



Medication Administration Policy and Procedures

STATEMENT

The Paraplegic and Quadriplegic Association of South Australia Incorporated (PQSA) has developed this policy to provide guidance and acceptable practice to HomeCare+ (HC+) staff and managers in relation to their responsibilities in administration and management of medication when working with HC+ clients.

Approved by:

Date: December 2014

The Paraplegic and Quadriplegic Association of SA Inc. is incorporated under the *Association Incorporation Act 1985 (SA)* and conduct its business through operating Divisions, namely **PARAQUAD SA and HomeCare+**

SCOPE

Compliance with this policy is a condition of appointment for all persons engaged to provide services on behalf of PQSA.

This policy applies to all HC+ staff where a client's contracted service includes assistance with medication.

DEFINITIONS

Client Administration Officer - This term refers to a person who assists the Client Service Officer with the day to day rostering and coordination of HC+ Support Workers as directed by the Client Service Officer

Carer - *"A person who through family relationship or friendship looks after a frail older person, or someone with a disability or chronic illness. Carers look after these people in the community or in their own homes". [Department of Health and Aging 2006]*

Client - This term refers to a person with a disability and / or a special need receiving service [s] from HC+.

Client Service Officer (CSO) - The term refers to a person who coordinates the services to the client provided by HC+ in accordance with the client's contract.

Client Support Plan - *"Clients within the disability services sector may have an individual support plan that documents the steps to be undertaken by a Support Worker in providing support to the client" [Direct Health Support of People with a Disability Guideline, June 2014 1]*

Dosage Administration Aid [DAA] - *A device or packaging system where doses of one or more solid oral dosage forms of medicines can be organised according to the time of administration [APAC guidelines 2006]*

Emergency Support Worker - This term refers to a HC+ Support Worker who is available on an on-call basis from 2200 to 0600 hours

Extended Care Paramedic (ECP) - *The ECP service allows patients to be treated at home or in their home surrounds, without being transported to a hospital emergency department if it is not necessary. ECP is provided by SA Ambulance Service Intensive Care Paramedics and can treat clients for a range of common medical issues (SAAS, 2014). Any person may request an ECP to attend a client.*

Equitable - Open to all without systemic, hidden or apparent bias on the grounds of gender, race, disability, sexuality, age, marital status, pregnancy, potential pregnancy, breastfeeding, religious beliefs, medical record, criminal record or trade union activity.

Medical Practitioner: - *"A registered medical practitioner such as a general practitioner, medical specialist, consultant medical practitioner or hospital medical officer" [APAC guidelines 2006]*

Medication - A medicine

Medicine - A substance given with the intention of preventing, diagnosing, curing, controlling or alleviating disease or otherwise enhancing the physical or mental welfare of people, includes prescription and non-prescription medicines, including complimentary health care products, irrespective of the administered route.

Must – Indicates a mandatory action required by law, industrial instrument, or PARAQUAD SA / HC+ policy or procedure.

Pharmacist - *"A person prepared to formulate, dispense and provide clinical information on drugs or medications to health professionals and patients..." [Mosby's Medical Dictionary, 8th Edition c 2009, Elsevier]*

PRN Medication – PRN (Latin – pro re nata) means as required. This is medication that is given when the client requires it, as opposed to being administered regularly at regular times.

Procedure – As deemed by the Organisation and by use of the RDNS Community Health Support Manual Feb 2009.

Registered Nurse (RN) - This term refers to a person employed by HC+ who has a current registration with AHPRA [Australian health practitioner regulation agency] and provides client specific complex health support training and assessment to Support Workers following comprehensive assessment and development of an individualised health plan.

Should – Indicates a recommended action that should be followed unless there are sound reasons for taking a different course of action.

Support Level - This refers to Level 1,2 and 3 of support provided to clients with a disability or special need as outlined in the Direct Health Support of People with a Disability Guideline June 2014.

Support Worker - This term refers to a person employed by PQSA/HC+.

“A person who provides personal care assistance, activities of daily living assistance, community access support and / or aspects of health support.

