

MODULE 5

Problem Solving






- Medication errors
- Medication side effects
- Medication incidents
- What to do for problems and how to document them
- Field trips
- Self administration
- Problems with requests



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Communication and Care

- Preventing errors begins with good communication on drop-off and pick-up









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What is a Medication Error?

- Giving the medication to the **wrong child**
- Giving the **wrong medication**
- Giving the **wrong dose**
- Giving the medication at the **wrong time**
- Giving the medication by the **wrong route**

...any of the "5 Rights" gone wrong...







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Preventing Medication Errors

- Look at the pattern of errors
- Make changes based on the patterns seen to prevent further errors of that type
 - A common error is forgetting to give a dose of medication
 - Set an alarm to remind you that it is time to administer a medication
- *Can you think of other ways to prevent errors?*

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Side Effects of Medication

- A secondary and usually adverse effect of taking a medication
- Common side effects include:
 - Upset stomach
 - Diarrhea or loose stools
 - Dry mouth
 - Drowsiness
 - Change in activity or mood
 - Dizziness
 - Flushing, sweating
 - Rashes
 - Rapid heartbeat
 - Nausea

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Side Effects of Medication, continued

- Effects of medication can vary from child to child
 - The same antihistamine (diphenhydramine/Benadryl®) can make one child sleepy while another becomes jittery and hyperactive
- Side effects that could be normal for 1 medication might be abnormal for another
 - Fast heart rate is expected for albuterol, an asthma medication, but not for a fever reducing medication

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Sources of Information About Medication Side Effects

- Package inserts or labels
- Information from pharmacy
- Information from the prescribing health care professional
- The child's health assessment or care plan completed by the health care professional
- Reliable reference materials like the PDR (Physician's Desk Reference)
- www.consumermedsafety.org

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Adverse Effects or Allergic Reactions to Medication

Adverse Effect

- Any undesirable experience associated with the use of a medical product in a patient

Allergic Reactions

- May involve many different types of symptoms
- Are difficult to predict
- Skin disturbances are the most common
- May be mild (redness of skin, itching)
- May be severe (life threatening)

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Observation

Young children can't always verbalize side effects, adverse effects, or allergic reactions, so **careful observation** is essential

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Medication Incidents (that aren't errors...)

- Child refusal
- Spit out doses
- Vomited doses
- Spilled medication



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What To Do for Medication Errors, Adverse Effects, or Allergic Reactions


Always:

- If the child is in distress, call 911
- Notify the center director (if this is a serious error, do not delay the 911 call)
- Notify parent or guardian
- Fill out a Medication Incident Report

Many times you will:

- Call Poison Control
- Contact the health care professional
- Check with the Child Care Health Consultant, if available
- Notify state Bureau of Licensing

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What To Do for Medication Incidents?

Always:

- Notify the center director
- Notify parent/guardian
- Fill out a Medication Incident Report
- Develop and document a follow-up plan


Many times (depending on the situation):

- Contact the health care professional and Child Care Health Consultant

Never:

- Repeat a dose that the child does not keep down without specific instructions from a health care professional

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When Should You Call 911?

- When you see signs of distress
- When there is a loss of (or change in) consciousness
- Blue color or difficulty breathing
- Difficulty swallowing
- Swelling of lips, tongue, or face, or drooling
- Seizure activity
- Rapidly spreading rash or hives
- Impaired speech or mobility
- Getting worse quickly
- When in doubt

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When Should You Call Poison Control? 1-800-222-1222

- When medication is given to the wrong child
- When the wrong medication is given to a child
- When the wrong dose is given (overdose)
- When a medication is given by the wrong route
- When a medication is given at the wrong time (and it results in an extra dose)

The AAP no longer recommends that syrup of ipecac be used

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If You Call Poison Control

Have this information ready:


- The medication container
- Child's Medication Administration Packet
- Child's Emergency Contact Form
- Child's current weight

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Medication Incident Report



- To be completed by the person who administered the medication or his or her supervisor

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Documentation of an Error or Incident

- Make notation on the Medication Log for that dose
- Complete Medication Incident Report
- Follow up according to child care facility policy

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Scenario: Nick

- You gave Nick his dose of amoxicillin at noon and recorded it. At 12:30, you note that Nick is scratching his arms and he is developing a rash on his arms. He is happy and playful and is not having any breathing difficulties. You notify his parent who calls his health care professional. Nick is picked up at 1:00 and is brought to the health care professional's office where he receives Benadryl®. His amoxicillin is discontinued and he is given a new antibiotic.

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Self Administration

- For older children, it may be appropriate for them to carry and take their medication themselves
- Decisions about self administration should be based on:
 - Prescriber recommendation
 - Student factors
 - Parent or guardian factors
 - School or community factors
 - Local and state laws and regulations

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Provider Refusal

- There may be an occasion when you must refuse to give medication because:
 - Special training is needed before administering medication
 - Required authorizations or other documentation is lacking
 - Parent makes inappropriate request
 - It is against facility policy

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Inappropriate Requests

- Non-essential medication
- Medication not authorized by a health care professional
- Off-label use
- Cough and cold medications for young children

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Child Care Provider Refusal Options

- Have your medication administration policy available
 - The parent should have signed a copy of it upon enrollment
- Take a problem-solving, child-centered approach
- Seek alternative plans like having a nurse or parent come to administer the medication
- See if medication timing can be changed to avoid a dose during hours of care
- Consider obtaining special staff training, if appropriate

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Responding to Parents/Guardians

“I do understand, but for the safety of your child and the other children in our setting...”

“I am sorry, but according to our policy...”

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What to Do?

- Call your supervisor
- Ask the parent to make alternative arrangements
- Record the situation and document the response

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Wrap Up

- Post-test
- Additional Resources
- Certificate of Attendance

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Congratulations!

"The level of civilization attained by any society will be determined by the attention it has paid to the welfare of its children."

*B. Andrews, 1968,
The Children's Bill of Rights*

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