

Ingersoll Support Services Inc.

Policy: Medications: Orientation	Policy # QAM 9a Section: Quality Assurance
Reviewed and Effective: April 17 2019 Revised: Sept 26/19, April 17/19 Date of Origin: September 20 2011	Ministry Requirement – QAM II.7(1)3.ii
<i>A successful Orientation to all medications and medication Policies and Procedures is provided for new staff members or for staff members providing support in new and different situations.</i>	

Procedure:

1. Persons administering must be first oriented to medication procedures by the Supervisor or a trained designate prior to administering medications.
Administration of medications is essentially based upon a relationship with the person receiving support.
2. Each new staff member must complete a Medication Orientation Check List and an Administration of Oral Medication Performance Checklist BEFORE they can independently administer any medications or treatments.
3. This Orientation prior to administration includes: reading and understanding all ISSI Medication Policies and Procedures, including any individualized Medication Procedures, reading and becoming familiarized with MAR sheets for each person, reading all information regarding each medication in a drug reference book or information sheets from pharmacy, and reviewing all current medical information regarding each person.
4. Each new staff member must have completed an Administration of Oral Medication Performance Checklist (F.QAM9a/1) prior to independent administration.
5. Each new staff member must give evidence of proficiency during supervised administration by being observed by the trainer 3 (three) times at separate medication times.
6. Re-orientation of staff members may be required (as per Policy QAM 8b, Medication Incidents, Errors and Refusals).

Administration of Medications (as per Policy QAM 8, *verbatim*)

Ingersoll Support Services Inc. and employees are liable to ensure medication and treatment procedures are followed. Administration of Medication procedures are followed when it is understood that the agency and its agents bear responsibility for the medication, its care, and administration, fully or partially. These procedures are to ensure that the correct person is given the correct medication and dose at the correct time, using the correct route and documenting accordingly.

1. The person administering medication must be eighteen years of age or older. Employees are responsible for the manner in which medications and treatments are administered and are accountable to the person involved and their family member(s) or friends, the person's physician and the organization.
2. The person administering must be first oriented to medication procedures by the Supervisor or trained designate prior to administering medications. They must complete a Medication Orientation Check List and an Administration of Oral Medication Performance Checklist BEFORE they can independently administer any medications or treatments as per Policy QAM 9b, Medication Orientation.
3. Medication must be in an original container with original pharmacy label. Where dosettes are used, the pharmacy shall pour it. Staff may sign to indicate the person has taken meds poured in dosette, based on the Medication Administration Record or an individual plan.
4. Follow any special instructions on the label or Drug Information, such as "keep refrigerated". Administer according to medication type recommendations, as per attached document Doc.QAM8, Medication Administration Methods: Recommendations.
5. Always understand how best to approach the person receiving the medications. Do you need to talk softly, do you need to use applesauce, do you hand it to the person or do you assist them to take it.
6. Medication must always be locked, out of reach, where it will not be exposed to extreme conditions of heat, cold or moisture etc. Medications will be locked in order to ensure everyone's safety as per Policy QAM 12, Medication Storage, Access and Transfer.
7. Never give a medication by mouth to a person who is vomiting, who cannot swallow or is semi-conscious.
8. Concentrate when pouring and giving medications. Fully complete medication procedures for 1 (one) person at a time.

9. All recording must be in ink. For written errors, simply draw a line through the words you wish to omit and sign your name. All medical information noted in log notes will be written in RED ink.
10. Prior to administrating any new medications or treatments, each staff person must read the information in the Drug Reference Book or detailed pharmacy sheets.
11. Routine / PRN orders for MEDICATION must be filled out by the doctor. No medication or treatment can be given without Doctor's signature.
12. The person administering a medication is responsible for filling out the Medication Administration Record (MAR). This information must be identical to information listed on orders for MEDICATION.
13. Medication administered is recorded by putting a dot in the appropriate space after pouring and then initialing the appropriate box for date and time given on the MAR after medication is given.
14. Medication and/or treatment that are self-administered should be noted in the special instructions/directions on the MAR.
15. Medication Administration Record (MAR) is to be changed monthly. Outdated MAR sheets are to become a part of the Medication History in the Medical Journal.
16. Complete the entire procedure for one person at a time.
17. NEVER administer a medication that you have not personally poured.
18. Handle medication in such a way that fingers do not come in contact with the medications.
19. NEVER leave poured medications unattended and/or in reach of other people.
20. In giving medication, be sure to give:
 - THE RIGHT PERSON
 - THE RIGHT DOSE
 - THE RIGHT MEDICINE
 - THE RIGHT TIME
 - THE RIGHT METHOD
 - THE RIGHT DOCUMENTATION

Failure to do any of these is a Medication Error. Remember people have the RIGHT TO REFUSE. Document this if it occurs. This is not a medication error. Note when a medication is Withheld using the proper code.

