



Welcome back

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EMAIL

name@pharmawatch.co.ke

PASSWORD

Enter your password



Sign In

Confidentiality Notice: Your reporter identity is stored separately from error reports and is never visible in analytics. All submissions are protected.

Prescription Error Report

Section A of 7

A B C D E F G

A Event Details

Prescription Reference / Sequence No. *

e.g. RX-2026-001 or pharmacy serial no.

Date of Error *

04/14/2026

Time of Error *

08:12 PM

Date of Report *

04/14/2026

Location / Dispensing Point

Select location...

Stage of Medication-Use Process

Select all that apply

☐ Prescribing

☐ Transcription/Chart Entry

☐ Dispensing/Filling

☐ Labelling

☐ Administration

☐ Counselling

Work Environment at Time of Error

Select all that apply

☐ Peak hours/High patient load

☐ Staff shortage

☐ Change of shift/Handover

☐ After-hours/Night shift

☐ Locum/Relief staff

☐ System/Computer downtime

☐ None identified

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B Error Classification

NCC MERP Severity Category *

- ☐ Near Miss — Error was caught before reaching the patient
- ☐ Category A — Circumstances that could cause error (no error)
- ☐ Category B — Error occurred but did not reach client
- ☐ Category C — Error reached client but caused no harm
- ☐ Category D — Error reached client, required monitoring or intervention to preclude harm
 High severity — triggers leadership alert
- ☐ Category E — Error caused temporary harm requiring intervention
 High severity — triggers leadership alert
- ☐ Category F — Error caused temporary harm requiring hospitalization
 High severity — triggers leadership alert
- ☐ Category G — Error contributed to or caused permanent patient harm
 High severity — triggers leadership alert

Type of Error (select all that apply) *

☐ Wrong drug

☐ Wrong dose / strength

☐ Wrong dosage form

☐ Wrong route

☐ Wrong frequency / interval

☐ Wrong duration

☐ Wrong patient

☐ Drug duplication (for same class)

☐ Contraindicated drug

☐ Allergy not considered

☐ Drug-drug interaction missed

☐ Illegible / unclear prescription

☐ Missing prescription information

☐ Incorrect calculation

☐ Look-alike / sound-alike (LASA) confusion

☐ Other

Likely Cause(s) (select all that apply)

☐ Illegible handwriting

☐ Non-standard abbreviations

☐ Inadequate prescriber knowledge

☐ Inadequate pharmacist / dispenser knowledge

☐ Distraction / interruption

☐ Heavy workload / fatigue

☐ LASA drug name or packaging

☐ Incomplete patient record / history

☐ No allergy status documented

☐ No drug interaction check performed

☐ System / software error

☐ Poor stock labelling / arrangement

☐ Communication breakdown

☐ Other

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C Medication Details

Complete both columns if a substitution occurred. If only one drug is involved, complete the 'Intended Drug' column only.

Drug Involved in Error

Generic Name (active ingredient)

Start typing drug name...

Drug Class / Category

Auto-filled from generic name

Brand / Trade Name

e.g., Panadol Extra

Dose & Frequency

e.g., 5000mg STAT

Route

Select route... ▼

Dosage Form

Select form... ▼

Duration

e.g., 7 days

Intended (Correct)

Generic Name (active ingredient)

Start typing drug name...

Drug Class / Category

Auto-filled from generic name

Brand / Trade Name

e.g., Panadol

Dose & Frequency

e.g., 500mg TDS

Route

Select route... ▼

Dosage Form

Select form... ▼

Duration

e.g., 5 days

Was this a look-alike / sound-alike (LASA) error?

☐ Yes — look-alike name☐ Yes — look-alike packaging☐ Yes — sound-alike name☐ No

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D Patient Information

Privacy Notice: Patient data is anonymized by design. Only initials, age range, and clinical category are collected. No patient ID numbers or full names.

Patient Initials

E.G., JM

Age / Year of Birth

Select...



Weight (kg, if known)

e.g., 72

Patient Category

☐ Paediatric (0–17 yrs)☐ Adult (18–59 yrs)☐ Elderly (60+ yrs)☐ Pregnant/Breastfeeding

Gender

Male

Female

Not specified

Documented allergy / ADR on record? *

☐ Yes — and it was missed / ignored☐ Yes — and it was considered☐ No known allergies on record☐ Allergy status unknown / not documented

Was the patient on polypharmacy (≥ 5 concurrent medications)? *

Yes

No

Unknown

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Prescriber Cadre

☐ Medical Officer/Intern☐ Specialist/Consultant☐ Clinical Officer☐ Nurse Prescriber☐ Dentist☐ Other

Prescription Format

☐ Handwritten☐ Electronic/Computer-generated☐ Verbal/Phone order☐ Fax/Copy

Legibility

☐ Legible☐ Partially legible☐ Illegible

Missing Elements (select items that were missing from the prescription)

☐ Patient name / ID☐ Date☐ Drug name☐ Dose / strength☐ Route☐ Frequency☐ Duration☐ Prescriber name / signature☐ Prescriber contact / stamp☐ Other

Additional Notes

Any additional details about the prescriber or prescription...

Prescription Error Report

Section F of 7

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F Detection & Resolution

How Was the Error Detected? (select all that apply) *

☐ Routine prescription review

☐ Drug interaction alert (system)

☐ Allergy alert (system)

☐ Patient / caregiver query

☐ Clinical discrepancy noted

☐ During ward round

☐ Medication reconciliation

☐ Reported by colleague

☐ Other

Was the error intercepted before reaching the patient? *

Yes — intercepted

No — reached patient

Was corrective action taken at the point of detection? *

Yes

No

Additional Notes / Outcome of Intervention

Describe the outcome of the intervention or any additional notes...

0/1000 characters

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Progress is auto-saved every 30 seconds

Prescription Error Report

Section G of 7

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Reporter Details

Stored separately — confidential



Your Identity Is Protected

This section is stored in a completely separate, access-restricted database collection. It is never visible in the analytics dashboard, error reports, or any data export. Only authorized administrators can access this data, and only for audit purposes.



Auto-filled from your account

Your name, email, and department have been automatically captured. You can edit them below if needed.

