

# MEDICATION POLICY

## Overview

Access Community Health and Total Care Health Services are providers of community health services to clients in their own homes requiring various levels of support throughout New Zealand. Staff may in the course of their duties be required to administer medication to clients in the community setting.

## Scope

Applies to all staff and contractors who are involved in direct client support and care in the community within Access Community Health and Total Care Health Services.

## Policy Statement

Access Community Health and Total Care Health Services support clients living independently in their own homes. To ensure safety is maintained during medication and Intra Venous therapy the organisation will have systems in place to support all staff to safely administer medications in accordance with legislation and relevant policy and procedure documents. All Medication administration procedure documents are classified as controlled documents. Medication may be administered under standing orders as outlined in the Standing Orders Policy.

IV fluids and medications will be administered by an IV credentialed Registered Nurse and as prescribed by an authorised prescriber.

## Definitions

- **Medication:** is any tablet, drop, cream, ointment, liquid, nutritional food or patch that is prescribed.
- **High Risk Medications:** High-risk medicines are most commonly implicated for causing serious adverse drug events. Such medications can potentially cause significant harm even when they are used as intended. High-risk medications and controlled drugs include but are not limited to the following: Warfarin, insulin, enteral nutrition (non-pre-packaged), cytotoxic medicines, fentanyl, morphine, medications with a variable dose.
- **Prescribing Medication:** is undertaken by the Medical Practitioner or Nurse or other authorised Practitioner who provides Primary Health Care Services to the client.
- **Dispensing Medication:** is undertaken by the community or hospital pharmacist who provides the service to the client. **NO Support Worker will dispense medication under any circumstances.**
- **Independent:** a client is independent with their medication administration / or medication is not identified as part of a support plan.
- **Prompting/Supervision:** It has been determined that the client cannot reliably remember to take their medications on their own and they do not have a reliable family/whanau member or friend to assist them. The Support Worker provides a verbal reminder to enable the client to manage/take their own pre-packaged medication e.g. take with water/food within the appropriate timeframe, or simply reminding the client their medication is due. All prompts must be recorded. Prompting can be completed over the phone by a non SW via telehealth when it is deemed by a RN that a visit is not required, and this must be documented appropriately
- **Telehealth:** is the use of information and communication technologies to deliver health care when patients and care providers are not in the same physical location.

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- **Administration:** It has been determined that due to physical, cognitive or behavioural ability, the person cannot safely administer medication, and they do not have a reliable family/whanau member or friend to assist them. The nurse or Support Worker becomes involved physically or in a “hands on” manner to actually assist the client to take the medication and observes them doing so. This may be by means of oral, topical, per rectum, per vagina, or sub cutaneous (under the skin, in exceptional circumstances only). All administration of medication **MUST** be documented/recorded on the medication signing sheet.

## Principles

- The organisation has written policy and procedure documents where:
  - i. All policy and procedures are based on current best practise.
  - ii. Clients are encouraged to maintain independence in the management of their medications.
  - iii. The organisation or their representative liaises with primary care providers in the medication assessment process.
  - iv. Written consent is obtained for the administration of medication on the Informed Consent Form and Individual Support Plan from the client, family/ whanau or guardian on admission and whenever there is a change in client’s health status.
  - v. High needs clients have access to appropriate health professional support as and when required.
  - vi. All staff involved in the administration of medication and IV therapy are credentialed to do so and are required to follow all policy and procedures at all times.
  - vii. Regular clinical audit is undertaken to monitor staff practises as per the relevant policy and procedure documents.
  - viii. The organisation is committed to continuous quality improvement in the management and administration of medication and IV therapy in the community.
  - ix. Any medication errors, near miss incidents or adverse events of any kind related to the administration of medication are to be reported using the organisations incident reporting process and investigated appropriately .
  - x. The organisation commits to the application of a Just Culture in the investigation of all incidents relating to administration of medication.