21. If the person being given the medication is not with staff at the time medications are to be given use the appropriate code on the MAR sheet.
22. When giving medication, compare the label on the medication, to the MAR 3 times! Each comparison needs to include checking the individual pills/capsules to ensure the right pills/capsules are in the container.
23. Carefully check that the name on the medication label is exactly the same as the name written on the MAR. Check the dose on the MAR with the dose on the bottle/blister card. It may be necessary to give $\frac{1}{2}$ or multiple tablets/capsules.
24. P.R.N. medications may only be given when accompanied by a P.R.N. Order signed by a physician. Non- Prescription Medications and Treatments are to be given only with a Doctor's Standing Order as per attached form F.QAM8a, Non-Prescription Medications and Treatment Orders. When administered, P.R.N. orders and Non-Prescription Medications and Treatments must be entered on the MAR.
25. When a medication / treatment is discontinued as per Doctor's orders, the prescription line on the MAR sheet needs a ruled line with DISCONTINUED written on that line. The date discontinued will be noted in the log/progress notes (in red) and in the Medication/treatment History (see attached form F.QAM8, Medication History).
26. Any changes to a person's medications / treatments will be documented in their Medical Journal.
27. Under the Regulated Health Care Professionals Act, employees of ISSI as unregulated care professionals, may assist or perform aspects of care traditionally provided by Registered Health Care Providers, only if it is a daily routine and they are properly trained.
28. Non-compliance with medication procedures are subject to discipline up to and including dismissal from Ingersoll Support Services Inc.

Medication Orientation Check List

Name of Employee: _____ Date: _____

Evaluated by: _____
(Supervisor or trained designate)

	Date Completed:
1. Read ISSI Medication Policies and Procedures	
2. Read Individual Medication Procedures	
3. Read and familiarized with MAR sheets for each person	
4. Read all information regarding each medication in drug reference book or information sheets from pharmacy	
5. Review all current medical information regarding each person	
6. Complete Administration of Oral Medication Performance Checklist	

Administration of Oral Medication Performance Checklist

*For Administration Procedures on Ear Drops, Eye Drops/Ointments,
Rectal Medications and Inhalers, please see Policy #QAM 8*

Employee Name: _____

Procedure: Throughout the entire medication administration procedure, ensure you are evaluating according to the *'6 (six) Rights'* – *right person, right medication, right dosage, right date, right route and right documentation.*

1. Wash hands
2. **Gather needed equipment** – i.e. MAR sheets, pen, medication cup, spoon, bowl, apple sauce, drink of water etc.
3. **Read MAR sheet** to determine who the medication is for. Dependent of the time of administration; determine which medications are needed. If blister packs are used, rip the appropriate date/time blister pack off the page of medications. If pill bottles/other bottles are used, remove the correct bottles from storage.
4. **The 3 Checks:**
 - a) **BLISTER PACKS**
 - 1st Check – Compare the mar sheet to the blister pack – name, date, medication and dosage
 - 2nd Check – Compare the name and date. Compare each medication to the blister pack again placing a dot on the MAR sheet, and a checkmark on the blister pack as you confirm a match
 - 3rd Check – Turn the blister pack over and compare the actual medication to the description on the MAR sheet to ensure the correct medication is in the blister pack
 - b) **PILL BOTTLES**
 - 1st Check – Compare the MAR sheet to the label on the bottle – name, medication and dosage
 - 2nd Check – Compare name and medication placing a dot on the MAR sheet as you confirm a match.
 - 3rd Check – Open lid of bottle and compare the actual medication to the description on the MAR sheet to ensure the correct medication is in the bottle.
 - c) **LIQUID/POWDER MEDICATIONS**
 - 1st Check – Compare the MAR sheet to the label on the bottle – name, medication and dosage
 - 2nd Check – Compare name and medication again, placing a dot on the MAR sheet as you confirm a match
 - 3rd Check – Compare name and medication one final time before taking off the lid of the medication.

5. Pour correct amount of medication

- a) **Blister Packs** – Tear open blister pack and pour into appropriate container for administration i.e. med cup, bowl of applesauce
- b) **Pill Bottles** – Pour the needed pills onto the bottle lid and then into the appropriate container for administration i.e. med cup, bowl of applesauce
- c) **Liquid**
 - calculate correct dosage
 - place med cup at eye level on a flat surface and pour
 - pour with label facing up
 - read dosage at meniscus on liquid
 - wipe neck of bottle before replacing cap

6. Return blister pack page/bottles to locked storage place

7. Approach & Identify person

- a) Call person by name
- b) Confirm identification

8. Inform the person of what is happening

9. Follow each person's individual protocols

10. Wash hands

11. Record accurately – initial MAR after administration

*** To be completed only after medication orientation procedure is completed:**

	Observe 1	Observe 2	Observe 3	Shadow 1	Shadow 2	Shadow 3
Employee Signature						
Trainer Signature						

Observing: Employee to watch trainer 3 (three) times at separate medication times

Shadow: Employee to complete medication administration under evaluator’s supervision 3 (three) times at separate medication times.

Staff Signature: _____ Date: _____

Employee Signature indicates they have had sufficient medication administration training and feel comfortable administering medications independently

Supervisor Signature: _____ Date: _____

Supervisor Signature (or designate) indicating that they feel the above mentioned staff has received adequate medication administration training and are comfortable with that staff administering medications independently