Full Name *

System Administrator

Email Address *

admin@mntrh.go.ke

Professional Cadre *

Select cadre...



Consultants and nurses may submit reports when errors reach the patient or the patient initiates the report.

Department / Unit

ICT

Contact Number

0700 000 000

< Previous



Submit Report

Progress is auto-saved every 30 seconds

Analytics Dashboard

Real-time prescription error surveillance

mm/dd/yyyy

mm/dd/yyyy

Export

Ask about your data... e.g. 'Which drugs appear most in LASA errors?'

Ask AI

TOTAL ERRORS CAPTURED

301

NEAR-MISS RATE

55.5%

Intercepted before reaching patient

CATEGORY D+ RATE

23.6%

Errors causing or risking harm

TODAY'S SUBMISSIONS

0

Error Patterns

Prescribing Trends

Department & Prescriber

Patient Safety

Time & Trends

Interventions

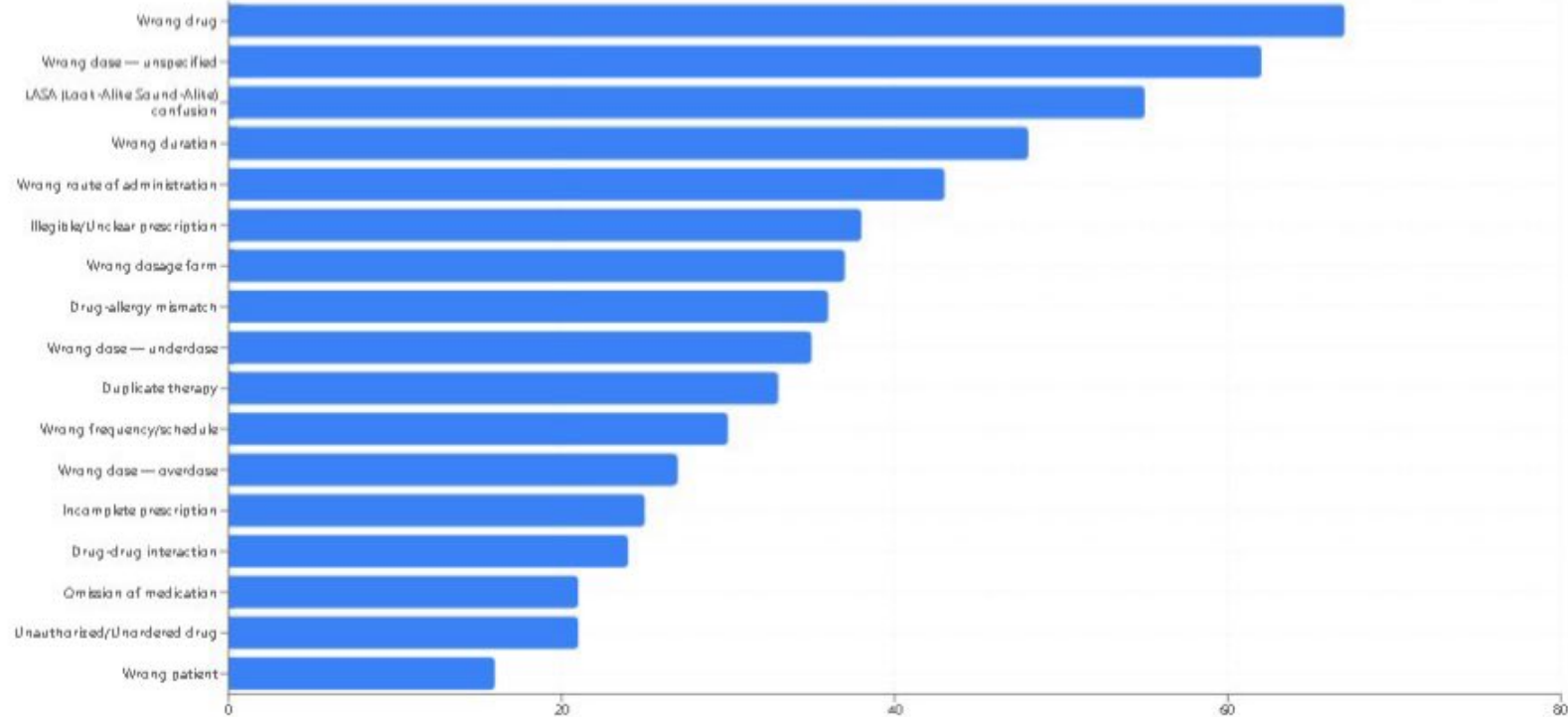
Root Cause

Rx Quality

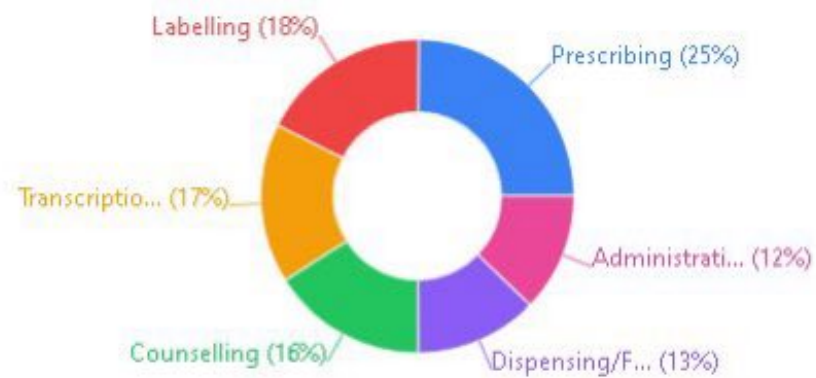
AI Reports

Download Error Patterns PDF

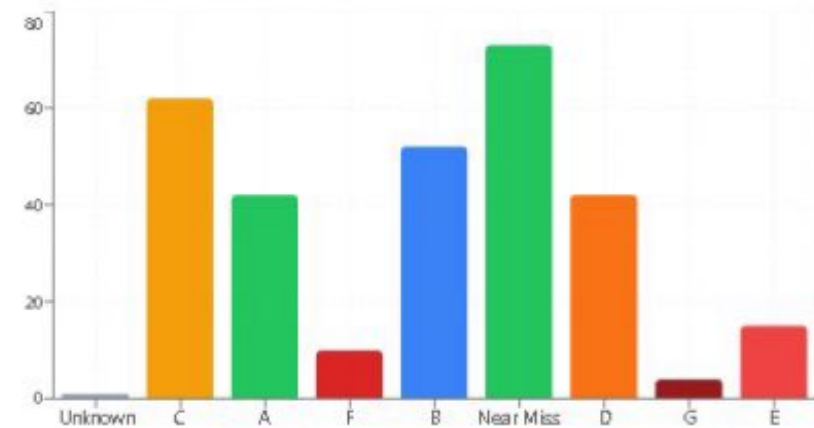
Error Type Frequency



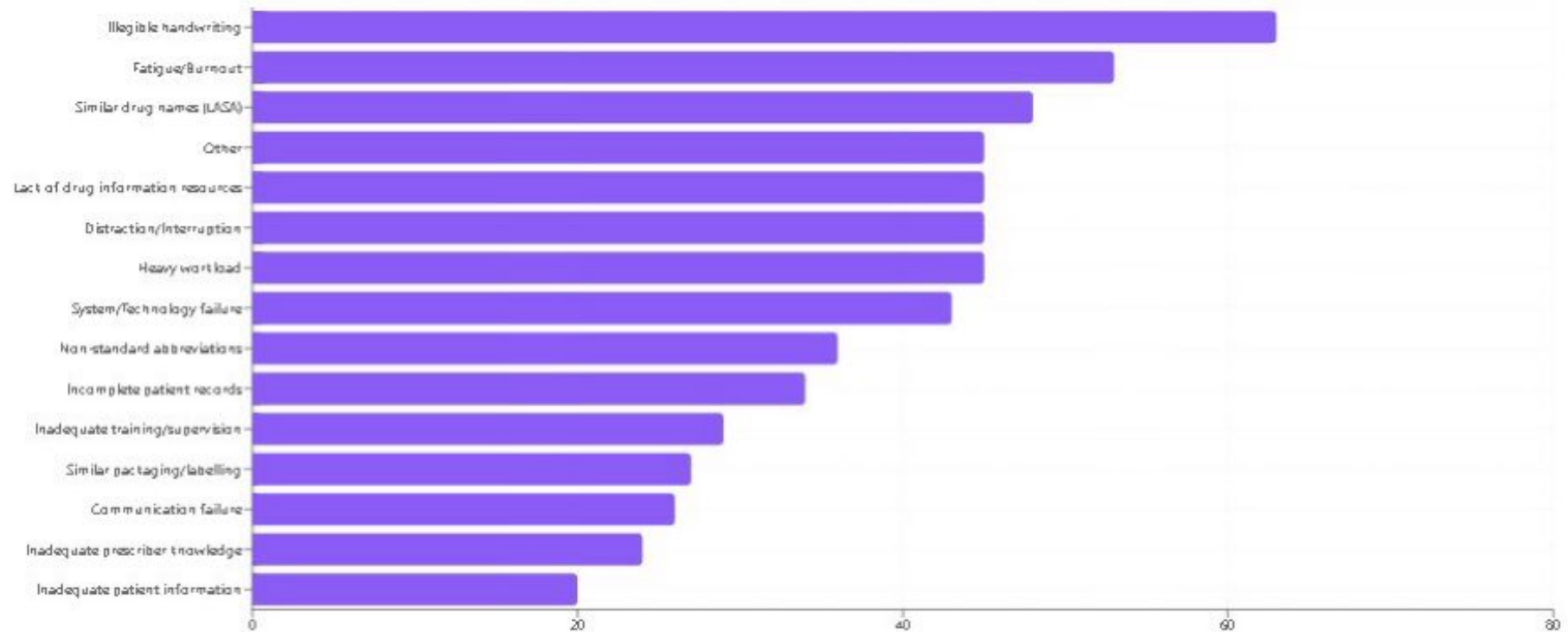
Stage of Medication Process



NCC MERP Severity Distribution



Likely Cause Analysis



TOTAL ERRORS CAPTURED

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Error Patterns

Prescribing Trends

Department & Prescriber

Patient Safety

Time & Trends

Interventions

Root Cause

Rx Quality

AI Reports

Download Prescribing Trends PDF

Total Drug Mentions

510

Unique Drugs

50

Drug Classes

0

Substitution Errors

15



Therapeutic Category Distribution



Breakdown of reported medication errors by broad therapeutic category. Identifies which drug families are most frequently involved in prescription errors.

Category

Count

%

Distribution



Drug Class Error Frequency



Most Frequently Reported Drugs



Severity Risk Index by Drug Class



Weighted risk score per drug class using NCC-MERP severity categories. Higher scores indicate drug classes with more severe error outcomes. Weighting: Near Miss=0.5, A=1, B=2, C=3, D=5, E=7, F=9, G=10.



Drug Class	Total	Near Miss	A	B	C	D	E	F	G	Score
------------	-------	-----------	---	---	---	---	---	---	---	-------

↻ Drug Substitution & Mix-up Analysis

Tracks cases where a different drug was administered than what was prescribed. Shows drug pairs most commonly confused or switched — critical for Look-Alike Sound-Alike (LASA) identification.

