

# Taylor's Special Care Services, Inc.

**MEDICATION  
ADMINISTRATION, MONITORING  
AND DOCUMENTATION**

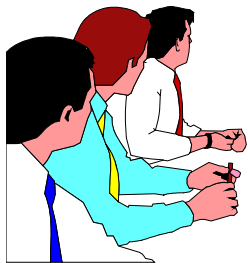


**Simon Pop, MBA**  
Chief Operating Officer  
2015 - 2016

# INTRODUCTION - Agenda



- **Medication Documentation**
  - **Refusal of Medication**
- **When Not to Give Medication**
  - **Medication Errors**
  - **Medication Administration**
- **The “5 Rights” of Medication**
  - **General Procedures**
- **Standing Medical Orders (SMO)**
  - **Quiz**



# Medication Documentation

- **All medication that is given must be documented.** This includes prescription meds or those you can buy without a prescription, such as Tylenol or cream for a rash or a laxative such as Milk of Magnesia.

- **Medication Labels:** The pharmacy container in which the prescribed medication is dispensed must at least have the following info:



- Pharmacy name and address
- Prescription number
- Recipient's name
- Date dispensed
- Prescribing doctor
- Directions for use
- Name of Medication
- Number of pills dispensed

# Medication Record

- Each person has his/her own Medication Record that must document what was given and when it was given. Whoever gives the medication must be the one who documents that it was given.
- Look at the Medication Book and review each section of the book. It includes 5 major sections:
  1. Med sheets
  2. Scripts
  3. D/C Orders
  4. Consents for Use of Medications
  5. Other (i.e., Standing Medical Orders, Blood Pressure Logs, Blood Sugar Reading Logs).
- Check all information about the medication from label to the med sheet.
- Compare the prescription written by the doctor with the Med Sheet and the medication label.

# Medication Record

- Discuss with manager how to log in a new medication and discontinue a medication.
- Learn where staff signs and initials at the bottom of the medication sheet to identify him/her as the person who passes medications.
- Document the following on the med sheet:
  - Medication given
  - Medication not given
  - Medication at work, program or school
  - Medication given at home or Leave of Absence
- Document any known allergies in **red** on the med sheet.



# Refusal of Medication

- You cannot force a person to take a medication.
- Try your best to encourage him/her to take it.
- Remember that the medication has been prescribed to improve the person's quality of life (health or behavior related).
- Explain the medication's importance and how it will help.
- Let the person choose – tell he/she could take it now or you could come back in 10 minutes. For any prescribed medication, you may give it 1 hour before the prescribed time, or up to 1 hour after that time.
- If another staff is available, ask that staff to talk to the person. If numerous attempts have been made and the 1 hour limit has passed, then follow the Missed Medication Procedure.
- If the person often refuses medication, then this problem should be addressed with the treatment team to try to correct the problem.

# When Not to Give Medication

- Do not give a medication if any of the following occur:
  - If you are unsure of any of The 5 Rights.
  - If the person refuses the medication (follow procedure for missed medication).
  - If the Medication Sheet is missing.
  - If there is no legible pharmacy label.
  - If the medication appears deteriorating or changed in some way.
  - If “Discontinue” is written on the Med Sheet.
  - If the Medication was dropped or contaminated in some way (follow the disposal/destroyed medication procedure).

# Medication Errors

- ANY DEVIATION IN PROCEDURE CAN CONSTITUTE A MEDICATION ERROR.
- A MEDICATION ERROR has occurred when:
  - The wrong person was given a medication.
  - The wrong medication was given to a person.
  - The wrong dosage was given to a person.
  - A medication was given at the wrong time, or was not administered at all.
  - A medication was administered by the wrong route.
  - Documentation was absent or incorrect.
- **EVERY MEDICATION ERROR IS POTENTIALLY SERIOUS AND COULD BE LIFE THREATENING!**



# Medication Administration

- Only trained staff can administer and monitor clients' prescribed medication. Training includes OCCMHA-approved training for licensed residential facilities, and TSCS internal training for SIP facilities.
- New hires must be scheduled and complete the Medication Training (external or internal) within 30 days of hire.
- Certificates or Transcripts of Training (i.e., TTI / MORC / internal in-service/training) must be forwarded to Corporate to place in employees' personnel record.
- Attendance Verification of Training sheets with appropriate signatures must be turned in to corporate with timesheets in a timely manner before anyone can get paid for authorized training.

# Medication Administration

- The following procedure MUST be followed when Dispensing Medications:
  - Dispense medications in clean, well-lighted place, away from others.
  - Make sure others know you are about to administer medications and cannot be interrupted.
  - If at any time you must leave the area in the process of giving medications, you must lock all medications in the cabinet before leaving the area (licensed settings).
  - Make sure hands are clean before preparing and administering medication.
  - Check the medication record sheet to make sure another staff has not already given the medication.
  - Check the medication record sheet for the person's medication type, time and dose. Make sure it is not different from the last time you passed this medication!
  - Check the label of the medication container to make sure that this matches the Med Sheet so that the Right Medication in the Right Dose will be given.

