1. **Problem:** During Medication Error Reduction Committee (MERC) meeting in April 2016, medication error for Warfarin was noted to have increased significantly for the month of March 2016 which has total of 6 errors.

2. **Aim:** Zero Warfarin related medication error.

3. **Intervention(s):** Warfarin workgroup was initiated that included the Director of Pharmacy, Chief Nursing Officer, Quality Management (QM) Nurse Manager, Nurse Managers and Nursing Director of Neighborhood with high Warfarin Errors, Nursing Educator, and all PM Shift Charge Nurses. The workgroup met and conducted root cause analysis, silent brainstorming for countermeasures. The following countermeasures were initiated:

   - Standardized Process for Charge Nurse as a 2nd LN to double check dispensing Warfarin
   - Improved communication of Warfarin Changes outside of clinic to Charge Nurses, pharmacist need to call charge nurse to inform of new Warfarin Order on changes done outside of clinic.
   - Visual Cue used to alert nurses of residents with Warfarin orders using the Red Cover Sheet on top of Warfarin MAR
   - Creating a neighborhood list of all residents who are receiving Warfarin to be part of shift report to give LN's a heads up
   - Standardizing monthly printed Medication Administration Record (MAR) and Omnicell screen to list all orders as WARFARIN
   - Standardized transcription of Warfarin orders to MAR (box in red ink, use one MAR page)
4. Measures/Indicators:

- Number of Warfarin Related Medication Errors

5. Results:

6. Lessons Learned:

- Engaging the stakeholders who are directly involved in the process will yield more success and buy in with countermeasures.
- Prompt re-grouping of workgroup once the measures are not within target
- Blame free culture encourages staff to freely express their ideas and concerns.
- Celebrate success! This empowers the staff of the great work they accomplished

7. Next Steps:

- Conduct Quarterly QA to ensure identified interventions are implemented and report to NQIC
- Continue to monitor Warfarin related errors

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