Intended Drug	Class	—	Actual Drug Given	Class	Count	Risk Flag
Sertraline 50mg	Unknown	—	Cetirizine 10mg	Unknown	10	Same class
Metformin 500mg	Unknown	—	Metoclopramide 10mg	Unknown	8	Same class
Prednisolone 5mg	Unknown	—	Prednisone 5mg	Unknown	7	Same class
Haloperidol 5mg	Unknown	—	Halothane	Unknown	6	Same class
Carbamazepine 200mg	Unknown	—	Oxcarbazepine 300mg	Unknown	6	Same class
Fluoxetine 20mg	Unknown	—	Fluconazole 200mg	Unknown	5	Same class
Losartan 50mg	Unknown	—	Lisinopril 10mg	Unknown	4	Same class
Lamotrigine 100mg	Unknown	—	Labetalol 100mg	Unknown	3	Same class
Chlorpromazine 100mg	Unknown	—	Clomipramine 100mg	Unknown	3	Same class
Diazepam 5mg	Unknown	—	Diclofenac 50mg	Unknown	3	Same class
Losartan 50mg	Unknown	—	Lorazepam 2mg	Unknown	2	Same class
Ceftriaxone 1g	Unknown	—	Clozapine 100mg	Unknown	2	Same class
Sertraline 50mg	Unknown	—	Metformin 500mg	Unknown	2	Same class
Phenobarbital 30mg	Unknown	—	Prednisolone 5mg	Unknown	2	Same class
Cotrimoxazole 960mg	Unknown	—	Acyclovir 200mg	Unknown	2	Same class

↗ Monthly Error Trends by Drug Class

📊 Error Type Profile by Drug Class

🔗 Dosage Form Errors by Drug Class

Analytics Dashboard

Real-time prescription error surveillance

mm/dd/yyyy

— mm/dd/yyyy

Export

Ask about your data... e.g. "Which drugs appear most in LASA errors?"

Ask AI

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Errors causing or risking harm

TO DAY'S SUBMISSIONS

0

- Error Patterns
- Prescribing Trends
- Department & Prescriber
- Patient Safety
- Time & Trends
- Interventions
- Root Cause
- Rx Quality
- AI Reports

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Errors by Location

95

Main Pharmacy

80

Outpatient/OPD

42

Ward/Nursing Stations

28

Specialist Clinic

29

General Outpatient Clinic

16

Dental Department

10

Rehabilitation

Analytics Dashboard

Real-time prescription error surveillance

mm/dd/yyyy

mm/dd/yyyy

Export

Ask about your data... e.g. "Which drugs appear most in LASA errors?"

Ask AI

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23.6%

Errors causing or risking harm

TO DAY'S SUBMISSIONS

0

Error Patterns

Prescribing Trends

Department & Prescriber

Patient Safety

Time & Trends

Interventions

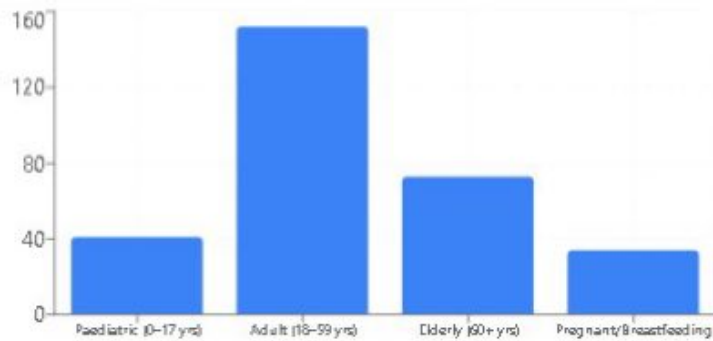
Root Cause

Rx Quality

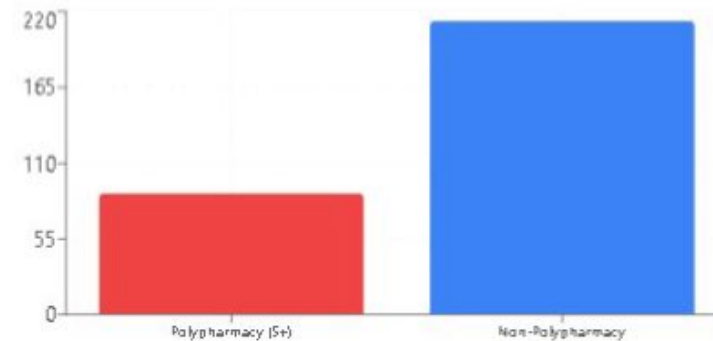
AI Reports

Download Patient Safety PDF

Patient Category Exposure



Polypharmacy Correlation

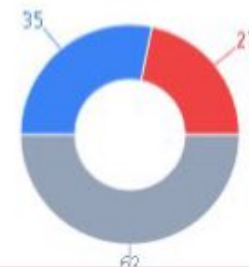


Allergy-Related Errors

6

Drug-allergy mismatches where allergy was documented

Dosing Error Direction



Intended Drug	Error Drug	Details	Severity
Sertraline 50mg	Cetirizine 10mg	Sound-alike: Sertraline 50mg / Cetirizine 10mg	Near Miss
Metformin 500mg	Metoclopramide 10mg	Sound-alike: Metformin 500mg / Metoclopramide 10mg	B
Haloperidol 5mg	Halothane	Sound-alike: Haloperidol 5mg / Halothane	D
Sertraline 50mg	Cetirizine 10mg	Sound-alike: Sertraline 50mg / Cetirizine 10mg	A
Haloperidol 5mg	Halothane	Sound-alike: Haloperidol 5mg / Halothane	Near Miss
Fluoxetine 20mg	Fluconazole 200mg	Sound-alike: Fluoxetine 20mg / Fluconazole 200mg	C
Fluoxetine 20mg	Fluconazole 200mg	Sound-alike: Fluoxetine 20mg / Fluconazole 200mg	D
Metformin 500mg	Metoclopramide 10mg	Sound-alike: Metformin 500mg / Metoclopramide 10mg	D
Losartan 50mg	Lisinopril 10mg	Sound-alike: Losartan 50mg / Lisinopril 10mg	E
Prednisolone 5mg	Prednisone 5mg	Sound-alike: Prednisolone 5mg / Prednisone 5mg	B
Carbamazepine 200mg	Oxcarbazepine 300mg	Sound-alike: Carbamazepine 200mg / Oxcarbazepine 300mg	B
Sertraline 50mg	Cetirizine 10mg	Sound-alike: Sertraline 50mg / Cetirizine 10mg	B
Carbamazepine 200mg	Oxcarbazepine 300mg	Sound-alike: Carbamazepine 200mg / Oxcarbazepine 300mg	A
Lamotrigine 100mg	Labetalol 100mg	Sound-alike: Lamotrigine 100mg / Labetalol 100mg	A
Metformin 500mg	Metoclopramide 10mg	Sound-alike: Metformin 500mg / Metoclopramide 10mg	B
Prednisolone 5mg	Prednisone 5mg	Sound-alike: Prednisolone 5mg / Prednisone 5mg	C
Fluoxetine 20mg	Fluconazole 200mg	Sound-alike: Fluoxetine 20mg / Fluconazole 200mg	G
Sertraline 50mg	Cetirizine 10mg	Sound-alike: Sertraline 50mg / Cetirizine 10mg	Near Miss
Sertraline 50mg	Cetirizine 10mg	Sound-alike: Sertraline 50mg / Cetirizine 10mg	D
Carbamazepine 200mg	Oxcarbazepine 300mg	Sound-alike: Carbamazepine 200mg / Oxcarbazepine 300mg	C

Analytics Dashboard

Real-time prescription error surveillance

mm/dd/yyyy

mm/dd/yyyy

Export

Ask about your data... e.g. "Which drugs appear most in LASA errors?"

