

## PATHWAYS ABILITIES SOCIETY

### **PROCEDURE: MEDICATION ADMINISTRATION ACTIVITY SERVICE, INTEGRATED CAREER OPPORTUNITIES (ICO) AND SOCIAL VENTURES**

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

Original Effective Date: 1992

Effective Date: May 27, 2024

Replaces Procedure Dated: June 23, 2022

### **ACTIVITY SERVICE, ICO AND SOCIAL VENTURES**

#### **A. Activity Service (Franklyn location only) Highlighting System:**

1. The supervisor or designate highlights the individuals who receive a regularly scheduled medication or a PRN medication on the daily activity schedule.
2. Individuals who receive a regularly scheduled medication are highlighted in pink.
3. Individuals who have a PRN and need to have the medications signed out when leaving the building are highlighted in green.
4. The staff member to administer the regularly scheduled medication, who is in the same activity as the individual, is highlighted in pink.

#### **B. Administering Medications**

1. At the appropriate administration time, wash hands thoroughly.
2. Identify the person to receive the medication.
3. Take the individual's medication binder containing medications and all related information out of the medication storage container or cupboard. Obtain the appropriate dispenser. Check the Medication Notes sheet at the beginning of the medication binder for any general information, issues and/or concerns. Talk to the activity supervisor or designate or licensed practical nurse (LPN) if you have any questions. Check the person's MAR form for pertinent information or revisions. If the person has their own personal communication book, check the book. Remember a person has the right to have the medication administered respectfully as per Pathways' 12 Rs of medication administration policy.
4. Check the person's name, date, administration time, dosage, route, expiry date and medication on the MAR form against the same on the blister pack, pharmacy roll, secondary container, and/or liquid medication container. Check three times. Have the witnessing staff check three times as well.
5. Remove the dosage and place or pour the dosage from the bottle into a disposable medication cup or draw the dosage by syringe.

6. Lock/Secure medication storage container or cupboard. Do not leave any medications unattended.
7. Administer the medication to the right person via the right route following their individual medication protocol if applicable. Provide a glass of water (unless otherwise specified). Remain with the person until you confirm that all medications have been swallowed.
8. Record on the MAR form that the medication has been administered. A second staff witnesses and signs the MAR form.
9. If the medication administered was a PRN, the person that administered it notifies the parent or caregiver, documents in the person's Notables, notifies a supervisor, signs the MAR form and Nurses Notes. Documentation must include the administration time, date, the name of the medication, the dosage and what the response was. If available, a second staff witnesses the procedure. If applicable, continue to follow the individual's protocols.
10. Repeat the procedure for each person.
11. Monthly the Senior Support Worker reviews each person's medication binder, ensuring the medications are being managed in accordance with Pathways' policies and procedures. If a PRN is due to expire that month, the Senior Support Worker contacts the caregiver to inform them that a new supply of the PRN medication is required. If the PRN is expired, see the procedure below.

### **C. Administering Medications Off-Site**

1. Take the medication out of the plastic envelope in their binder and check the person's name, administration time, dosage, route, expiry date and medication on the MAR form against the same on the medication package. Check three times.
2. Check to determine if a copy of the person's protocols is required and/or the Physician's Authorization to Administer a PRN. Take a copy. Check the protocols and/or Physician's Authorization to Administer a PRN form to ensure they are up-to-date. Notify the LPN or supervisor if they are out of date.
3. If it is a PRN medication and is already prepackaged in a medication envelope:
  - Check the MAR against the labeled envelope for the name of the individual, the name of the medication, the dose of the medication and the expiry date. Check it three times.
  - Fill out the PRN sign in/out form confirming that the medication has been taken offsite (Out).
  - Place the envelope in a carry case.
4. To prepare a medication envelope:
  - Check the name of the individual, the name of the medication, the dose of the medication and the expiry date from the blister pack/pharmacy roll to the MAR. Check it three times.

- Write the person's name, name and dose of medication, the date and time the medication should be given, the medication's expiry date (if available) and your name beside "Packed by."
- Wash hands thoroughly.
- Remove dosage using a disposable medication cup to transfer into the medication envelope or take the liquid medication in the original container. Place pill from medication cup in the envelope. Once the medication is packaged everything needed for administration is put in the carry case.
- The carry case is to be worn on your person. Do not place it in your pocket, purse, or hang from any wheelchair.
- Fill out the Medication sign in/out form confirming the medication has been taken offsite (Out).

5. At appropriate administration time, administer the prepackaged medication.

6. After administering the medication, document the time, then sign the envelope and have a witness (if possible) initial.

7. After returning to the worksite:

- If the medication was administered, place the medication envelope in the person's medication binder. Record, initial and sign on the MAR form that the medication has been administered. If it was a PRN, document all required information requested on the Nurses Notes. Have a second staff initial.
- If a PRN medication or regularly dosed medication was not administered, the same staff that signed out the PRN will sign the medication back in on the Medication sign in/out form confirming the medication has been signed in and placed in the individual's binder back in the locked medication cupboard. You cannot give the medication to another staff to sign in. If a regularly dosed medication was not given due to the individual being absent, make a note on the Medication Notes sheet at the front of the medication binder.