Support Workers are not licensed to practise nursing, medicine or any other occupation requiring a license in South Australia and are therefore not subject to any statutory regulation. Support Workers are subject to the same civil and criminal law sanctions, accountability for negligence and competency measures as the sector in which they are employed, as well as their employer. Support Workers are subject to the vicarious liability of their employer...” [Direct Health Support of People with a Disability Guidelines]

Supervisor – Refers to a Team Leader, Client Service Officer employed by HC+

“Trainer” - This term refers to a person employed by PQSA who coordinates and facilitates “in-house” basic training and assessment of Support Workers employed by / HC+

RESPONSIBILITIES

HC+ are responsible for:

- 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.
- Provision of adequate resources to enable timely training, assessment and reassessment of clients’ needs and Support Worker competencies.
- Ensuring the provision of competent and appropriately qualified trainers and assessors.
- Providing adequate training for trainers and assessors.
- Upholding and maintaining their accountability to funding bodies and individuals for their contractual obligations where a client’s service includes assistance with medication [s], including facilitation of the appropriate sharing of information relating to medication issues / incidents.

Support Worker’s are responsible for:

- Attending and completing the basic *Medication Administration* training in their pre-employment course.
- Attending and completing a Workplace Medication Assessment
- Completing additional Complex Health Procedure training and assessment with a Registered Nurse and successfully completing a competency based assessment in the client home before administering:
 - enteral medicine [s]
 - Schedule 8 medicine [s]
 - eye, nasal and ear drops
 - transdermal patches
 - medicine [s] per rectum
- Attending and completing annual Medication Administration refresher training in accordance with *Support Worker Training Policy [July 2012]*

- Following procedures established to facilitate the safe administration of medications.
- 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.
- Ensuring the safe storage of medication [s] and safe disposal of outdated or contaminated medication [s] and medication [s] that are no longer required.
- Reporting in writing using the Client Support Concern Report any concerns, issues or incidents regarding the administration of medication [s] to the Support Worker's Manager/Supervisor.
- Seeking advice from a HC+ Registered Nurse [via Support Worker supervisor] if the appropriate medication authority is unavailable to administer the medication [s].
- If the Support Worker is in doubt about their own knowledge, skills or capabilities they must seek assistance from Manager/Supervisor and/or HC+ Registered Nurse to facilitate further training and competency based assessment.

Registered Nurse [RN] is responsible for:

- Providing competency based workplace assessment of Support Workers after the completion of Pre-employment Training.
- Providing additional complex health support training and competency assessment, conducted on an individual client needs basis, and by referral from the Client's Client Service Officer.
 - Requesting, maintaining and installing the Medication Plan and Authority for Level 3 clients from the relevant prescribing doctor/health professional and including a copy of this in the HC+ confidential client file 12 monthly and as required.
- Providing appropriate support and direction to employees in the event of medication concerns, issues and incidents as reported by the Support Worker through the appropriate supervisor/Client Service Officer and reporting/feedback to the HC+ Manager.
- Advising HR in writing of the outcome of competency based workplace assessment for basic medication training.
- Advising the Client Service Officer in writing of the outcome of competency based workplace assessments in complex health support tasks that involve the administration of a medication.
- Entering Competency Assessment worker information into CareLink+ in a timely manner.

Team Leader/Client Service Officer [CSO] is responsible for:

- Ensuring that only Support Workers with the appropriate qualifications, training and competencies in medication administration are allocated to support clients who require assistance with medication [s].
- Providing appropriate support, direction and referral to Support Workers in the event of medication concerns, issues or incidents.
- Ensuring the appropriate written referral is made to the Registered Nurse for competency based workplace assessment of basic medication administration.
- Ensuring the appropriate written referral is made to the Registered Nurse for training and competency based workplace assessment of Support Workers in relation to complex health support procedures involving medication administration.
- Providing timely information/feedback to the HC+ Manager when medication issues arise.
- When required provide Medication assessment's under simulated conditions to Support Workers for the basic medication administration training.
 - Requesting, installing and maintaining the Medication Plan and Authority from the relevant prescribing doctor/health professional for Level 2 clients and including a copy of this in the HC+ confidential client file 12 monthly and as required.

Client Administration Officer (CAO) is responsible for:

- Referring any Support Worker concerns, issues or incidents relating to medication to the Client Services Officer [CSO].
- Ensuring by checking the Roster System that only Support Workers with the appropriate qualifications, training and competencies in medication administration are allocated to support clients who require assistance with medications.
- Reporting in writing using the Client Support Concern Report any concerns, issues or incidents reported to them regarding the administration of medication [s] to the Support Worker's Manager/Supervisor.