Ask AI

TOTAL ERRORS CAPTURED

301

NEAR-MISS RATE

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CATEGORY D+ RATE

23.6%

Errors causing or risking harm

TODAY'S SUBMISSIONS

0

Error Patterns

Prescribing Trends

Department & Prescriber

Patient Safety

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Root Cause

Rx Quality

AI Reports

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INTERCEPTION RATE

85.7%

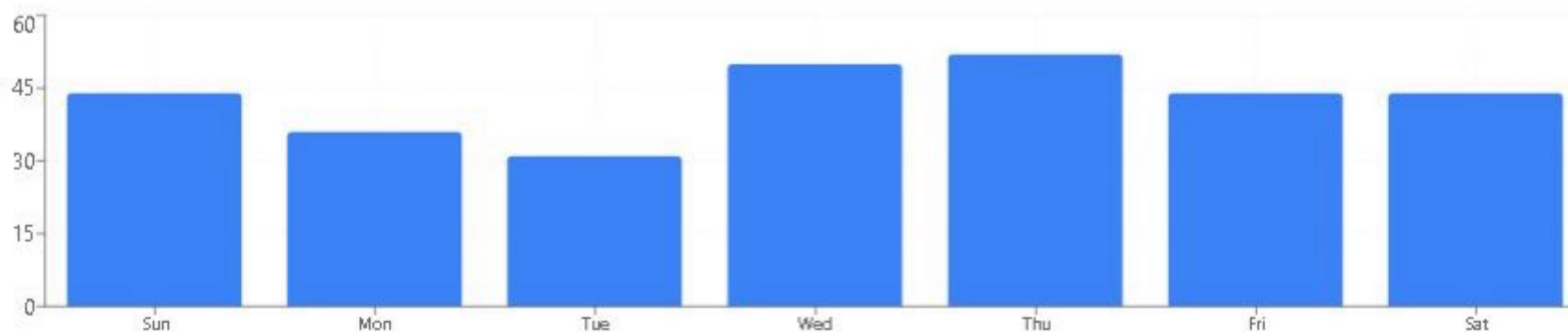
Errors caught before reaching patient

RESEARCH TARGET PROGRESS

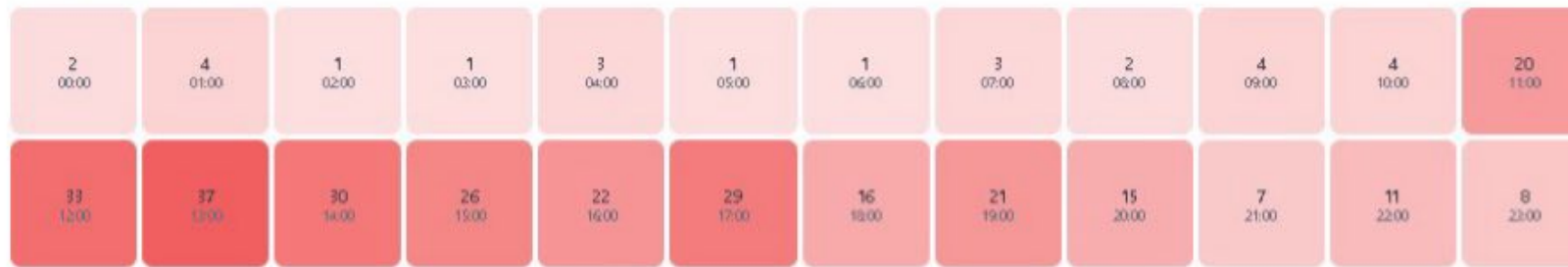
301 / 250

120.4% of minimum target

Errors by Day of Week



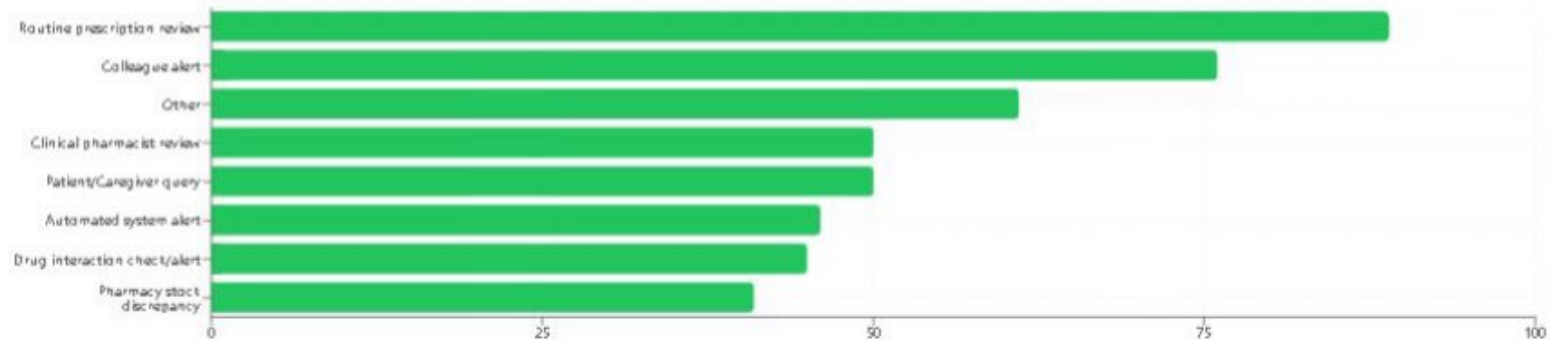
Errors by Time of Day



Cumulative Error Trend



Detection Method Frequency



Analytics Dashboard

Real-time prescription error surveillance

 Ask about your data... e.g. "Which drugs appear most in LASA errors?"

