

PATHWAYS ABILITIES SOCIETY

PROCEDURE: MEDICATION ADMINISTRATION RESIDENTIAL

Applies to: All Personnel, Person's Receiving Service, Families, Advocates and Caregivers

Effective/Revision Date:

1993
April 28, 2003
January 26, 2004
August 11, 2005
November 28, 2005
January 31, 2006
November 8, 2007
March 6, 2008
May 28, 2008
May 27, 2010
July 4, 2011
September 12, 2011
January 28, 2013
May 6, 2013
August 1, 2013
May 30, 2014
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June 16, 2015
September 14, 2015
January 16, 2017
March 27, 2017
December 13, 2017
January 15, 2018
March 26, 2018
January 14, 2019
October 18, 2019

RESIDENTIAL

1. At the appropriate administration time, wash hands thoroughly.
2. Identify person to receive medication. Check the staff communications book, the ShareVision department home page, the person's ShareVision site and the MAR form for any pertinent information or revisions.
3. Take medication box out and tear off envelope corresponding to that date and time. If liquid medication container, tear off the empty reminder envelope and check with MAR form. Obtain appropriate dispenser.
4. Check person's name, administration time, date, route, dosage and medication on the MAR form against the same on the med envelope or liquid medication container. Check three times.
5. Remove dosage from medication envelope or pour dosage from bottle into medication cup or draw dosage by syringe. The empty envelopes are attached to the MAR form until the second staff has checked and signed. They are then returned to the medication cupboard, put into baggies and are picked up weekly by Okanagan Resident Plus Pharmacy to be discarded.

6. Lock/Secure medication storage container. Do not leave any medications unattended.

7. Administer the medication following the 12 R's of medication. Provide a glass of water (unless otherwise specified). Remain with person until you confirm that all medications have been taken.

8. Record on MAR form that the medication has been administered.

9. Repeat the procedure for each person. Do Not prepare medications for more than one person at a time.

10. When two staff are on shift, the staff that did not administer the medications:

- Checks the original MAR form to ensure the medications were administered.
- Goes to the duplicate MAR form and checks the medication envelopes for the correct person, date, administration time, medication. He/she initials the form.
- The staff puts the envelopes in the pharmacy green box.

11. If one staff is on shift, the staff working the next shift:

- Checks the medication strips to determine that the medication has been administered
- Goes to the duplicate MAR form and check the medication envelopes for the correct person, date, administration time, medication. He/she initials the form.
- The staff puts the envelopes in the pharmacy green box.
- If there is an error refer to the medication error section.

12. Monthly, the area supervisor reviews each person's medication binder ensuring medications are being managed in accordance with Pathway's policies and procedures.

B. PRN Medications

PRN is an abbreviation meaning "when necessary" (from the Latin "**pro re nata**," for an occasion that has arisen, as circumstances require, as needed).

1. If an individual displays symptoms for which a PRN can be administered, staff administers the medication as directed on the MAR and checks the Physician's Standing Order (the pharmacy calls this a preprinted order) for other medications which can be administered. Medications from the Physician's Standing order are ones that can be purchased off the shelf i.e. Tylenol.

2. If the medication is not a PRN on the MAR but is on the Physician's Standing Order, the medication is handwritten into the MAR. Include the medication name, dose and how often it can be administered. If a supply of the medication is available in the medication cupboard, make sure to check the expiry date. If it is expired, dispose of the medication. If there is not a supply of the medication in the medication cupboard, purchase it from a pharmacy.

3. Staff administers PRN or Standing Order medication as outlined in Medication Administration steps 1 through 7.

4. After administration:

-Write on the back of the MAR the medication, administration date and time, who administered the medication and whether it was effective or not.

- Staff administering the medication may not be able to tell if it was effective because they may no longer be on shift. If this is the case, then the Pink plastic tab found on the person's PRN page will be moved up leaving about 4 inches of tab sticking out the top of the Medications binder. This will alert oncoming staff that a PRN has been given and the effectiveness is to be recorded.

- The oncoming staff checks the Notables for both the home and the activity sites, asks the individual and observes and then records on the back of the MAR whether the effect was G-good F-fair P-poor. When the documentation has been completed staff move the pink tab back to the inline position.

5. Staff document in the PRN drop down in the Notables section of the individuals ShareVision site the symptoms, medication administered and the effect of medication until the PRN is no longer being administered.

6. Physician's Standing Orders are renewed as determined by the individual's physicians.

C. Medication Errors

If one of the following occurs: Wrong dosage administered, medication administered to the wrong person, wrong medication administered, medication not administered at the prescribed time or date or the medication is administered via the wrong route or any deviation from the 12 R's. Do the following:

1. Immediately note the health status of the individual i.e. consciousness, appearance, responsiveness. If the individual is unconscious or has an extreme reaction to the medications ingested call 911.

2. Notify the supervisor or manager on duty immediately.

3. Call the dispensing pharmacy pharmacist or after hours call Okanagan Resident Plus Pharmacy at 250-878-7404 (pharmacist on call) and make them aware of the error. Ask for their recommendation(s), document and implement.

4. The pharmacist may recommend one of the following:

- Monitor the status of the person and continue with the person's medication administration regime. Document and implement or,

- Call Kelowna General Hospital Emergency at 250-862-4485 and make them aware of the error. Ask for their recommendation(s). Document and implement, or

- Call the person's doctor and make them aware of the error. Ask for their recommendation(s). Document and implement.

