Medication Errors – Detection & Prevention v.4.1
Course Syllabus
6.9 Continuing Education Contact Hours

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I. Course Description

Course Overview
This program is for every nurse (PN/VNs and RNs) in every practice setting at every level of practice.

This course consists of an introduction, 6 course lessons, a glossary, a reference list, and a posttest. Also, within the course are several workbook exercises and interactive quizzes where you can reinforce your understanding of the material.

Course Objectives
After completing this course, you will be better able to:

• Recognize events and actions that lead to medication errors.
• Identify strategies to prevent risk exposure through appropriate nursing practices.
• Describe strategies to address medication errors made by colleagues.
• Determine the role of system failure in medication error management.
• Analyze the adverse effects of medication errors on clients, facility, and health care system.
• Create a personal improvement plan to prevent medication errors.

Logistics
This course is self-paced and not mediated by an instructor. We do encourage you to connect with other nurses on the Learning Extension Nurses’ Connection forum to solve problems, discuss topics, or ask questions relating to your courses. Or just chat with other nurses about life and the latest trends in nursing.
Time and Schedule
You have immediate 24-hour access to the course materials for the entire subscription period of 3 weeks. Extra time will not be given to complete the course.

The course should take no more than 6 hours to complete. You can follow this syllabus as a guide for the amount of work to be completed.

Technology
NCSBN Learning Extension online courses are accessible using an Internet connection and a computer that meets the specified technical requirements. The courses are designed to make learning fun and interactive. Having the appropriate hardware and software will allow you to fully utilize all the great features of the course.

We strongly recommend that you review the technical requirements before starting the course. The most common issue blocking courses from loading on your computer are security rules related to the Java plug-in. It is necessary to follow every step in the directions for installing and enabling a secure version of Java.

Course Materials
All course materials and exercises are divided into lessons and can be accessed by clicking anywhere on the course tree located on the left side of the screen. Course materials are listed and explained below.

Lesson Content
Readings are presented online. Throughout the text, you will find key glossary terms and links to outside resources (referred to as “Links to Knowledge”). You will also find short interactive quizzes and visual/graphical aids to help with your understanding of the material.

Downloadable/Printable Workbook
The workbook includes questions that require you to reflect upon what you have learned. Print the workbook to write your responses on paper or save a copy of the workbook document to your desktop. The workbook in “Course Documents” will not save your responses, always open the copy on your desktop.

Posttest
In order to receive CE contact hours, you must complete the posttest with a score of 75% or higher. If you score lower than 75% you can click the “retake” link at the bottom of the scorecard page to clear your score and try again.

Course Evaluation
We want your feedback! Please remember to fill out the course evaluation after completing the course.

II. Course Policies
You must read and abide by the end-user license agreement, which outlines our policies, including the policy regarding usernames and passwords.

It is important to note that you are not allowed to distribute your username and password to give others access to your course. Furthermore, the end-used license agreement is NCSBN’S notice of ownership of copyright, which prohibits the distribution of any course materials to others.
III. Assignments & Grading

You may complete the reading assignments, tests, and workbook exercises as listed on the course schedule. We strongly encourage you to utilize all of the features of the course to maximize the learning experience.

In order to receive CE contact hours, you must score 75% or higher on the multiple-choice posttest. These questions are based on the required readings and are the final indicator of your understanding of the material.

Some individuals may be referred to the course by their board of nursing for disciplinary reasons. These individuals may be required to submit the certificate of completion, a completed workbook, and the printable exam report directly to their board of nursing.

Continuing Education (CE)
A link to print or save a certificate for 6.9 CE contact hours will appear when you score 75% or higher on the posttest. Once your course expires the certificate link will move to the My History section.

IV. Course Schedule

While we suggest you read the materials and complete the accompanying exercises in the order presented below, we encourage you to meet your learning needs in a way that makes the most sense to you.

Get Started!
Start by reviewing the “Course Tree” on the left of the screen. Also click on “Course Documents” to print or save your copy of the workbook.

Please contact support if you experience problems with course access or the use of any course feature.

Introduction

Reading
Complete the reading in the Introduction.

Lesson 1: The Root of Medication Errors

Learning Objective
Recognize events and actions that lead to medication errors.

Reading
Complete the reading for Lesson 1.

Workbook
Complete “Common Medical Errors.”

Quiz
Complete the interactive quiz.

Lesson 2: Preventing Medication Errors

Learning Objective
Identify strategies that will prevent risk exposure through appropriate nursing practice.

Reading
Complete the reading for Lesson 2.

Workbook
- Complete “Symbols and Abbreviations.”
- Complete “Abbreviations.”
- Complete “Failure to Administer Medication Case Study.”
- Complete “Repeated Medications Errors Case Study.”
- Complete “Enteral Feeding Case Study.”

Quizzes
Complete the 2 interactive quizzes.
Lesson 3: What About My Colleagues?

Learning Objective
Describe strategies to address medication errors made by colleagues.

Reading
Complete the reading for Lesson 3.

Workbook
Complete “Colleague Errors.”

Lesson 4: System Failure & Root Cause Analysis

Learning Objectives
• Determine the role of system failure in medication error management.
• Analyze the adverse effects of medication errors on clients, facility and health care systems.

Reading
Complete the reading for Lesson 4.

Lesson 5: My Personal Improvement Plan

Learning Objective
Initiate a personal improvement plan to prevent medication errors.

Reading
Complete the reading for Lesson 5.

Workbook
• Complete “Your Agency’s Medication System.”
• Complete “Your Personal Improvement Plan.”

Lesson 6: Review

Reading
Complete the reading for Lesson 6.

Posttest

Complete the Posttest
This test is the final indicator of your understanding of the course material. Make sure to use the “Save Progress & Close” button on the top right of the screen to ensure your grades are saved and scored properly.

Course Evaluation
Complete the evaluation form.
V. Help

Check out the FAQs and Technical Requirements pages on the website for more information.

24/7 Customer Support
Online Chat: 24/7 Customer Support Chat
Email: 24/7 Customer Support
Phone: 1.866.906.0572

If the 24/7 Customer Support agent is not able to answer your question, please contact our Customer Services Department for additional assistance. Responses may take up to 4 business hours.

Email: elearning@ncsbn.org
Phone/Voicemail: 1.312.525.3749 (M–F/9–5 central)