 Ask AI

TOTAL ERRORS CAPTURED



301

NEAR-MISS RATE



55.5%

Intercepted before reaching patient

CATEGORY D+ RATE



23.6%

Errors causing or risking harm

TO DAY'S SUBMISSIONS



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- Error Patterns
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- Root Cause
- Rx Quality
- AI Reports

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0

Total Interventions

0

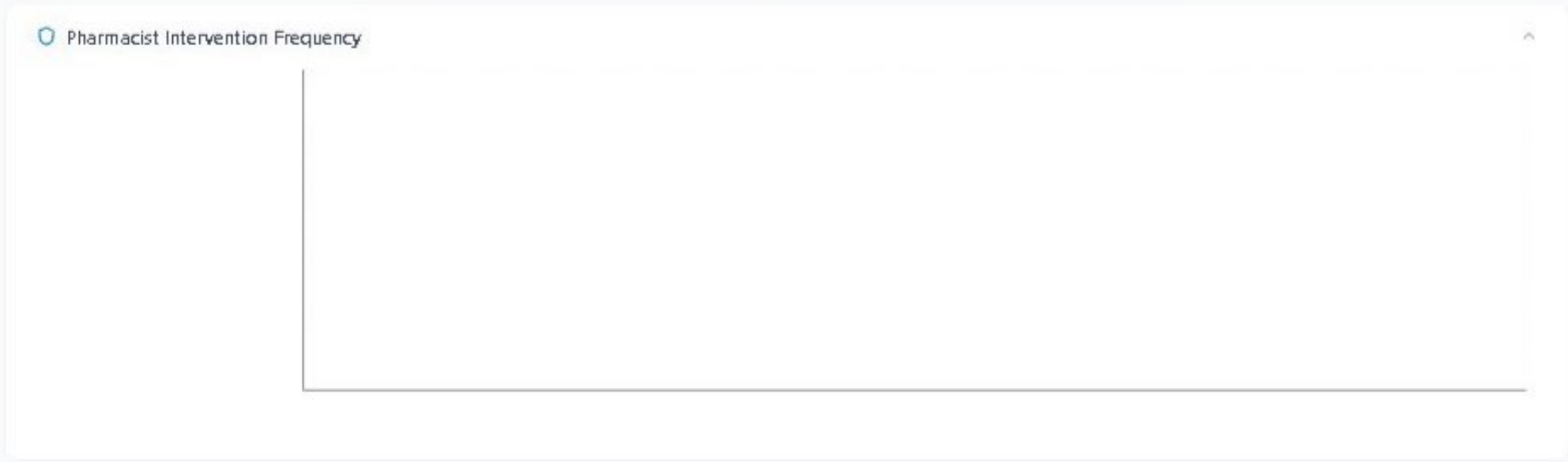
Corrective Actions

258

Errors Intercepted

0.0

Avg Interventions / Report



Detection Method Effectiveness

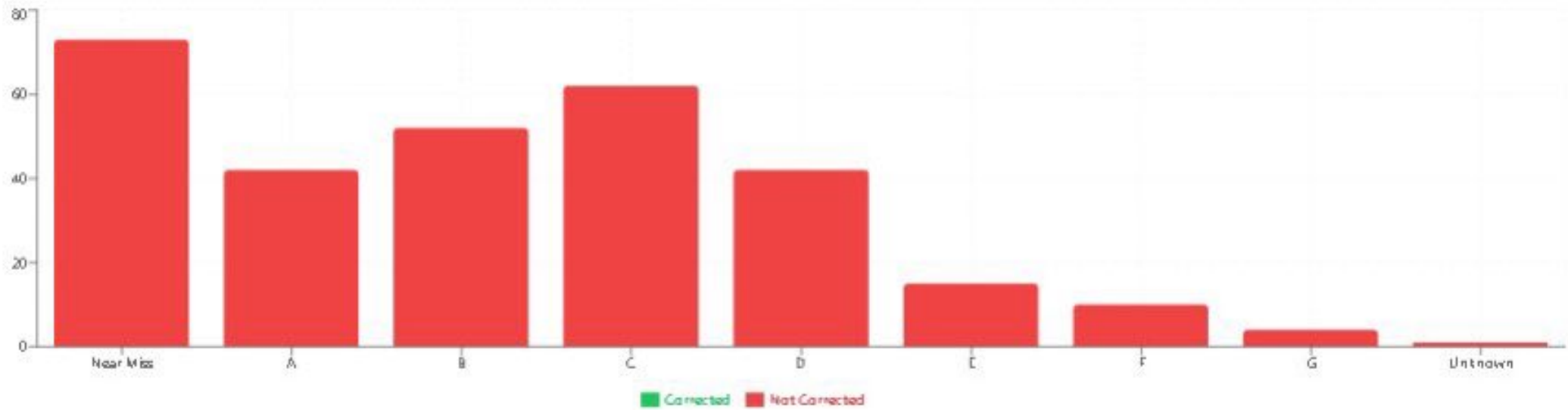
Detection Volume & Interception

Method	Used	High Sev	Intercept %
Routine prescription review	89	26	88%
Colleague alert	76	11	82%
Other	61	14	84%
Clinical pharmacist review	50	16	84%
Patient/Caregiver query	50	14	82%
Automated system alert	46	6	91%
Drug interaction check/alert	45	11	91%
Pharmacy stock discrepancy	41	9	83%

Detection Profile Radar



△ Corrective Action Rate by Severity



NCC MERP	Total	Corrected	Correction Rate
Near Miss	73	0	0%
A	42	0	0%
B	52	0	0%
C	62	0	0%
D	42	0	0%
E	15	0	0%
F	10	0	0%
G	4	0	0%
Unknown	1	0	0%

Analytics Dashboard

Real-time prescription error surveillance

mm/dd/yyyy

mm/dd/yyyy

Export

Ask about your data... e.g. "Which drugs appear most in LASA errors?"

