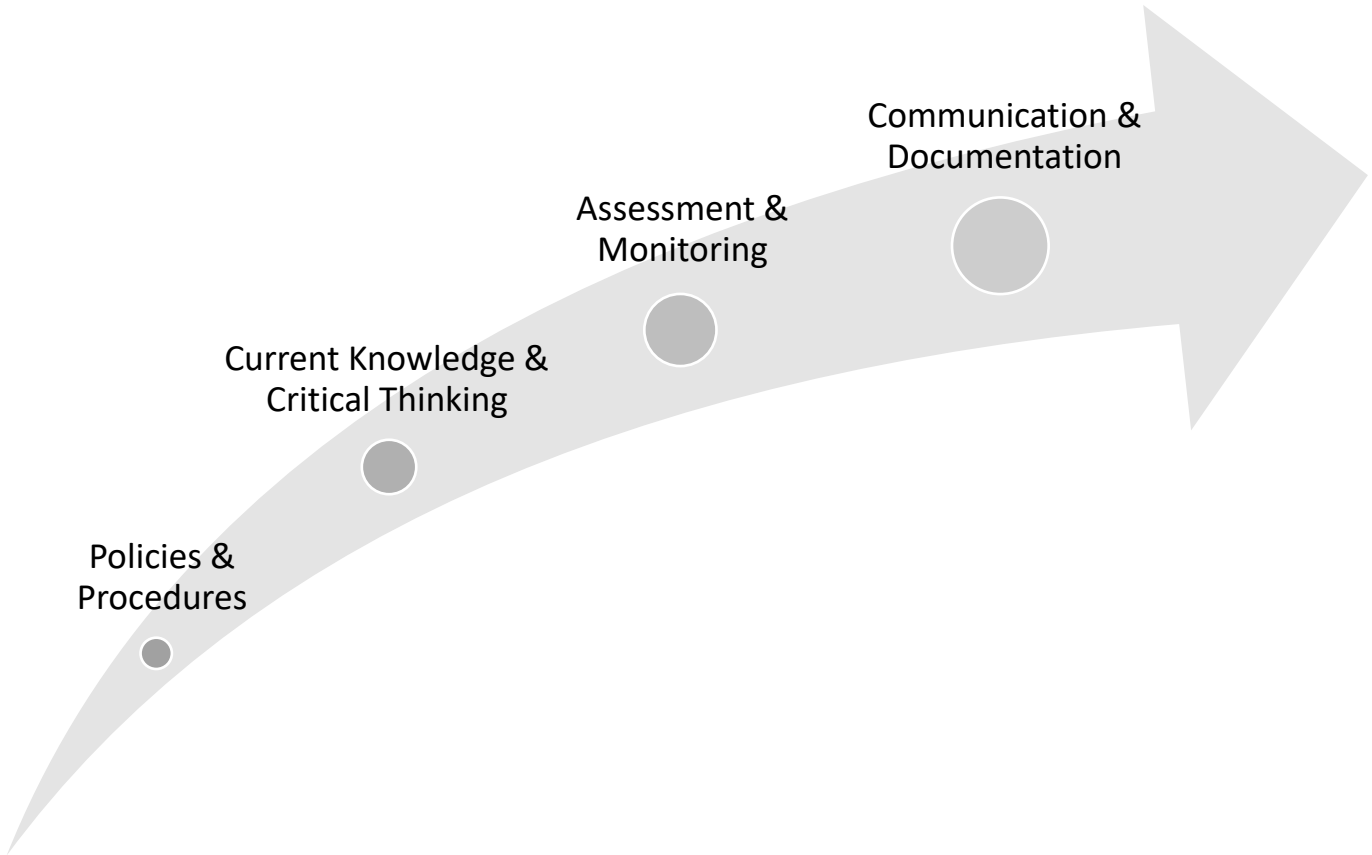
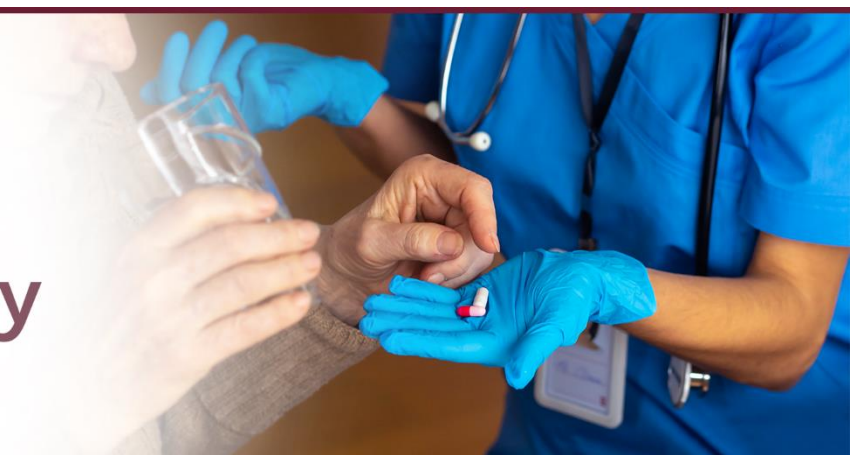


