

**PREVALENCE OF MEDICATION ERRORS AT OUTPATIENTS  
PHARMACY, HOSPITAL MELAKA**

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## ABSTRACT

The types of medication error and possible prevalence factor of medication error is reviewed. A medication error is generally defined as a deviation from the physician's medication order as written on the patient's prescription. In hospitals, medication errors occur at a rate of about one per patient per day. Our study has done in outpatient department of Hospital Melaka. The study discovers the percentages of errors occur and the possible prevalence factor based on types of error. The result of the study can be used as the guideline to reduce the medication error especially the prescription error and improve the service quality of dispensing process in outpatient pharmacy. The data focused on filling error, labelling error and prescribing errors which were dose error, dosage form error and omission error. The retrospective method was used to carry out the study. The days were chosen randomly and the data will be collected by marking the errors according to their types of medication error. The 'Medication Error Form' also being recorded by the pharmacist for our reference. Based on 4850 prescription that being collected, all the data received was 'key in' into the SPSS and Microsoft Excel. The average of error occurs per day was 2.38%. The most error occurs was prescribing error which was 79% whereas the lowest error occurs was labelling error which was 1%. Percentage of filling error was 20%. The possible prevalence factors are being examined based on the result. Instead, this study will be fully used soon as determination main factor of medication error.



# CHAPTER 1

## 1.0 INTRODUCTION

A medication error is a preventable event that may cause or lead to inappropriate medication use or patient harm while the medication is in the control of the healthcare professional, patient or consumer. (National Coordinating Council for Medication Error Reporting and Prevention (NCCMERP), 2009)

Such an event may be related to professional practices, healthcare products, procedures and system including prescribing, order communication, product labeling, packaging and nomenclature, compounding, dispensing, distribution, administration, education, monitoring and use. Medication may be committed by both inexperienced and experienced personnel like doctors, pharmacists, dentist and other healthcare providers, patients, manufacturers, care givers and others. (National Coordinating Council for Medication Error Reporting and Prevention (NCCMERP), 2009)

There are various types of medication errors such as prescribing error, omission error, wrong time error, dose error, dosage form error, medication administration errors and patient's errors. (Aronson, 2009)

Prescribing error including incorrect drug product selection which based on indication, contraindications, known allergies and existing drug therapy, dose, dosage form, quantity, route of administration, concentration, rate of administration, or instructions for use of drug product ordered or authorized by physician, illegible prescriptions or medication orders that lead to errors (National Coordinating Council for Medication Error Reporting and Prevention (NCCMERP), 2009). Prescribers are human, and therefore they make mistake. Errors made during prescribing are the most common types of error occur and hence are the important target for improvement. (Dean et al., 2002)

Omission error is an error that occurs when action has not been taken or when something has been left out and in term of medication error, the omission error is the failure to administer an ordered dose to a patient before the next scheduled dose or failure to prescribe a drug product that is indicted for the patient. The failure to administer an ordered