8. Periodically, the LPN disposes of all medication envelopes.

9. Use the Medication Notes page to document any general information, issues or concerns relevant to medication administration for that individual.

#### **D. Medication Errors**

If one of the following occurs: The 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 Rs. 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. If it is not a medical emergency, notify the supervisor or manager and the LPN immediately.

3. If the medication error is due to a missed or late medication administration, wrong medication or wrong dose being administered, call the dispensing pharmacist, 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, or
- Ask staff to administer or withhold the missed or late dose of medication.

5. Make note of anything out of the ordinary in the person's Notables.

6. The supervisor or manager or LPN calls the caregiver or family and informs them of the error, the recommendations and steps taken. He/she will send a copy of any written recommendations.

7. Complete an incident report form in ShareVision (see Incident Reporting policy and procedures).

### **E. Receiving Medications New Person or New Medication**

1. The person and or their caregiver is responsible for providing Pathways staff with the Medication Administration Record (MAR) form, the Physician's Authorization to Administer PRN Medications (if applicable), a pharmacy provided Patient Education Information form outlining the medication's purpose, desired effect, side effects and interaction cautions and medications (pill form medications must be in a blister pack or in a pharmacy role) upon commencing service or when medications are prescribed.

2. Upon receipt of the blister pack, pharmacy roll and/or liquid medication, the person receiving it notifies the area supervisor and LPN and posts the information on the person's ShareVision site.

3. The supervisor or LPN:

- Confirms that all the information is correct and corresponds with the MAR form. The blister pack, pharmacy roll, and or liquid medication must have the name of the person, name of the medication, dosage, route, date and time to be administered. For PRNs, if the pharmacy has not provided an expiry date the supervisor or LPN contacts the dispensing pharmacy and has them provide a correct date.
- When information is confirmed to be correct, the LPN or designate initials at the top of the MAR form confirming receipt.
- Documents on the Medication Received form all the required information and has a second staff sign witnessing.

4. The supervisor ensures a binder is created for the individual receiving medication. Their name is put on the outside spine of the binder. The contents of the binder are:

- The first page is a communication log (Medication Notes) that gives staff pertinent

information regarding the medication (i.e. if the caregiver has been informed of medications that are due to expire).

- The next page has their name, Pharmacy, pharmacy address and phone number, their physician's name and phone number and the person's photo.
- Medication Received form.
- Their medication is in the three-ring plastic envelope labeled with their name.
- MAR form or forms.
- Physician's Authorization to Administer PRN (when required).
- Protocols (when required).
- Patient Education Information form(s).
- Medication Signature register.

5. All medication binders are locked in the medication storage container or cupboard.

6. When a large supply of medication is signed in, the extra blister packs, medication roll, and or liquid medication container are put in another plastic envelope and labelled with the individual's name. This is used to refill the medication in their personal binders (plastic envelope) as needed. Storage envelopes of medication only contain one individual's medication in each envelope.

7. The LPN or designate thoroughly orientates new staff to the medications, including their purpose, side effects, contraindications, and the individual specific administration protocols. Once the orientation is complete staff sign the Medication Administration Signature Register and a medication orientation checklist.

#### **F. 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. It is placed in the large manila medication discard envelope.

2. For contaminated medications document fully in an incident report form (see Incident Reporting policy and procedures).

3. For contaminated medications enter the pertinent information in the Drug Disposal Inventory list in ShareVision. The form is printed and placed in the locked medication cabinet along with the contaminated medication.

4. The supervisor or LPN returns the contaminated medication and unidentified found medication to the dispensing pharmacy or Landmark Pharmacy if we are unable to determine the prescribing pharmacy.

5. The pharmacist signs the Drug Disposal Inventory form (where applicable) 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 LPN.

7. The LPN or supervisor uploads the completed form to the individual's ShareVision

site and files the signed copy in the section of the person's binder under Medication Information. The original is kept for one year.

### **G. Unused or Expired Medications**

1. Unused medication in the original packaging is returned to the dispensing pharmacy, or to the person, their family, or caregiver with written instructions provided.
2. The medication is placed in a manila envelope and "DISCARDED" is written across the envelope.
3. The pertinent information for the discarded medication is to be recorded at the time of discard on the Drug Disposal Inventory list in ShareVision. The form is printed and placed in the locked medication cabinet along with the unused medication.
4. The supervisor or designate returns the unused medications to the dispensing pharmacy or to the person, their family or caregiver.
5. The pharmacist, the person, their family or caregiver 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 LPN.
7. The LPN uploads the completed form to the individual's ShareVision site and files the signed copy in the section of the person's binder under Medication Information. The original is kept for one year.
8. If a medication has expired the LPN or supervisor notifies the person, caregiver or family member. They are required to supply Pathways with the medications as outlined above. He/she cannot attend Pathways services until a new supply of the prescription is delivered to Pathways.

### **H. Empty Medication Containers**

1. Take out of the medication cupboard. Double-check to ensure the package is empty.
2. Black out the information label with a permanent black marker.
3. Take off the blister package and place it in the garbage, the cardboard portion goes into recycling.