# Medication Administration

- The following procedure **MUST** be followed when Dispensing Medications (Cont'd):
  - Follow directions for dispensing the medication. There may be instructions such as, “Shake Well” or “Give with a full glass of water.” If a measured dose is to be given such as, with liquid medication, always use a measuring spoon/cup/dropper designed for that purpose, never a kitchen teaspoon or tablespoon.
  - Do not prepare more than one medication at the time!
  - Make sure you have the Right Person. Have the person come or be brought to you.
  - Give the medication to the person.
  - If oral medication, make sure the person has swallowed the medication, with enough water to help it be carried to the stomach, not just part of the way down.
  - Sign the medication record sheet immediately after the medication is given.

# Medication Administration

- The following procedure **MUST** be followed when Dispensing Medications (Cont'd):
  - **Never sign a med sheet before the medication is actually given, in case something happens in the process of giving it.**
  - If the person refuses or is unable to take the medication for any reason, follow the missed medication procedure.
  - Make sure that after medication is given, the container is secured, any spills are cleaned up, and the medication is returned to the proper place.



# Major Routes & Dosage Forms

- The oral (by mouth) method is the most prescribed method of taking medications. Review with manager how to give the topical, eye, ear, nose, rectal and vaginal medications. Always review the correct procedure before giving medications.
- Dosage Forms:
  - Tablets – such as aspirin or Tylenol
  - Capsules – such as some vitamins
  - Ointments/Creams – these stay on the skin and dissolve into the skin
  - Suppositories – such as Dulcolax
  - Liquids – such as cough syrup
  - Inhalers – such as some asthma medication

# Dosage Forms

- Dosage Forms (Cont'd):
  - Patches – such as heart medication [\*\*\*Note: NEVER touch the part of the patch where the medication is. You may only touch the sticky adhesive. Otherwise, the medication could be absorbed through your skin.]
  - Medications can have a thick outer coating to protect it from stomach acids. Those medications are meant to dissolve in the small intestine. Do not crush or cut this medication in half. Also, capsules may have time released medications that should not be broken. It will be noted on the medication sheet if the medication can be safely crushed or cut in half.

# Medication Abbreviations

- Medical abbreviations are used by doctors and pharmacists on prescriptions and labels. NEVER guess at what an abbreviation stands for. A serious error can occur because an abbreviation or symbol was read incorrectly. You will need to refer to the list of abbreviations in order to read the directions. Below is a list of common medical abbreviations:
  - Medication Times:
    - a.c. = Before meals
    - BID = Twice a day
    - HR = Hourly or Hour
    - hs = Hour of sleep (at bedtime)
    - p.c. = After meals
    - q 12 hrs = Given every 12 hrs
    - PRN = When necessary
    - QD = Every Day (once a day)
    - QID = Four times a day
    - QOD = Every other day
    - TID = Three times a day
    - q 6 hrs = Given every 6 hrs
    - q 4 hrs = Given every 4 hrs

# Medication Abbreviations

- Routes and Other Medical Terms

- cap. = Capsule
- cc = Cubic centimeter
- conc. = Concentrate
- DC'd or DC'ed or DC or dc = Discontinue or discontinued
- gm. = gram
- gr. = Grain
- GTTS or gtts or gtt = Drops of medicine
- mg. = Milligram
- O.S. or O.L. = Put medicine in the left eye
- O.D. or O.R. = Put medicine in the right eye
- O.U. = Put medicine in both eyes
- oz. = ounce
- p.o. = Orally or by mouth
- R. or Rect. = Insert into rectum
- s = Without
- T. or Top. Or Topi. = Apply to the surface of the skin
- TBSP = Tablespoon
- Tsp = Teaspoon
- tx = Treatment
- vag. = insert into vagina



# Medication Storage

- All medications must be stored properly. Medication should NEVER be left unattended.
- Medications must be kept in a locked place (i.e., licensed setting).
- Refrigerated medications must be kept in a locked box in the refrigerator.
- Medications are to be kept stored under proper temperature controls and should not be in warm or damp places in the house.
- External medications (ointments, creams, etc.) should be stored separate from the internal medications, and must also be locked up.
- The keys to the locked storage areas must be kept on the person of the assigned “med. passing staff” at all times.
- NEVER leave the keys out where someone might pick them up.