5. If you cannot get a hold of the pharmacy, ensure you have the individual's health care number, call 811 and ask for their recommendation(s). Document and implement.

6. Make note of anything out of the ordinary in the person's notables and on the back of the MAR form.

7. If it is a serious error that leads to ill health, the supervisor or manager or Licensed Practical Nurse (LPN) calls the family and informs them.
8. Document in the Notables section of the individuals ShareVision site and on the appropriate incident report form(s) in ShareVision (see Incident Reporting policy and procedures).
9. The supervisor or manager reviews and notifies executive director or designate via email.
10. The executive director forwards the appropriate copies (when applicable) to the licensing officer, Community Living BC and supervisor.

D. Contaminated or Found Medication

1. Contaminated or found medications are put in a small medication envelope. All known information related to the medication must be recorded on the envelope and "DISCARDED" written across the envelope.
2. Document fully on the appropriate incident report form(s) (see Incident Reporting policy and procedures).
3. The pertinent information is entered in the Drug Disposal Inventory list in ShareVision. The form is printed and placed in the locked medication cabinet along with the discarded, contaminated, and or unused medication attached.
4. The supervisor or designate will return the contaminated medication, unidentified found medication and/or unused medication to Okanagan Resident Plus Pharmacy.
5. The pharmacist signs the Drug Disposal Inventory form confirming receipt of the unused medication. Staff discarding the medication to the pharmacist signs the form as well.
6. The signed Drug Disposal Inventory form is given to the area supervisor.
7. The supervisor or designate uploads the completed form to the individual's ShareVision site and files the signed copy in the section of the person's binder Medication Information. The original is kept for one year. If the supervisor does not know whose medication it was he/she gives the completed Drug Disposal form to the Activity Quality Assurance Manager for filing.

E. Receiving Medications New Person or New Medication

1. The person, and/or their caregiver or pharmacist is responsible for providing Pathways Abilities Society staff with the MAR form (Physician's authorization document to administer medications), a pharmacy provided Patient Education Information form outlining the medications purpose, desired effect, side effects and interaction cautions, a Physician's Authorization to Administer PRN Medications form (if needed) and medications.

2. Upon receipt of the medication roll or liquid medication staff confirms that all the information is correct and corresponds with the MAR form. The outside of the medication box must have the name of the person, picture of the person, allergy alerts, the physician's name and pharmacy information. The weekly medications come in clear plastic envelopes attached in a roll with all medications for one specified time packaged together. Each envelope has the person's name, date, and time, and amount, name of medication, dosage, physician's name and pharmacy information.

F. Medication Changes or Discontinued

1. Medication changes are faxed to Okanagan Okanagan Resident Plus Pharmacy by the person's physician.

2. Okanagan Okanagan Resident Plus Pharmacy issues a replacement label and delivers it to the house.

3. Staff places the new label over the existing label, checking three times to ensure the package corresponds with the label. Medication administration instructions are identified on the label.

4. Staff sends unused medications back to Okanagan Okanagan Resident Plus Pharmacy at the end of each week or completes the Drug disposal Inventory in ShareVision.

G. Ordering Medications

1. Existing medications are filled automatically every week by the pharmacy.

2. New medications are ordered by the physician who prescribes them either by fax or written prescription directly to the pharmacy. The pharmacy used is Okanagan Resident Plus Pharmacy located at 3515 Spectrum Court, Unit 120, ORPP, Kelowna BC V1V 2Z1. The contact telephone number during the day is 250-807-6725 and fax number (250) 807-6699 or for after hours emergencies (pharmacist on call) call 250-878-7404.

3. Staff reviews creams, suppositories, liquids, etc. to determine the quantity, expiry date of each medication and reorder. PRN's may not be covered by individuals' medical plan therefore they may need to be paid for.

4. The next order may be picked up or delivered by the pharmacy.

5. New MAR forms will be provided with the new medications.

6. When MAR forms and medication envelopes arrive, staff check to ensure medications, times and dosages are correct and the individual's physician's name is on the MAR form and on the medication strips. If an error exists staff call Okanagan Residents Plus with the error and have them correct it and deliver.

7. Put medication envelopes in specified locked medication container.

8. Each staff must sign the back of the new MAR form.
9. Unused medication is returned.

H. Traveling

1. Staff phone Okanagan Resident Plus Pharmacy and give them the confirmed travel dates.
2. Okanagan Residency Plus Pharmacy either confirms taking the existing medications and supplies medications for two additional days or packages the medications specifically for the trip. They provide appropriate MAR form.
3. On the day of departure, each resident's medication is packaged in a Ziploc bag with their MAR form.
4. Staff keeps all medications together and stored in a safe place.
5. Staff adheres to Residential Medication Administration procedures outlined above.
6. Upon returning, the empty medication packages are placed in the green pharmacy box and the extra medications are placed in the medication cupboard or returned to Okanagan Resident Plus Pharmacy.

I. Medication Safety Advisory Committee

1. The supervisor:
 - Establishes the Medication Safety and Advisory Committee (MSAC) which consists of the supervisor, the pharmacist, and the LPN.
 - Arranges for the pharmacist to inspect the area of the facility where medication is being stored.
2. The MSAC reviews Pathway's medication training, orientations, policies and procedures and ensures compliance with the Pharmacy Operations and Drug Scheduling Act.
3. The pharmacist provides documentation confirming compliance with the Community Assisted Living Act, Residential Care Regulations 68 to 72.