Emergency Support Worker is responsible for:

- Following procedures established to facilitate the safe administration of medication [s].
- Following the client's Medication Plan as outlined in the Client Support Plan.
- Maintaining the appropriate training and currency of competency assessment to meet the individual client's support needs.
- All responsibilities as outlined under the 'Support Worker' responsibilities
- Reporting in writing using the Confidential Client Incident Form any concerns, issues or incidents regarding the administration of medication [s] to the Support Worker's Manager/Supervisor.

Extended Care Paramedic is responsible for:

- Supplying sufficient medication to a client for ongoing administration where Pharmacy access is unavailable (i.e. after-hours).

Medical Practitioner is responsible for:

- Prescribing medications
- Providing signed written authority for all prescribed and over-the-counter medications that a client is to be assisted with. [including regular and PRN medication [s]]
- Providing clear instruction [s] and indication [s] for administration.
- Annual review of medication - [particularly post hospital d/charge]

Pharmacist is responsible for:

- Accurately dispensing medications from a prescription written by a medical practitioner.
- Promoting the safe administration of medications in community settings.
- The accurate preparation and labelling of DAA's.
- Providing education, advice and assistance with medication concerns.
- Providing assistance with disposal of medications

Training and Development Officer is responsible for:

- The development, delivery and assessment using this Policy and Supporting Procedures and [in consultation with other relevant parties, of the Basic Medication Administration Training to Support Workers and other employees involved with Medication Administration.
- The training and competency assessment of other HC+ employees to allow them to assist with Training Assessments of new and existing Support Workers in Medication Administration Training.
- Providing Support Worker assessment results, observations and recommendations to HC+ and HR staff.
- Documenting on CareLink+.

Client is responsible for:

- Providing Support Workers with their Client Support Plan, Medication Plan and other required documentation eg: Medication List/Authority and Record of Use forms if applicable
- The provision of authorised medication in a DAA, or if a medication is inappropriate to package in a DAA, it must be stored in its original container.

POLICY

HC+ will provide ongoing support and advice to the Support Worker and the client or their representative regarding safe use of medication in accordance with organisational policy and the *Medication Guidelines Manual*.

Before Support Workers are permitted to support or assist clients with medication they must have successfully undertaken HC+ medication training, assessment of basic medication administration under simulated conditions and a competency based workplace assessment with HC+ Registered Nurse.

Assisting a Client with medication

HC+ will identify whether a client is independent with medication or requires assistance. For clients with complex health support needs [ie: level 3] the HC+ Registered Nurse is responsible for this assessment; for clients who do not have complex health support needs [ie: level 2], the HC+ Client Service Officer/Supervisor is responsible for this assessment. The outcome of this assessment will be documented in the 'Medication Plan' within the client's support plan.

If the client is deemed independent then the Support Worker has no involvement with the client's medication. If the Support Worker has concerns regarding the client's independent self- management of their medication, the Support Worker must report using the Confidential Client Concern Report Form to the client's Supervisor. If the client is deemed to require assistance with medication then the Support Worker must adhere to the directions in the Medication Plan and perform the procedures in a manner that reflects the training the Support Worker has received.

Safe Practice**Dosage administration Aid [DAA]**

In accordance with safe practice principles, HC+ requires that all medications which are appropriate to be packaged into a DAA must be packaged into a tamper proof evident DAA by a registered Pharmacist. If a medication is inappropriate to package into a DAA it must be stored in its original container.

Where a DAA is compromised/damaged, the medication should not be administered and replacement of same must be arranged with the dispensing Pharmacy as soon as possible. In the event that the damage is unintentionally caused by an employee of PQSA, the cost of replacement will be met by PQSA.

ECP role with respect to medications

The ECP has the authority to supply sufficient medication for ongoing administration, usually where Pharmacy access is unavailable. In the situation where a Support Worker is required to assist with administering this medication, the ECP must contact the client's GP or locum to seek an authority or document an *interim medication authority* until the client's GP can visit and provide the ongoing authority. In the absence of a formal authority or a documented interim medication authority, Support Workers cannot assist in administration of this medication.

The formal medication authority, if not received at the time of the ECP consultation, must be sourced within two (2) business days.

Medication Incident

In the event that a client's medication has been incorrectly administered or not administered at all, a medication incident is deemed to have occurred. Staff have a responsibility to acknowledge the incident, follow the appropriate procedure and report the incident verbally and in writing using the Confidential Client Support Concern Report Form.

Failure to report would be unreasonable and would breach the employee's Duty of Care to the client. It may also constitute grounds for disciplinary action.

[It should be noted that in determining whether performance management and disciplinary action is taken, each case is examined individually and decisions made on the basis of facts presented appropriate regional Manager.]

