Medication Administration: Getting it right!

New Provider Guidance for Medication Administration

Transcript

Title Slide

(no narration)

Webcast Tips

There are a few things that will assist you in navigating through the webcast. At the bottom of the viewing pane are the play and pause buttons as well as the buttons to go back and forward. There are also buttons to adjust the volume, view the closed captioning and close the webcast. On the left is a table of contents that you can use to navigate to a specific area of the webcast.

Welcome

Hello. My name is Jill Morrow and I am the Medical Director for the Office of Developmental Programs. I will be your narrator for this webcast.

Webcast Purpose

As a new provider, you may be interested in using unlicensed staff to administer medication at your new provider sites. During this webcast, a new provider is defined as a provider that has been in existence for less than 6 months or existing providers that do not currently use the Medication Administration Program and add an eligible licensed service.

New providers typically do not have an established medication administration program nor does their staff meet some of the requirements to become medication administration trainers. This webcast gives new providers some guidance about how to set up a medication administration program in their new sites and the mechanism to qualify their staff to become trainers.

Webcast Focus

At the end of this webcast, you will be able to:

- Develop and apply the recommended medication administration policies and practices to your eligible licensed sites.
- And, qualify new provider staff to become trainers in medication administration.

Staff Eligibility

There are three requirements for staff eligibility to become a trainer in the Medication Administration Program. The first is that staff must work in or with staff that work in an eligible licensed setting. These are on the screen for your reference. Click the [Continue] button in the lower right hand corner when you are ready to go to the next slide.

The second requirement is that prior to taking the Medication Administration Program Trainer Course, the staff person must have worked for the provider for a period of 6 months or longer. In addition to this requirement, unlicensed staff who want to become trainers must have successfully completed either the new or the old Medication Administration Program.

Typically staff working for new providers cannot meet the two requirements of employment for 6 months and successful completion of the Medication Administration Course.

New providers may have staff that have successfully completed the Medication Administration Program or have been certified as a Medication Administration Trainer during employment with another provider. In the latter example, the currently certified trainer can train staff in medication administration at the new provider. In the absence of hiring an existing trainer, it is preferable for new providers to send staff who have successfully completed the Medication Administration Program to become trainers.

If, as a new provider, you have neither an existing trainer nor a staff that has successfully completed the Medication Administration Program, then the viewing of this webcast by staff working for a new provider removes the requirement for successful completion of the Medication Administration Course prior to beginning the trainer course. As this requirement is being waived, it is essential that trainer candidates spend time to understand and master the material in the online lessons to be prepared to successfully pass the Course examinations.

It is also required that someone from the administration of the new provider view this webcast not only so that they are familiar with the requirements of setting up a medication administration program, but also to become the Medication Administration Primary Contact for the provider.

The viewing of this webcast by new provider staff also removes the requirement of employment for 6 months or more. Information at the end of the webcast provides instructions on how to demonstrate viewing of this webcast in order to have the requirements waived.

Medication Administration

The Medication Administration Program is designed to teach unlicensed staff to administer medication in eligible settings in a standardized manner. The practices taught in this Program differ from those learned by licensed nurses and other licensed professionals that give medication. The Program includes not only how to train unlicensed staff to administer medication, but also how to monitor their performance over time. The evaluation of their performance and the analysis of reportable medication errors are important for the provider to identify and improve weaknesses in their medication administration program.

The goal of standardized teaching of medication administration is to promote safe medication administration. In this webcast, we will use the series of steps known as the Medication Cycle to illustrate the elements needed to establish a provider medication administration program. The medication cycle is a series of steps or actions that defines the management of medication in the treatment of health conditions.

It is important that you understand each step or action in the cycle and the relevant policy and procedural elements as it guides the establishment of a medication administration program.

