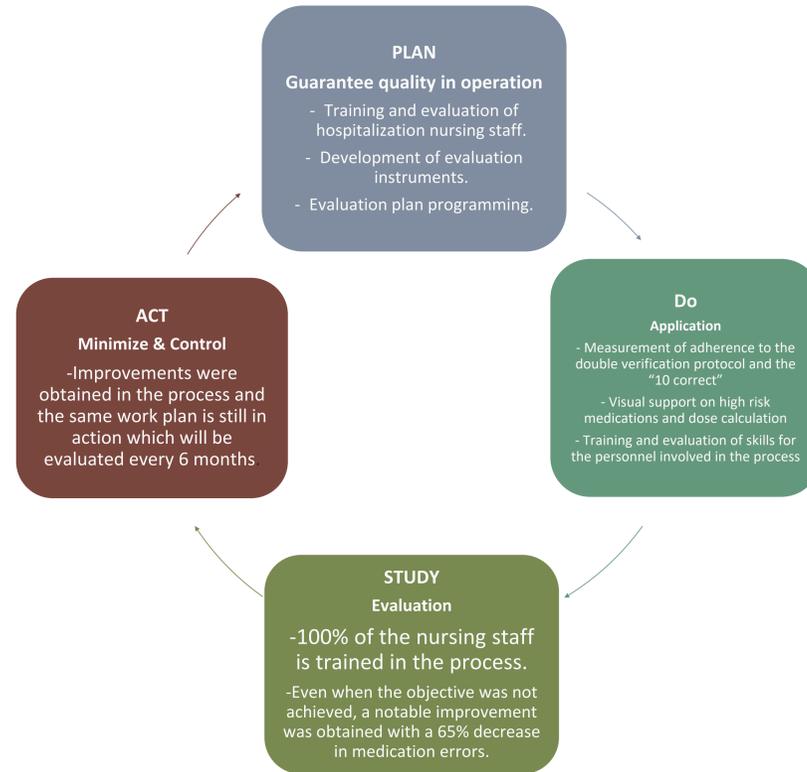
CURRENT STATE MAP



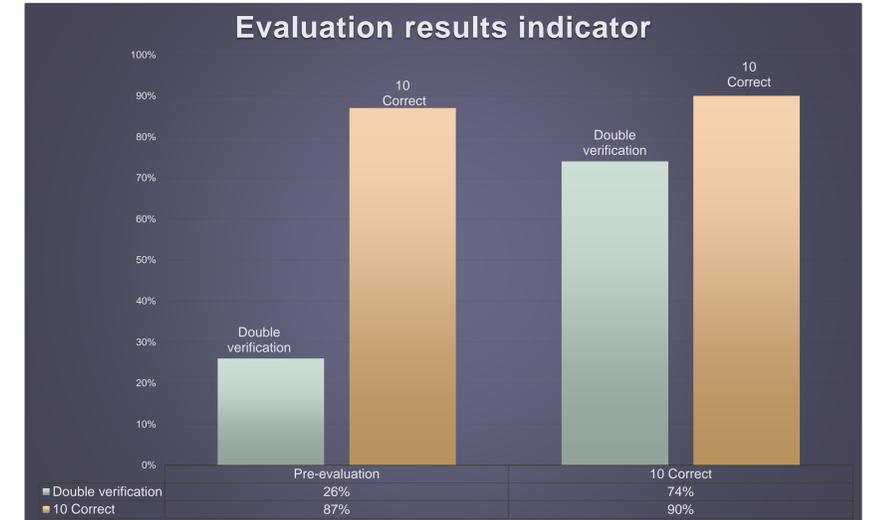
FUTURE STATE MAP



PLANNING CYCLE, TO DO, TO ACT, TO STUDY



RESULT



ABSTRACT

- As an institution, we conclude that we must maintain continuous improvement.
- A considerable decrease in adverse events was observed in the process of medication, in the hospitalization area. From 85% in 2020, it has been reduced to 35% so far in 2021; improving the patient safety proces.

MEASURES TO TAKE/ STEPS TO FOLLOW

- Evaluation of competencies of new staff.
- Continuous training for the nursing staff in charge of the medication administration process.
- Monitoring and evaluation of the medication administration process.
- Pending: return to the subject with the administrative area, for the modification of the infrastructure of the drug preparation area.

DATA