PRN Medication

PRN Medication can be administered in the community by a competent Support Worker (and unpaid carers, such as family members) without need for approval from the RN, where there is a valid medication authority and when the client is able to provide informed consent.

The Medication authority for PRN medication [s] must include the following *additional information*:

- The order must clearly indicate in what circumstances the medication is to be administered;
- The order must specify the minimum amount of time between each dose of medication;
- The order should specify the maximum amount of medication that can be given in 24 hours;
- The order should also specify any caution advisory information.

When administering PRN medication, documentation is particularly important. The support worker must correctly identify when the last dose was taken in order to determine whether the prescribed time has elapsed between doses – DO NOT repeat at intervals less than has been prescribed – this would be deemed over-dosage/poisoning.

When known non-verbal cues [of clients] are recognised by Support Workers in accordance with the client's Support Plan and Additional Information, PRN medication will be administered as prescribed with reference to the indicating circumstances mentioned above. The effects of PRN medication must be documented.

Prolonged use of PRN medication may warrant review by GP / Medical doctor.

In the situation where a client is unable to provide clear informed consent due to an underlying condition, approval must be sought from the RN prior to administering PRN medication.

Schedule 8 medications [DDA's]

In accordance with Safe Practise Principles HC+ have deemed Schedule 8 medication[s] requires additional health support training and competency assessment before a Support Worker can be involved.

Injectable's

HC+ Support Workers are not authorised to administer injectable medication, with the exception of adrenalin via Epipen in an Emergency [First Aid] situation ie: anaphylaxis [ie: severe allergic reaction].

The Support Worker must have all of the following pre-requisites before they can administer an Epipen:

- Hold a current First Aid Certificate
- Completed all stages of HC+ medication training and assessment.

The Support Worker must refer to the Clients Support Plan prior to commencing shift and read their Anaphylaxis Plan – to ensure they are aware of and understand the client's allergies.

If Epipen is given - Ambulance must be called!

Nurse initiated medications

- HC+ does not approve nurse initiated non-prescription medications

Procedures

Before Support workers are permitted to support or assist Clients with medication they must have:

- A Workplace Medication Assessment by a HC+ appointed Registered Nurse

Medication Authority

Support Workers are not permitted to administer any medication, whether it prescribed or non-prescribed medication, without an accompanying medication authority.

Medication authority is a document that identifies:

- client's full name
- client's address
- client's date of birth
- prescriber's name
- prescriber's contact details
- prescribers signature (when practicable)
- the name of the medication to be administered
- describing the route of administration
- medication dose to be administered
- time for administration
- frequency of administration
- Date of commencement.

A medication list/authority may take the form of the;

- HC+ medication list or
- HC+ Record of Use Medication Sheet
- Photocopy of a prescription
- Hospital Discharge/Separation Summary
- Medication Profile from a Hospital Pharmacy department
- Or a template from a Medical Practice

Support workers are to check the Medication Authority and if there are discrepancies related to the details listed above, the Support Worker is not to administer medications until clarification has been sort from the Registered Nurse.

RELATED LEGISLATION

- Disability SA Direct Health Support of People with a Disability Policy and Guidelines June 2014
- Disability Services Act 1993
- Guiding Principles for Medication Management in the Community June 2006 [Australian Pharmaceutical Advisory Council – APAC]
- Controlled Substances [Poison] Reg 1996
- Controlled Substances Act 1994
- Nurses Act 1999
- Nurses Board of South Australia Standards "*Delegation by a Registered Nurse or Midwife to an unregulated health care worker*" May 2005
- Guardianship and Administration Act 1993

SUPPORTING PQSA DOCUMENTATION

- Duty of Care Policy
- Meeting Individual Needs Policy and Procedures
- Support Plan Policy and Procedures
- Support Worker Training Policy
- Classification of Client's Levels Policy and Procedures

BREACHES OF THIS POLICY

A **breach** of this policy is grounds for disciplinary action, up to and including termination of employment. Ignorance of these procedures will not generally be accepted as an excuse for non-compliance. Only in extreme circumstances and where such ignorance can be demonstrated to have occurred through no fault of the individual concerned will PQSA accept such an argument.

DISTRIBUTION AND REVIEW

PQSA will ensure all persons engaged to provide services either paid or unpaid will be aware of this policy and will have easy access to it in an appropriate format. All policies are to be reviewed on a bi-annual basis or when legislation or Government Policy determines.