## Roles and Responsibilities

- The organisation is responsible for:
  - i. Ensuring that all employees involved in assisting a client with medications are appropriately trained and kept up to date with government policies and legislation, relevant professional standards and organisational policy and guidelines.
  - ii. Provision of adequate resources to enable timely training, assessment and reassessment of clients’ needs and support worker competencies.
  - iii. Ensuring the provision of competent and appropriately qualified trainers and assessors.
  - iv. Providing adequate training for trainers and assessors.
  - v. Upholding and maintaining accountability to funding bodies and governing laws and regulations where a client’s service includes assistance with medication, including facilitation of the appropriate sharing of information relating to medication issues / incidents.

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- Clinical Nurse Leaders / Clinical Team Leader / Clinical Manager are responsible for:
  - i. Ensuring that only support workers with the appropriate qualifications, training and competencies in medication management are allocated to support clients who require assistance with medication.
  - ii. Providing appropriate support, direction and referral to support workers in the event of medication concerns, issues or incidents.
  - iii. Ensuring the appropriate written referral is made to the Registered Nurse for training and competency based workplace assessment of support workers in relation to basic and complex health support procedures involving medications.
  - iv. Providing timely information / feedback to the Regional Manager when medication issues arise.
  - v. When required provide medication assessment under simulated conditions to support workers for the medication administration training.
- Registered Nurses are responsible for:
  - i. Ensuring they work within their scope of practice and understand their responsibilities in relation to medication support, including direction and delegation to Enrolled Nurses and Support Workers.
  - ii. Ensuring they have the skills and knowledge and have completed a credentialing/competency assessment to plan, administer and delegate medication management.
  - iii. Having knowledge of the indications and actions, usual dosage and side effects/contra- indications of all medications they are involved in administering.
  - iv. Providing support and promote clients independence in managing their medication.
  - v. Providing Just in Time training and competency based workplace assessment of support workers after the completion of medication training.
  - vi. Providing additional complex health support training and competency assessment, conducted on an individual client needs basis and by referral from their supervisor.
  - vii. Requesting, maintaining and installing the medication plan and authority for clients from the relevant prescribing doctor and including a copy of this in the organisation's confidential client file.
  - viii. Communicating with the clients General Practitioner, Pharmacist and/or other Health professionals when required to clarify or discuss the clients medication support needs.
  - ix. Providing appropriate support and direction to employees in the event of medication concerns, issues and incidents as reported by the Support Worker through their supervisor and reporting feedback to the organisation.
  - x. Advising in writing of the outcome of competency based workplace assessment for basic medication training.
  - xi. Advising in writing of the outcome of competency based workplace assessments in complex health support tasks that involve the administering of medication.
  - xii. Entering competency assessment information into Barista in a timely manner.
  - xiii. When providing medication administration, supervision or training to work within own training and competency.
  - xiv. Ensuring the safe storage of medication and the safe disposal of outdated or contaminated medication and medications that are no longer required.

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- Enrolled nurses are responsible:
  - i. Practising within their delegated scope of practise.
  - ii. To work under their scope of practice and to work under the direction/delegation of a Registered Nurse at all times.
  - iii. Providing medication services within their training and completion of the credentialing/competency assessment.
  - iv. Referring any support worker concerns, issues or incidents relating to medication to Clinical Team Leader / Manager or on-call clinician.
  - v.

**NOTE:** An Enrolled Nurse cannot direct SW to administer medications, or delegate the task to them, or perform JIT or medication competencies.

