

**BENCO
Personnel Manual**

MEDICATION ERROR DISCIPLINARY PROCEDURE

The following are steps of disciplinary action to be taken when a Benco employee makes a medication/treatment error.

When an error is made the Program Coordinator will make every attempt to inform/discipline the employee within 48 hours of the error.

All documents must indicate if the error was a Documentation or Administration error. All documents must indicate the error number. In addition, the employee and Program Coordinator's signature and date must be on all documents.

Documentation Error Procedure and the Administration Error Procedure are independent of each other. All errors documentation or administration errors will be removed from the "Medication Error Record" each year, after the anniversary of the first error.

DOCUMENTATION ERRORS

If the documentation error is simply failure to initial for a medication/treatment that has otherwise been properly administered, the employee has a 48-hour grace period from the time of administration in which they may initial for the medication/treatment without repercussion. After that time, if not initialed, the following steps will be taken. If an employee catches their own documentation error within 48-hours and writes an incident report the employee will not receive a documentation error.

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| <u>1st & 2nd
Errors</u> | No formal discipline. The Residential Director(s) will track all errors on the <i>Medication Error Record Form</i> . The employee making the error will be told of the error and the documentation of it. |
| <u>3rd Error</u> | The Employee will review the <i>Medication Administration Policy</i> from the <i>Benco Policies and Procedures Manual</i> with their supervisor. The employee and the supervisor will sign and date this review and write whether it was a documentation error or an administration error review on the policy. The reviewed documentation will be placed in the employee's personnel file. |
| <u>4th Error</u> | The Employee will receive a Documentation of Conversation (to be placed in the employees file). Additionally, the employee must complete the <i>Benco Retraining Packet for Documentation Errors</i> within one week of receiving their Documentation of Conversation. The employee must schedule a time on their regularly scheduled shift to complete this packet. Both documents will be placed in the employee's personnel file. |

5th Error The Employee will receive a Documentation of Conversation and will receive retraining (to be documented on the Documentation of Conversation) on the specific error from their supervisor at the same time. The employee must also complete the *Medication Administration Training Packet* within one week of receiving the Documentation of Conversation. The employee must schedule time during their regularly scheduled shift to complete this packet. Both documents will be placed in the employee's personnel file.

6th Error Employee will receive a verbal warning and will receive retraining (to be documented on the verbal warning) on the specific error from their supervisor and Residential Director at the same time. The employee must also complete the *Medication Administration Training Packet* within one week of receiving the verbal warning. The employee must schedule time during their regularly scheduled shift to complete this packet. Both documents will be placed in the employee's personnel file.

7th Error Employee will receive a written warning and will receive retraining (to be documented on the written warning) on the specific error from their supervisor and Residential Director at the same time. The employee must also complete the *Medication Administration Training Packet* within one week of receiving the written warning. The employee must schedule time during their regularly scheduled shift to complete this packet. Both documents will be placed in the employee's personnel file.

8th Error The employee will meet with the Executive Director and discuss their continued employment if they continue to make errors.

ADMINISTRATION ERRORS

All medications/treatments not given will receive an administration error. The following steps will be taken.

1st Error The Employee will receive a Documentation of Conversation. The employee and their supervisor will review and discuss the error within one week. The employee will receive retraining on the specific error from their supervisor. All documentation of retraining will be placed in the Employees' personnel file.

2nd Error: The Employee will receive a Documentation of Conversation. The employee will be retrained (to be documented on the documentation of Conversation) on the specific medication error. In addition, they will review the *Medication Administration Policy* with their supervisor within one week of receiving the Documentation of Conversation. Both documents will be placed in the employee's personnel file.

3rd Error: The Employee will receive a verbal warning. The employee will be retrained (to be documented on the verbal warning) on the specific medication error with their supervisor and Residential Director. Additionally, the employee must complete the *Benco retraining Packet for Administration errors* within one week of receiving the warning. The employee must schedule a time on their regularly scheduled shift to complete this packet.

4th Error: Employee will receive a written warning. The employee will be retrained (to be documented on the written warning) on the specific medication error with the supervisor and Residential Director. Additionally the employee must complete the *Medication Administration Training Packet* within one week of receiving the written warning. The employee must schedule time on their regularly scheduled shift to complete the packet.

5th Error: The employee will meet with their supervisor and Residential Director receive unpaid suspension for up to 20 hours. The suspension will be written documentation to be placed in the employee's personnel file.

6th Error: The employee will meet with the Executive Director and discuss the employees continued employment if they continue to make errors.

Approved By: _____


Julie Hansen, Benco Board President

Date: _____

