Safety Alert
Great Catch Winners Q3 2020

"Sharing Lessons Learned"

Pharmaceutical Care Services

Ms. Murooj Almuwallad

Prevented Drug-Drug Interaction

Quetiapine was ordered with no indication, which triggered the pharmacist to clarify with the ordering physician since the patient was on Anti-Parkinson Agents. The medication was discontinued

Take home message:

Be vigilant with your own internal validation, verify uncertainty by asking clarifying questions

Ms. Nada Saferuddin

Prevented Medication Error

Prevented unnecessary discharge medications were ordered in the system prematurely. The patient has completed the course in the hospital and no longer requires the prescribed medicine.

Take home message:

Be vigilant with your own internal validation, verify uncertainty by asking clarifying questions

Ms. Alaa Alshehri

Prevented Medication Error

Prevented dispensing medications for a patient who died two months ago. After a phone clinic appointment for the patient who didn't answer, the physician just did the refill.

Take home message:

Remember to cross-check for a 200% accountability

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Pharmaceutical Care Services

Ms.Raghda Aly

Prevented Medication Error

Prevented a wrong dose of order. The pharmacist called the physician and the clinical pharmacist to correct the dose.

Take home message:

Be vigilant with your own internal validation, and cross-check for a 200% accountability

Mr. Mohamed Raouf Ali

Prevented Medication Error

Prevented the wrong medication by asking for the prescription's indication when he discovered it was for a leukemia case.

Take home message:

Be vigilant to details and ask clarifying questions, and cross-check for a 200% accountability

Ms. Daniyah Allahji

Prevented Premature Discharge

A discharge order for a patient with bacteremia was placed in the system. The reporter raised the issue to the team, and they decided to keep the patient in the hospital to complete the treatment.

Take home message:

Question your concern and Stop The Line when you Need Clarity

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Pharmaceutical Care Services

Ms. Randa Eldyb

Prevented Medication Error

Prevented a wrong dose of anticoagulant that was prescribed without a recent INR. After the INR was checked the correct dose of anticoagulation was prescribed.

Take home message:

Be vigilant with your own internal validation, and verify any uncertainty

Ms. Jinny Abdul

Prevented Medication Error

Prevented a wrong dose/frequency order. When the pharmacist asked a clarifying question, it was still unclear. So the pharmacist checked the sources of the correct frequency and cross-checked with the physician to prescribe the right dose and frequency.

Take home message:

Be vigilant to details validating and verifying, and cross-check for a 200% accountability

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Nursing Affairs

Mr. Samir Abu Heija

Prevented Medication Error

Discovered a non-formulary un-labeled medication "Blood Serum eye drops" that's been ordered and prepared for the patient by another Hospital.

Take home message:

Question uncertainty and Stop the Line when you need clarity

Mr. Khalid Abu Zer

Prevented Medication Error

Prevented a non-formulary dose for a controlled medication order and questioned a comment to administer the medication in an incorrect way.

Take home message:

Be vigilant with your own internal validation, and verify any uncertainty by stopping the line for clarity

Ms. Jenette Acibar

Prevented Medication Error

Prevented a wrong medication by checking the chemo protocol order, and after clarification the protocol was corrected.

Take home message:

Be vigilant with your own internal validation, verify uncertainty by asking clarifying questions

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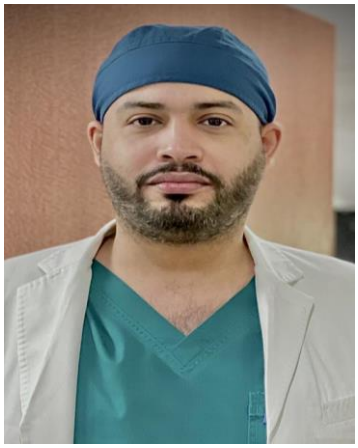
Respiratory Care Services Department



Mr. Ahmed Althobaiti

Prevented Wrong Gas Delivery

After changing the cylinder and before starting the treatment, the wrong medical gas was discovered. The cylinder delivered is not the same medical gas that was ordered.

Take home message:

Be vigilant to details, stop autopilot brain mode by Self-Check using STAR (Stop, Think, Act, Review), and asking clarifying questions

Safety Alert
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Medicine Department

Dr. Maun Feteih

Prevented Unsafe Transfer

During his rounds the physician found a patient arriving on the floor from the ICU with low O2 saturation and on a high oxygen flow. The doctor immediately raised the issue of premature unsafe transfer. The patient was transferred back to the ICU.

Take home message:

Report any unsafe situation and speak up for safety using ARCC