481—552.25(155A) Continuous quality improvement program. Each pharmacy will utilize a continuous quality improvement or similar program to timely detect, identify, evaluate and prevent medication errors.

552.25(1) *Reportable program events.* Medication errors resulting in the incorrect dispensing of a prescribed drug received by or administered to a patient that require documentation include but are not limited to:

a. An incorrect drug strength or dosage form.

b. A drug received by the wrong patient.

c. Inadequate or incorrect packaging, labeling or directions.

d. Any error that results in or has the potential to result in serious patient harm.

552.25(2) *Documentation.* Events will be documented, with the program record to be initiated within three days following the discovery of the event, and the documentation will include:

a. A description of the event.

b. The dates of the event and its discovery.

c. The names of individuals involved in the event, the discovery, and the event review.

d. The root cause of and contributing factors to the event.

e. Remediation to prevent similar future events.

f. Review of events with all pharmacy personnel.

[**ARC 9338C**, IAB 6/11/25, effective 7/16/25]