Ask AI

TOTAL ERRORS CAPTURED



301

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Errors causing or risking harm

TO DAY'S SUBMISSIONS



0

Error Patterns

Prescribing Trends

Department & Prescriber

Patient Safety

Time & Trends

Interventions

Root Cause

Rx Quality

AI Reports

Download Root Cause PDF

195

Multi-Cause Reports

22%

Multi-Cause High Severity

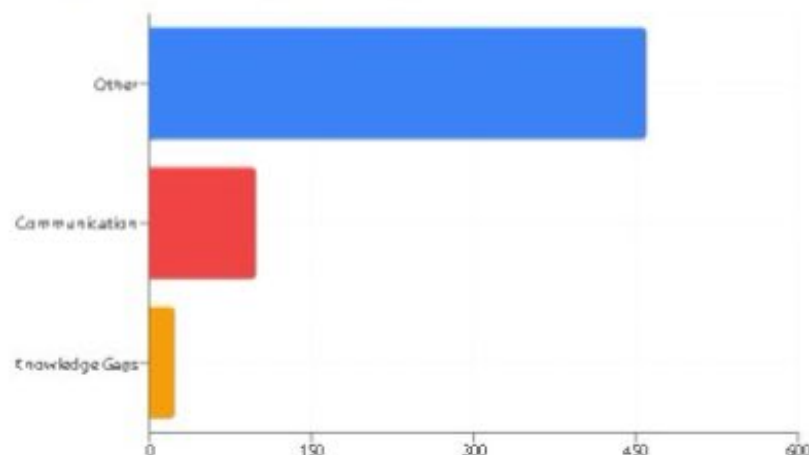
27%

Single-Cause High Severity

465

Missing Rx Elements

Contributing Factor Clusters (Systems View)



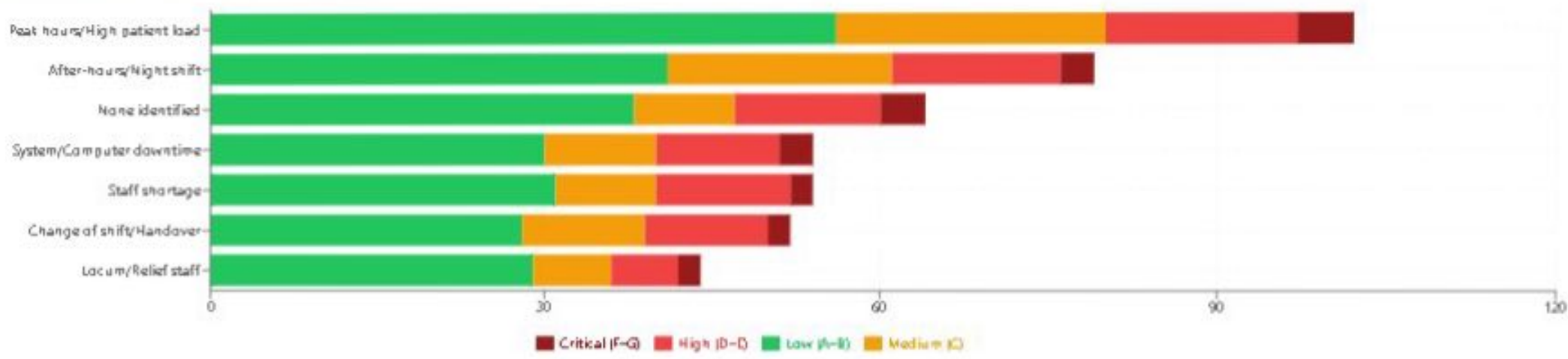
Systems Analysis Summary



Cause × Error Type Co-occurrence (Top 20)

#	Likely Cause	Error Type	Count	% of Reports
1	Distraction/Interruption	Wrong drug	14	4.7%
2	Fatigue/Burnout	Wrong drug	14	4.7%
3	System /Technology failure	Wrong drug	13	4.3%
4	Sim ilar drug names (LASA)	Wrong drug	13	4.3%
5	Other	Wrong drug	13	4.3%
6	Illegible handwriting	Wrong duration	13	4.3%
7	Heavy workload	Wrong dose — unspecified	12	4.0%
8	Lack of drug information resources	Wrong route of adm inistration	11	3.7%
9	System /Technology failure	Wrong dose — unspecified	11	3.7%
10	Lack of drug information resources	Wrong dose — unspecified	11	3.7%
11	Sim ilar drug names (LASA)	Wrong dose — unspecified	11	3.7%
12	Illegible handwriting	Wrong drug	11	3.7%
13	System /Technology failure	Wrong dosage form	10	3.3%
14	Lack of drug information resources	LASA (Look-Alike Sound-Alike) confusion	10	3.3%
15	Lack of drug information resources	Wrong drug	10	3.3%
16	Illegible handwriting	Wrong dose — unspecified	10	3.3%
17	Illegible handwriting	Duplicate therapy	10	3.3%
18	Other	LASA (Look-Alike Sound-Alike) confusion	10	3.3%
19	Other	Wrong dosage form	9	3.0%
20	Lack of drug information resources	Wrong duration	9	3.0%

Work Environment x Severity Distribution



Top Contributing Causes by Location

Location	Cause	Count
Outpatient/OPD	Illegible handwriting	24
Main Pharmacy	Similar drug names (LASA)	21
Main Pharmacy	Illegible handwriting	20
Main Pharmacy	Fatigue/Burnout	16
Main Pharmacy	Inadequate training/supervision	13
Main Pharmacy	System/Technology failure	13
Main Pharmacy	Distraction/Interruption	13
Outpatient/OPD	Similar drug names (LASA)	13
Outpatient/OPD	Lack of drug information resources	12
Outpatient/OPD	Fatigue/Burnout	12
Main Pharmacy	Non-standard abbreviations	11
Main Pharmacy	Lack of drug information resources	11
Main Pharmacy	Heavy workload	11
Ward/Nursing Stations	Illegible handwriting	11
Ward/Nursing Stations	Heavy workload	11
Ward/Nursing Stations	Fatigue/Burnout	11
Outpatient/OPD	Distraction/Interruption	11
Outpatient/OPD	System/Technology failure	11
Outpatient/OPD	Incomplete patient records	11
Main Pharmacy	Incomplete patient records	10
Main Pharmacy	Other	9
Main Pharmacy	Communication failure	9
Ward/Nursing Stations	Other	9
Main Pharmacy	Similar packaging/labelling	8
Ward/Nursing Stations	System/Technology failure	8

Ask about your data... e.g. "Which drugs appear most in LASA errors?"

