

SCREENCAPS FROM MEDICATION ERRORS BRANCHING ACTIVITY

SLIDE 1: APPLICATION OF JUST CULTURE INTRODUCTION

In this branching activity, you will take on the role of a Medication Safety Officer who has been notified of a medication error in your pharmacy. After hearing the initial details of what happened, you will need to hold a conversation with the pharmacist involved and make a decision on actions to take based on the Just Culture Algorithm.

Keep in mind that this activity is intended to build your knowledge and application of Just Culture, which will be critical in developing an open and trusting culture of safety in your institution. Because this is something that could happen in real life, you will not be able to go back or restart at any point. When you have made a final decision, you will be directed to a Carmen discussion board to reflect on your experience.

Start

SLIDE 2: PRIVATE OFFICE MEETING INTERVIEW QUESTIONS

You now have the ability to ask the pharmacist some questions. You may ask as many questions as you would like until you feel you have enough information to make a decision on what to do with the pharmacist.

Choose the question(s) that you would like to ask below:





“Do you remember this situation?”



“What did you take into consideration when you verified the order?”



“Are you feeling OK after what happened?”

I would not like to ask any questions.

SLIDE 3: VIDEO SCREENCAP

The pharmacist sits facing the medication safety officer. She says, “It was normal, and I think I just went ahead and sent it through.”

