

MEDICATION ERRORS 2023

Pre and Post Test:

1. What is the correct use of verbal order read-back?
 - a. Read all the verbal order back and obtain verification that the order is correct.
 - b. Read back the drug name and dose only if it is doubtful.
 - c. Repeat a verbal order to a pharmacy staff member to be sure that it's complete.
 - d. Repeat the order back only if information is unclear.

2. What is an example of the “teach back technique” for effective communication with patients?
 - a. Providing patients with written education.
 - b. Asking the patient to summarize important information of the counseling section.
 - c. Directing patients to ask their prescribers about how to use their medication.
 - d. Counseling patients on how to use their medications and telling them to take it as prescribed.

3. According to Institute for Safe Medication Practices (ISMP) a “High Alert Medication” is a medication that is:
 - a. A highly cost-effective medication.
 - b. Least likely to cause adverse drug reactions when used inappropriately.
 - c. Most likely to cause significant harm to the patient when involved in a medication error.
 - d. Most prone to cause dependence with chronic use.

4. What should be the first importance when discovering or being made aware of a medication error?
 - a. Contacting lawyers
 - b. Documenting the medication error
 - c. Evaluating the cause of the error
 - d. Minimizing harm to the patient

5. Which of the following actions would be considered an error of omission?
 - a. Putting the wrong label on a prescription bottle
 - b. Forgetting to put a warning label on the medicine bottle
 - c. Giving the patient inappropriate instructions for taking medication.
 - d. Dispensing the wrong medication

6. Which of the following is **NOT** a factor that contributes to medication errors?

- a. Fatigue or tiredness of the health professional
 - b. Separate medications with similar names or labels
 - c. Interruptions or distractions
 - d. Lack of staff
7. The management and leaders of a community pharmacy can help the second victim of a medication error:
- a. Providing psychological support immediately, professionally and in an organized manner.
 - b. Limiting access to advice from social workers, clinical psychologists, or chaplains.
 - c. Promoting a culture of fear and punishment for staff involved in a medication error.
 - d. Providing basic training to certain members of the pharmaceutical team so that they can recognize, pursue, and attack the second victim.
8. Who can report medication errors to the MedWatch system?
- a. Healthcare professionals
 - b. Patients
 - c. Consumers
 - d. All the above