

THREE DANGEROUS VARIABLES

DISTRACTION

A stimulus from an external source that results in an observable response but not the cessation of activity

- Management, staff, physicians and other personnel requesting information
- Visitors
- Missing medication
- External noise
- Non-essential conversations with residents or co-workers
- Phone calls

INTERRUPTIONS

An external factor causing the cessation of productive activity before a current task is complete

- Nurse-derived
- Residents
- Dietary
- Phone/Walkie-talkie
- PSW/Care Aide
- Nurse Managers
- Housekeeping
- Students
- Maintenance

FATIGUE FACTOR

The capacity for general tiredness to impair your cognitive performance and decrease productivity and efficiency

- With increased age comes increased sleep disruptions and greater fatigue – harder to maintain performance over shift
- Establish good sleep patterns
- Avoid 12-hour shifts, short shifting, doubles or overtime

DO NOT DISTURB!



Limiting Distractions In Medication Administration

We create a culture in your home where residents, family and co-workers recognize that distracting nurses during medication administration increases the likelihood of errors.

The Institute for Safe Medication Practices states that nurses administering medications are distracted and interrupted as often as once every two minutes!

RISK OF MEDICATION ERROR INCREASES 12.7% WITH EACH INTERRUPTION



FORMULA FOR SUCCESS



PREPARE FOR MED PASS

- Prepare and stock Med Cart in a quiet place prior to the Med Pass



REDUCE ENVIRONMENTAL DISTRACTIONS

- Introduce new initiative to have PSWs/Care Aides answer phone calls
- Ensure the lighting is adequate and eyeglasses are worn (if applicable)
- None of the following should occur during Med Pass:
 - Phone calls/walkie-talkies (no workplace or personal phones)
 - Music or vacuuming



RESPONSES TO DISTRACTIONS

- Your home may decide to introduce one or several different strategies to reduce distractions, such as:
 - Hand gestures as a reminder not to interrupt
 - Using notepads at the nurses station to pass along info
 - Med Cart signage as a reminder



SCHEDULES AND ROUTINES

- Labs, pharmacies and physiotherapists are informed not to schedule education sessions during Med Passes
- Management is asked not to schedule meetings during Med Passes
- Physicians are asked to visit outside Med Pass times
- Discuss best location for Med Cart in an area protected from high-traffic routes
- If the Med Passes are too long or too frequent, pharmacists should complete a Med Pass compression audit