Ask AI

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- Rx Quality
- AI Reports

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42

Illegible Prescriptions

162

Handwritten

183

Incomplete Rx

1.5

Avg Missing Elements

Prescription Legibility Analysis

Category	Percentage
Not Recorded	46%
Partially legible	23%
Illegible	14%
Legible	17%

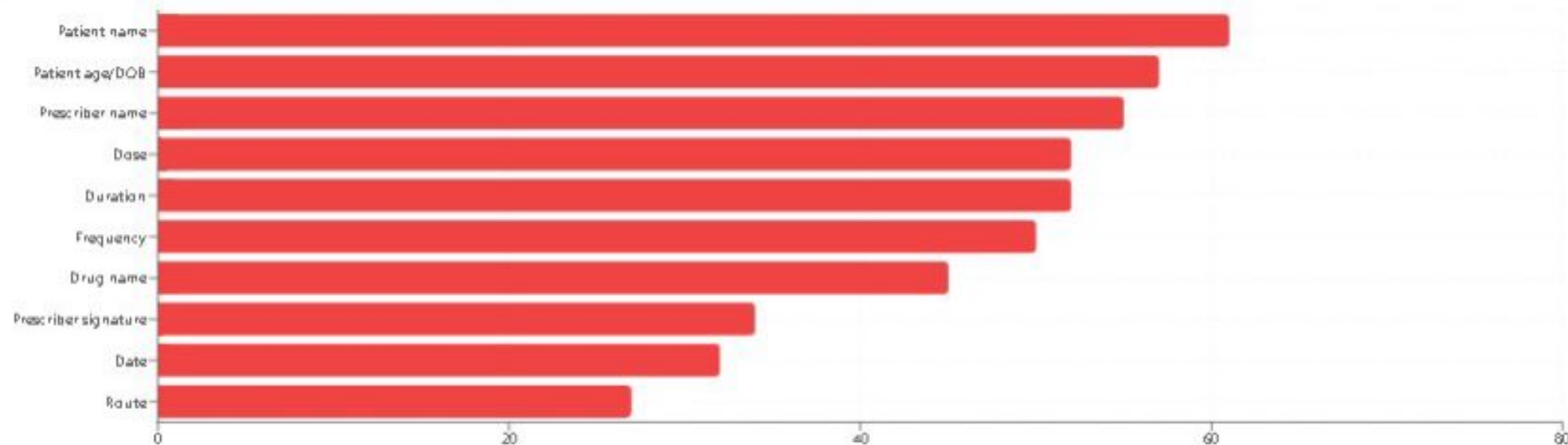
Legibility Impact on Outcomes

Legibility	Total	High Sev %	Intercept %
Not Recorded	139	22%	86%
Partially legible	68	26%	81%
Illegible	42	21%	88%
Legible	52	27%	90%

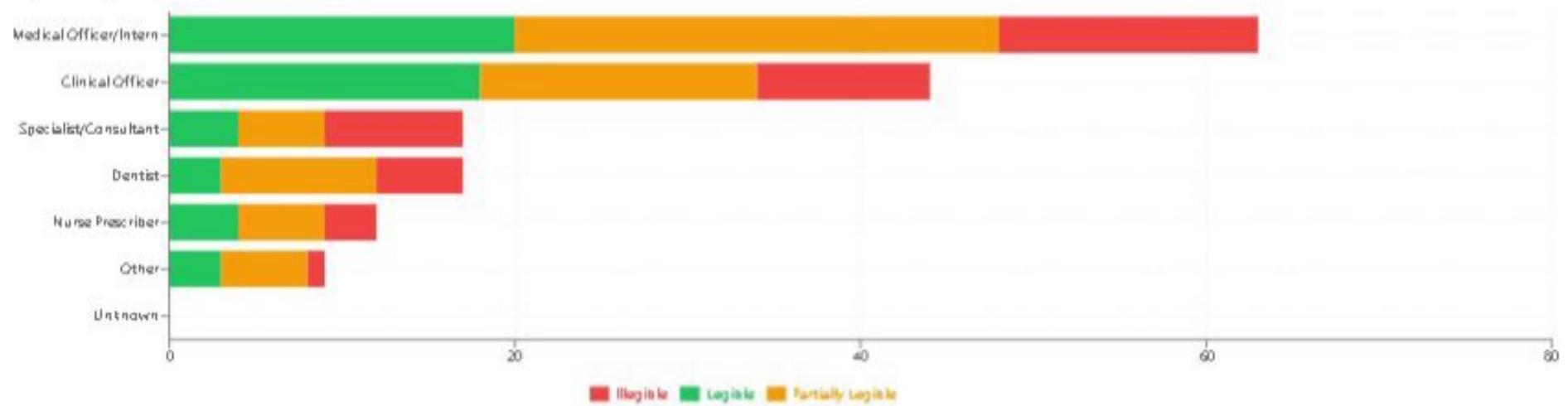
Prescription Format vs Severity



Missing Prescription Elements



Prescription Legibility by Prescriber Cadre



Prescriber Cadre × Prescription Format

Analytics Dashboard

Real-time prescription error surveillance

mm/dd/yyyy

mm/dd/yyyy

Export

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TODAY'S SUBMISSIONS

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- AI Reports

AI Report Generator (DeepSeek)

Weekly Report

Generate PPB Report

Research Data Export

Export anonymized error report data for analysis in SPSS, R, or Excel. Reporter identities are automatically stripped.

Export Excel (.xlsx)

Export CSV