

STEP 1- Orders written for new medications by doctor which are copied into medication chart by the nurse and then the nurse raises indent

Failure Modes	Causes
1.Physician may write incorrect order, illegible order or confusing order	Order may be misinterpreted by RMO, nurse/ pharmacist
2.NURSE making errors during entry of details into medication chart	

STEP 2: Electronic indents received in pharmacy

Failure Modes	Causes
New orders not retrieved by pharmacy	Nurse forgot to keep order due to over work load

STEP 3: Entry of medication details by pharmacist

Failure Modes	Causes
Errors may occur during entry of details such as improper placement	Multiple medications are placed in the list

STEP 4: Vouchers/ bills generated, **high-risk medications** are identified and highlighted by pharmacist

Failure Modes	Causes
Some/few high risk medications are not highlighted	Look alike drug names written after one another

STEP 5: Segregated vouchers are taken to packing area and medications are packed

Failure Mode	Causes
1.May select wrong medication while packing	Many medications are placed in list at one time
2.Medications may be placed in incorrect bins	

STEP 6: Packed medications are transferred to the dispensing bay where they are arranged floor-wise

Failure Modes	Causes
Errors may occur during segregation of medicines floor wise	Number of packages are more

STEP 7: Ward boy dispatches drugs to wards

Failure Modes	Causes
Medications delivered to the wrong area	Ward boy picks up the incorrect bag, may deliver the medication to the wrong address

STEP 8: Nurse receives medications from pharmacy

Failure Modes	Causes
1.Delay in delivery	Inadequate staffing Look alike packaging Label ambiguity
2.Medication delivered to the wrong area	

STEP 9: Verification for bill and patient details by nurse

Failure Modes	Causes
1.Verification not completed	Time constraints Nurse is too busy Inadequate staffing Ward boy delivered
2.Received wrong medication	

STEP 10: Identification of high-risk medications by nurse ('CAUTION' marking)

Failure Modes	Causes
Improper identification of high risk medications	Look alike medications Not highlighted by the pharmacist Nurse is not aware of high risk medications

STEP 11: Nurse checks case sheet for doctor orders

Failure Modes	Causes
1.Order UN-clear/ not understood	Illegible hand writing Misread letters Sound alike drugs Unnecessary verbal orders
2.Verbal order misheard	

STEP 12: Nurse prepares medication for patients

Failure Modes	Causes
1.Incorrect medication prepared for patient	Careless errors, work load Messy work area (may pick up the wrong bottle)

STEP 13: Nurse educates Patient before administering medication

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Failure Modes	Causes
1.Patient is not educated regarding medications	Nurse is too busy Language barrier Patient is sleeping Patient refusal

STEP 14: Administering medication to the patient

Failure Modes	Causes
Did not check patient identification	Number of patients waiting for medications is too long

Effects	Severity (RS)	Occurrence (RS)	Detection RS	RPN
Patient may receive incorrect medication, dose, route	10	5	5	250
	7	7	5	245

Effects	Severity(RS)	Occurrence(RS)	Detection(RS)	RPN
Pharmacy will not be aware of new orders	7	2	6	84

Effects	Severity(RS)	Occurrence(RS)	Detection(RS)	RPN
Patient may receive wrong medication or dose if not caught by nurse	6	5	4	120

Effects	Severity(RS)	Occurrence(RS)	Detection(RS)	RPN
Wrong drug therapy	10	5	6	300

Effects	Severity(RS)	Occurrence(RS)	Detection(RS)	RPN
Patient may receive wrong medication	10	6	4	240
	7	5	5	175

Effects	Severity(RS)	Occurrence(RS)	Detection(RS)	RPN
Delayed therapy	6	6	5	180

Effects	Severity(RS)	Occurrence (RS)	Detection(R S)	RPN
Could be severe if a patient receives and is administered incorrect medication	7	4	5	140

Effects	Severity(RS)	Occurrence (RS)	Detection(R S)	RPN
Delayed therapy Wrong dose/wrong drug may be given to patient	8	3	6	144
	7	5	5	175

Effects	Severity(RS)	Occurrence (RS)	Detection(R S)	RPN
Delayed therapy Wrong medication may be given to patient	8	6	4	192
	7	4	6	96

Effects	Severity(RS)	Occurrence (RS)	Detection(R S)	RPN
Wrong dose/ drug may be given to patient	9	6	4	216

Effects	Severity(RS)	Occurrence (RS)	Detection(R S)	RPN
Delayed therapy	9	6	5	270
Sub therapeutic dose/ over dose				
Wrong drug therapy	7	6	5	210

Effects	Severity(RS)	Occurrence (RS)	Detection(R S)	RPN
Patient gets wrong medication and/ or wrong dosage.	10	5	4	100
Could lead to hospitalization or possibly death				

	Severity	Occurrence	Detection	
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Effects	Severity(RS)	Occurrence(RS)	Detection(RS)	RPN
Contra-indications may happen	7	8	5	280

Effects	Severity(RS)	Occurrence(RS)	Detection(RS)	RPN
Endangerment of patient	10	6	5	300