Table 2
Medication Error Rate Unfolding Case Study Stages

<table>
<thead>
<tr>
<th>Stage</th>
<th>Information Provided</th>
<th>Assignment</th>
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| 1     | • Overview of the case  
          • Transcript of interview with the nurse manager  
          • Transcript of meeting of the Quality Improvement committee | • Review of the literature regarding medication errors (common causes and potential solutions)  
          • 3–5 page paper, including the following:  
            - brief overview of the problem  
            - initial perceptions of the problem  
            - findings from the literature |
| 2     | • Spreadsheet displaying raw data regarding medication errors over the previous 12 months  
          • Medication administration policy and procedure  
          • A sample of five patient records to be reviewed for data validity  
          • Transcript of interview with a staff nurse to learn more about procedures and consider workflow redesign issues  
          • Request to consider how clinical decision support systems may be useful | • An informal paper including the following:  
            - discrepancies between medication administration policy and actual practice  
            - comparison of medication administration incident report form and information needed for quality improvement reporting  
            - comparison of the number of errors in the previous 6-month period to the current 12-month period  
            - description of times, locations, and types of errors |
| 3     | No new information provided | • A 5–8 minute presentation to the Quality Improvement committee:  
            - containing audio and video components (e.g., narrated PowerPoint, Prezi, YouTube video)  
            - summarizing findings and highlighting recommendations for changes (if any) to the policies and procedures  
            - providing recommendations for workflow redesign  
            - indicating the top three recommendations that would immediately have an impact on the medication error rate |
| 4     | • Notification that the committee supported the student’s recommendations | • An informal report:  
            - summarizing comparison of the new data to the previous data |
- Updated raw data regarding medication error rates after six months have elapsed
  - indicating any readjustments to the plan that need to be made based on the data