# THE “5 RIGHTS” OF MEDICATION

- **MEDICATION MISTAKES CAN BE DEADLY! ALWAYS MAKE SURE YOU ARE IN THE “RIGHT” BY GIVING MEDICATION TO:**
  - **THE RIGHT PERSON**: make sure that you know the person before you give them medication. If you are not sure, ask a staff person who does know that person.
  - **THE RIGHT MEDICATION**: compare the pharmacy label to the medication sheet. Read the name carefully, because it may be a generic name or a brand name. For example, the words Thorazine, Thiothixene, and Thiazide look alike, but are very different drugs.) ALWAYS read the labels a couple of times to be sure you have it right. Sometimes a pharmacy will send out a medicine that is different in color or shape or size from what it sent in the past. Sometimes it is correct, and sometimes a pharmacy makes a mistake. If in doubt, call the pharmacy before giving the medication.
  - **THE RIGTH DOSE**: Again, compare the pharmacy label to the medication sheet. Look at the dosage of each pill to make sure how many pills to give. Sometimes the pharmacy changes the pill dosage when the prescription is refilled; therefore the number of pills given may change from before, so always double-check.

# THE “5 RIGHTS” OF MEDICATION

- **MEDICATION MISTAKES CAN BE DEADLY! ALWAYS MAKE SURE YOU ARE IN THE “RIGHT” BY GIVING MEDICATION TO (Cont’d):**
  - **AT THE RIGHT TIME**: The time listed on the medication sheet is when to pass the medication. You may give the medication not more than 1 hour before or 1 hour after that time. If the medication was not passed in that time, you must follow the missed medication procedure. This is a Medication Error. Know what times meds are required to be given by checking this at the beginning of each shift.
  - **BY THE RIGHT ROUTE**: This is how the medicine is given: by mouth, topical ointment, etc.
- **YOU MUST CHECK THE “5 RIGHTS” EVERY TIME YOU GIVE MEDICATIONS!**

# GENERAL PROCEDURES

- **Dispensing Medications for School, Work, Program or Leave of Absence**
- **Administering Medication During Community Activities**
- **Standing Medical Orders (SMO's):** are orders that authorize the home staff to administer medical treatments that are often “over the counter” medications that can be bought without a prescription, and are used to treat minor illnesses (headache, fever, etc). These are sometimes also called “Protocol Orders.” Each person who lives in the house has SMO's to help you decide what the best care for the person should be. These are always authorized by a licensed health care professional to give the care they prescribe when symptoms occur.

# GENERAL PROCEDURES

- **Standing Medical Orders (Cont'd):**
  - SMO's must be followed when a person is ill. As you work with the people who live in the home, you will learn their normal patterns in their daily living. It is important to be sensitive to any changes from normal, or complaints or comments which can indicate problems. You may see a change in eating habits, or a runny nose, or the person may be more tired than usual. Sometimes the people we serve may not be able to tell you what is wrong, so getting to know the person and his/her usual habits can be an important step to recognizing when a person is ill and when a Standing Medical Order is called for.
- **SMO's must be specific. The physician must indicate:**
  - At what point after a symptom appears to administer the medication or treatment.
  - How frequently the treatment or medication should be administered.
  - How long and exactly when to stop the treatment or medication.
  - When to contact the physician.

# GENERAL PROCEDURES

## Standing Medical Orders Example:

**Client Name:** Mary Johnson

**Home:** Taylor AFC

**Allergies:** No known drug allergies

CONDITION:	TREATMENT:
Bruises	<ol style="list-style-type: none"><li>1. Apply cool compresses or ice pack for 15-20 minutes, being careful to protect person's skin.</li><li>2. After 24 hours, if desired, can apply moist heat (warm, moist compress).</li><li>3. If bruise is severe or painful swelling develops, contact doctor to rule out possibility of broken bone or other serious injury.</li></ol>
Sunburn Prevention	Apply sunscreen with SPF 15 or higher at least 30 minutes before being exposed to sun. Do not expose to bright sun for more than 30 minutes at a time.

**Physician Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

# Sample Quiz

**Q1: The “5 RIGHTS” of medication administration are the following:**

**The Right Person    The Right Medication    The Right Dose    The Right Time    The Right Route**

True

False

**Q2: Staff must sign the medication record sheet immediately after the medication is given.**

True

False

**Q3: Never sign a med sheet before the medication is actually given, in case something happens in the process of giving it.**

True

False

**Q4: *Standing Medical Orders (SMO's)* are orders that authorize the home staff to administer medical treatments that are often “over the counter” medication that can be bought without prescription and are used to treat minor illnesses (i.e., headache, fever, etc).**

True

False

**Q5: Dosage forms include, tablets, capsules, ointments, creams, suppositories, liquids, inhalers and patches.**

True

False

**Q6: It is not important to check the label of medication container as the pharmacy pre-filled the cassettes and they never make mistakes.**

True

False

**Q7: You can force a person to take medication.**

True

False

**Q8: Give medication even if it appears deteriorated or changed in some way.**

True

False

**Q9: You do not need to check the label of the medication container and match it to the med sheet.**

True

False

**Q10: You do not need to check med sheets received from the pharmacy as they are always accurate.**

True

False