

Missed Medication Administration *Potentially Significant Medication Error*

Requirement: facility specific protocol for steps to take when a charted medication is unavailable AND to document missed dose(s) / record attempts to acquire medications in a timely manner.

Suggested steps for potential unavailable meds include:

1. Check all delivery manifests, ViewMasteRx records, medication over flow storage and emergency kits for potential on-hand medication.
2. If truly unavailable:
 - Call pharmacy to order medication (faxing is also recommended for reproducible verification, but call for time-sensitive medications)*
 - Consult pharmacy staff to determine the appropriate delivery time (next scheduled delivery, STAT, etc)
 - Notify pharmacy of pertinent diagnoses and if any doses have already been missed
 - Document the name of pharmacy staff you spoke to for your records, as well as keeping any fax confirmations
 - Notify Prescriber of missed dose
 - Document in progress note that dose was missed and prescriber was notified (with any further instruction given by provider)
 - New admissions – clarify with physician when medication should start if medication will not be available by next scheduled dose
 - Review admitting diagnosis for high risk/urgent medications (anticoagulants, analgesics, diabetic medication, antibiotics, (high dose) steroids, etc.)

**Note: Pharmacy does not send a STAT without the facility calling first.
Please fax the order and then follow up with a phone call.
Know your pharmacy ordering cut off times for deliveries.*

Skilled Nursing Facility Potential Survey Tags for inappropriately addressed unavailable medications/missed doses:

F755 §483.45 Pharmacy Services The facility must provide routine and emergency drugs and biologicals to its residents, or obtain them under an agreement described in §483.70(g).

F760 §483.45(f)(2) Residents are free of any significant medication errors. "Significant medication error" means one which causes the resident discomfort or jeopardizes his or her health and safety.

F684 § 483.25 Quality of care. The facility must ensure that residents receive treatment and care in accordance with professional standards of practice.

If a medication is needed after the pharmacy's routine business hours, call the pharmacy at the usual pharmacy number
A PharMerica pharmacist is available 24 hours a day, seven days a week.