Medication Cycle - Introduction

Let's take a brief look at the five steps of the Medication Cycle. Observation: Paying attention to and recognizing changes in the people your provider supports. A change may signal a problem and your staff are in a unique position to notice those changes. Report changes: Communicating what is observed. This may be done in various ways and is based on actual observations. It is important to identify and communicate to whom your staff must report, what they must report, and in what format. Communication for healthcare practitioner visit: Taking information to the healthcare practitioner and bringing that information back to the provider supporting the person. Record and store: The process by which a medication is brought back to the place where it will be given and recording that medication and its information from the pharmacy label onto the medication log or medication administration record or MAR. It also involves where the medication will be kept. Administration and documentation: The actual process of giving the medication and documenting that it was given. Observation: This step begins the cycle again as the person is observed for changes related to the medication that was administered.
Medication Cycle - Observation
Let's start with Observation. This is recognizing changes in people related to health conditions or medication. The course will teach unlicensed staff how to observe. The documentation of observation occurs in Reporting.
Medication Cycle - Reporting
Under Reporting, it is important to establish how staff will document various occurrences. Providers are required to report events like medication errors as defined by the regulation or policy for each licensed setting. The provider should establish a standard internal format for staff to use to report these in addition to the reporting mechanism required by the regulatory body for the setting. In addition, while the course will teach staff how to write notes related to medication administration, the provider needs to establish where staff will write these notes and the format in which they will be written. You will also need to develop strategies for recording graphic data like blood sugars or blood pressure in the record. New providers also need a procedure for reporting emergent and urgent events as well as routine ones. Reporting of these events to the Departments may differ depending on your particular license type.
Medication Cycle - Communication

Communication for a healthcare practitioner visit requires using the observed and reported information from the previous two steps in the Medication Cycle. Preparing well organized information will help the healthcare practitioner determine what to do next. It will also help the provider better understand the next steps in the person's care. Healthcare practitioners are generally interested in a summary of the information that accurately reflects how things are going rather than reading each individual observation. Therefore, as a new provider you must develop a procedure to take summarized information to communicate with the healthcare practitioner. It is also important to have a way to bring information back from the healthcare practitioner. It may be helpful for the provider to develop forms for this.
Medication Cycle – Record and Store
New providers should review the regulatory requirements for their setting related to the storage of medication. In some settings, depending on the characteristics of the person in that setting, medication must be in a locked location. Controlled substances must also be secured and double locked. All medication that is not self-administered must be in its original labeled container. There may be other specifications based on specific regulations.
New providers will need to establish where medication will be kept at the provider site. They will also need to determine how it will be secured and who will have access to the keys or combinations. This includes securing medication that requires refrigeration.
The first part of Recording is obtaining the medication. Providers need to establish how staff will get new medication or refills of existing medication including what pharmacy will be used, whether it will be delivered or picked up, etc. In addition, a procedure for refilling medication before it is gone must be developed so that people supported do not miss getting their medication.
The next part of Recording involves entering the medication information from the pharmacy label onto the medication administration record, MAR, or medication log. This document is the tool that tells staff what medication needs to be given to whom and when. Some pharmacies provide MARs that have the medication information already printed on them. Some providers use electronic MARs into which the medication information is entered. If neither is the case, then the course teaches students to enter the medication information from the pharmacy label. The course contains examples of MARs for students to use.
In addition to entering the medication information onto the MAR, the hours of administration must also be entered. New providers need to define their hours of administration. For example, a medication that is given in the morning must be listed on the MAR for a specific time of day such as 8 am. This is the hour of administration. New providers should define what times will be associated with medication to be given once a day, twice a day, three times a day, four times a day, morning, and evening or bedtime. For example, three times a day may be defined as 8 am, 4 pm, and 10 pm.
In addition to defining the hours of administration, new providers must determine the range of time a medication can be given. Typically, this is defined as an hour before and an hour after the time of administration. If medication is to be given at 8 am, then giving anytime between 7 am and 9 am means that it was given on time. In this example, an 8 am medication given at 9:15 am would be late. Not only are late medication administrations medication errors and must be reported, but they also potentially impact the person's health.

