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 discovered the Program Coordinator will make every attempt to inform and retrain the employee within 2 business days. If an error results in a disciplinary step as listed below that requires the supervisor and an administrator meeting with the employee, then this meeting will be scheduled to occur within 5 business days.

All documents pertaining to an employee's disciplinary procedure must indicate if the error was a Documentation or Administration error and indicate the error number.

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

DOCUMENTATION ERRORS

A documentation error is defined as a failure to initial for a medication or treatment that has been properly administered. The employee has a 48-hour grace period from the time of administration, in which, they may initial for the medication or treatment without receiving a documentation error. After that time, if the medication or treatment is still not initialed, the following steps will be taken. If an employee catches their own documentation error within 48 hours and completes a GER the employee will not receive a documentation error.

1st & 2nd Errors	No formal discipline. The administrators will track all errors on the *Medication Error Record Form*. The responsible employee will be informed of the error and receive documentation on the error.
3rd Error	The employee will receive a 3rd Documentation Error Retraining Form. The employee will review the *Medication Administration Policy* from the *Benco Policies and Procedures Manual* with their supervisor. The employee and the supervisor will sign and date this review. The reviewed documentation will be placed in the employee's personnel file.
4th Error	The Employee will receive a 4th Documentation Error Retraining Form. Additionally, the employee must complete the *Benco Retraining Packet for Documentation Errors* within one week of receiving their 4th Documentation Error. The employee must schedule a time on their regularly scheduled shift to complete this packet. Both documents will be placed in the employees' personnel file.

5th Error — The Employee will receive a 5th Documentation Error Retraining Form. The employee must also complete the *Medication Administration Training Packet* within one week of receiving the 5th Documentation Error. 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 — The employee will receive a 6th Documentation Error Retraining Form. This form will be reviewed in a meeting with the employee, their supervisor, and an administrator. At this meeting a verbal warning will be completed, and the employee must 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 employees' personnel file.

7th Error — The employee will receive a 7th Documentation Error Retraining Form. This form will be reviewed in a meeting with the employee, their supervisor, and an administrator. At this meeting a written warning will be completed, and the employee must 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 employees' personnel file.

8th Error — The employee will meet with the Executive Director, complete a written warning on their 8th Documentation Error, and discuss their continued employment if they continue to make errors.

ADMINISTRATION ERRORS

An administration error is defined as failure to administrator or apply a treatment to a supported individual in compliance with the physician's orders. The following steps will be taken if an employee is responsible for a medication administration error or treatment.

1st Error — The Employee will receive a 1st Administration Error Retraining Form. The employee and their supervisor will review and sign off on the retraining form 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 2nd Administration Error Retraining Form. The employee and their supervisor will review and sign off on the retraining form within one week. In addition, the employee will review the *Medication Administration Policy* with their supervisor. Both documents will be placed in the employee's personnel file.

3rd Error: — The employee will receive a 3rd Administration Error Retraining Form. This form will be reviewed in a meeting with the employee, their supervisor, and an administrator. At this meeting a verbal warning will be completed, and the employee must complete the (Partial) *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 employees' personnel file.

4th Error: — The employee will receive a 4th Administration Error Retraining Form. This form will be reviewed in a meeting with the employee, their supervisor, and an administrator. At this meeting a written warning will be completed, and the employee must 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 employees' personnel file.

5th Error: — The employee will receive a 5th Administration Error Retraining Form. The employee is not permitted to administer any medications until meeting with the Executive Director. This form will be reviewed in a meeting with the employee and the Executive Director. At this meeting a written warning will be completed, and the employee must 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. All documents will be placed in the employees' personnel file.

6th Error: — The employee will receive a 6th Administration Error Retraining Form. The employee is not permitted to administer any medications until meeting with the Executive Director. This form will be reviewed in a meeting with the employee and the Executive Director. At this meeting a written warning

will be completed, the employee will be suspended for 8 hours without pay, and the employee must 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 employees' personnel file.

7th Error: The employee will receive a 7th Administration Error Retraining Form. The employee is not permitted to administer any medications until meeting with the Executive Director. This form will be reviewed in a meeting with the employee and the Executive Director. At this meeting a written warning will be completed, the employee will be suspended for 16 hours without pay, and the employee must 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 employees' personnel file.

8th Error: The employee will meet with the Executive Director to discuss the employee's continued employment.

Approved By: Julie Hansen
Julie Hansen, Benco Board President

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