- Support Workers are responsible for:
  - i. Ensuring they have the knowledge and training required for the specific medication oversight activities requested as set out in the Support Worker Medication Management Procedure.
  - ii. Following procedures established to facilitate the safe administration of medications.
  - iii. Being familiar with the client’s known behaviours in order to understand their usual behavioural patterns and reporting any ‘unusual’ behaviour or adverse side effects.
  - iv. Reporting in writing any concerns, issues or incidents regarding the administration of medication to their supervisor.
  - v. Clients have the right to refuse medication at any time, this must be respected and the Support Worker must report this to the Registered Nurse via National Communications Centre.
  - vi. Seeking advice from the Registered Nurse if the appropriate medication authority is unavailable to administer the medication.
  - vii. If the support worker is in doubt about their own knowledge, skills or capabilities they must seek assistance from this organisation’s Registered Nurse to facilitate further training and competency based assessment.
- Care Co-ordinator, National Communications Centre representative including after hours are responsible for:
  - i. Referring any Support Worker concerns, issues or incidents relating to medication to clinical Nurse Leaders /Clinical Team Leader / Manager or on-call clinician and add diary note document in clients file
  - ii. Ensuring by checking the competencies and roster system that only Support Workers with the appropriate qualifications, training and competencies in medication oversight / supervision or administration are allocated to support client’s who require assistance with medications.
  - iii. Reporting in writing using the electronic reporting system or any other mechanism required of the organisation, any concerns, issues or incidents reported to them regarding the administration of medication.

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- Medical/Nurse Practitioner is responsible for:
  - i. Prescribing medications under their scope of practice.
  - ii. Providing signed written authority for all prescribed medications that a client is to be assisted with, including regular and PRN medication.
  - iii. Providing clear instruction and indication for administration.
- Pharmacist is responsible for:
  - i. Accurately dispensing medications from a prescription written by a medical practitioners or authorised prescribers.
  - ii. Promoting the safe administration of medications in community settings.
  - iii. The accurate preparation and labelling of dosage administration aids.
  - iv. Providing education, advice and assistance with medication concerns.
  - v. Providing assistance with disposal of medications.
  - vi. Provide medication signing sheets, including interactions, Cautionary Advice and any other important information whenever possible
- Training and development staff are responsible for:
  - i. The development, delivery and assessment using this policy and supporting procedures of medication training to Support Workers and other employees involved with medication administration and oversight.
  - ii. The training and competency assessment of employees to allow them to assist with training assessments of new and existing Support Workers in medication training.
  - iii. Providing Support Worker assessment results, observations and recommendation to SW Coordinator.
  - iv. Documenting in Access Controller/Barista.
- Client is responsible for:
  - i. Providing Support Workers with their support plan when they enter the home, which includes their medication plan and other required documentation.
  - ii. The provision of authorised medication in medication assistance device
  - iii. When medication support is being provided, the client (or family/NOK) retains all responsibility for their medications.
  - iv. Requesting repeat prescriptions from pharmacy/prescriber to ensuring all required medication is in the home as required, unless otherwise specified in the Support Plan

### Support plans

- Where medication prompting/supervision/administration of non-pre-packaged medications is required, the support plan/medication order must provide clear instructions for the support worker to follow and instruct as to what to do and highlight any precautions such as on warfarin – risk of bleeding and must include:

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- i. A description of key tasks required of the Support Worker.
  - ii. Client's name and date of birth.
  - iii. Client's allergies and reaction to allergens.
  - iv. Time to be given.
  - v. Specific instructions regarding the medication e.g. to be taken with food.
- For high risk medication and controlled drugs the support plan MUST include the above and:
  - i. Full instructions.
  - ii. Commencement date of medication.
  - iii. Cessation or review date of the medication.
  - iv. Risk management assessment and contingencies for adverse events.
  - v. What to do if an adverse event occurs.
  - vi. Effective channels of communication for the SW to the CRN being available immediately if an adverse event occurs.

### Associated Documents

- Medication Assist Form
- Verbal order and PRN administration
- Drug Treatment Sheet
- Medication direction and delegation
- Client Communications Book
- SW Competency Assessment Medication Management
- HGov reporting database
- SW Medication Management Procedure
- Warfarin Management Procedure
- Insulin Oversight and Administration Procedure
- All other medication procedures and flow charts

### References

- Medicines Act 1981 and amendments
- Medicines Regulations 1984 and amendments
- Health Practitioners Competency Assurance Act 2004
- NZNO Guidelines on Administering Medication and IV Therapy
- Misuse of Drugs Act 1975 and amendments
- Ministry of Health Medication Guidelines for the Home and Community Support Services Sector 2019
- Code of Health and Disability Services Consumer Rights

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