Some medications have a high potential for addiction and are required to be accounted for by the Federal Drug Enforcement Administration. The Course teaches students how to use controlled substance counting sheets to keep a running count of controlled substances administered. The new provider must develop a procedure around the counting of these substances and the documentation of the count. The counting procedure requires that every time staff change controlled substances are counted together by a staff person that is leaving and a staff person that is coming. The Course provides guidance around how to do this.
The new provider must also develop an approach to the disposal of medication. As practices around disposal change over time, to determine the appropriate method of disposal it is best to use an outside reference such as federal websites, the Food and Drug Administration, Drug Enforcement Administration, or discussions with the pharmacist.
Medication Cycle – Administration and Documentation
The next step in the Medication Cycle is Administration and Documentation. Administration is the actual giving of the medication and documentation is recording that administration on the MAR.
For administration, the new provider needs to identify what type of vessel staff will pour medication into prior to administering it. This may be a paper medication cup or a saucer or a bowl. As staff pour the medication into the vessel that will be used, some providers like to use a strategy such as putting a dot in the initial box on the MAR as staff pours medication to indicate that the medication was poured. There may be other ways to accomplish this and as a new provider you should consider how you might approach this.
Documentation of a medication administration is done by staff placing their initials into the date and time or hour of administration box on the MAR after they have administered the medication. This allows the provider to identify who has given a particular dose of medication if a problem arises. There are other types of documentation taught in the Course that will be used.
Documentation requires some definitions about how particular events will be coded within the provider. For example, when people are not present at the provider to receive their medication, then a code will be documented on the MAR to indicate why. If a person was not present because of hospitalization, then an H could be used to indicate that. The types of codes needed are outlined in the Course. However, the Course does not direct the codes for providers to use. The new provider should determine the codes that they are going to use and include them in their medication policy.
One type of documentation is to indicate when a medication has been discontinued or stopped. New providers must determine the method that they will use to indicate this. Typically in healthcare, a single line is used, however some providers prefer to highlight or use an X instead. This is described in detail in the online lessons and the method to be used at the provider can be determined after the staff designated to become a trainer has studied the online lessons.
Another type of documentation is to record the administration of a medication that is given only when needed. This is called a PRN medication. There are multiple ways to document such an administration and some MARs provide a different way to document PRN medication administration from other types of administrations. Again, the course describes the various ways that this can be documented and how the new provider is going to do this can be determined either after the designated staff have studied the online lessons or after it is decided what type of MAR will be used.

Sometimes staff will need to urgently report some change in health condition to the healthcare practitioner. In response to this, the healthcare practitioner may change one or more of the medications the person takes. Unlicensed staff are not permitted to make changes to medication to be administered without written instructions from the healthcare practitioner. This includes instructions provided over the phone. New providers must develop a procedure to obtain written instructions for all changes.
Medication Cycle – Self-Administration
Now we have completed the Medication Cycle and the policies and procedures needed to establish a medication administration program in a new provider. In addition to this, some new providers will work with people who will be able to administer their own medication or are learning to administer their own medication. The Course gives guidelines about how to approach this and a new provider that anticipates working with self-administration must develop policies and procedures around this concept.
Summary
A checklist is available to assist you as a new provider in establishing your medication administration program. Click on the picture of the checklist to download it and click [Continue] when you are ready.
In summary, as a new provider interested in using the Medication Administration Program, you are responsible for developing policies and practices that will assist your staff in safe administration of medication. The Course contains valuable information related to how to apply these principles and you should work closely with your designated trainer candidate in developing these policies and practices.
Designated trainer candidates that have not successfully completed the Medication Administration Program at another provider are strongly encouraged to study and pay careful attention to the concepts and skills involved in medication administration so that they learn them from the webcasts as they do not have prior experience to assist with taking the examinations.
Next Step
Thank you for viewing this webcast about new provider guidance for medication administration. If you work in the provider administration, please click on the button that says [Provider Administration]. This will take you to a form to complete about your provider. Completion of this form demonstrates to the Department that you have completed this webcast. Information that is needed is listed on the slide for your reference. This information is needed to create a provider profile for you in the medication administration registration database. Trainer candidates will not be able to register for the Course until this information has been submitted and approved. If you are a trainer candidate, click on the button that says [Trainer Candidate]. This will take you to a form to complete. Completion of this form demonstrates to the Department that you have completed this webcast. After completing the form, a profile in the Medication Administration website will be created for you. Do not go directly to the Medication Administration website and create your own profile as you will not be able to complete it. Once your profile is created, your username and password will be emailed to you. You will be able to login, register, and pay for the course once you have received your username and password.