Medication Safety Competencies



Policies & Procedures

Medication safety begins by understanding key policies and procedures designed for safe medication practices. Key policies, procedures and protocols may include, but are not limited to:

- Admission/Readmission
 - Admission Orders
 - Medication Reconciliation on Admission and Readmission
 - Complete Medication Profile Including Allergies and Previous Adverse Reactions to Medications

- **Prescription**
 - New Medication Orders
 - Verbal Orders
 - Medication Refill Orders
- **Transcription**
 - Written and Electronic Orders
 - Order Review and Sign-Off Process
 - Communication Processes for New Orders (e.g., 24-Hour Report)
 - Order Clarification (e.g., Dosage, Route, Indications, Allergies, Drug Duplication, Drug/Food and Drug/Drug Interactions,)
 - Medication Administration Record (MAR) Protocols
- **Dispensation/Preparation**
 - Labeling
 - Double-Check Procedures (e.g., High-Risk Medications)
 - Off-Label Usage
 - Black Box Warnings
- **Administration**
 - Five Rights of Medication Administration
 - Right Patient
 - Right Medication
 - Right Dosage
 - Right Time
 - Right Route
 - Adverse Drug Reactions – Reporting and Response
 - Administration Protocols (e.g., Inhalers, Do Not Crush/Do Not Chew, Injections)
 - High-Risk Medications (e.g., Insulin, Warfarin) Protocols and Double-Check Procedures
- **Documentation**
 - Timely, Accurate, Complete
 - Resident and Family Teaching
 - Discharge Instructions
 - Documentation of Indications and Response (e.g., PRN and New Medications, Change in Dosage)
 - Physician and Provider Communication
- **Narcotics**
 - Indications and Resident Response
 - Security and Count Protocols
 - Disposal/Wasting Protocols



Current Knowledge & Critical Thinking

Critical thinking involves having current knowledge about the medication, understanding why the medication is ordered for the resident and assessing and monitoring the effectiveness of the medication. Critical thinking involves using the facility medication tools and templates (e.g., admission medication reconciliation forms) and asking critical questions to understand the unique risks and benefits of the medication for the resident and the resident's response to the medication. Current job knowledge related to safe medication delivery is an individual licensure responsibility. Likewise, the facility has the responsibility for the development of policies, procedures, and resources for safe medication delivery and for providing corresponding staff education and training. Current medication knowledge includes, but is not limited to:



- Indication for the medication (e.g., congestive heart failure, arthritis)
- Usual dosage
- Usual route
- Common side effects
- Proper storage
- Proper labeling
- Required/ordered diagnostic testing (e.g., blood sugars, INR)

If you are not familiar with the medication, use available and current drug resources to review medication indications, usual dosage and route and common side effects prior to administration.

Assessment & Monitoring

Assessment and monitoring include, but are not limited to:

- Obtaining a complete drug history on admission including current medications, nutritional supplements, vitamins, over-the-counter medications, recreational drug usage, homeopathic and herbal products.
- Assessing the resident on admission to determine whether they are taking their medications as prescribed (e.g., insulin, anti-hypertensive medications). Studies have shown that a significant number of seniors are not taking their medications as currently prescribed for a variety of reasons including cost, impaired memory, and side-effects. Sub-optimal dosing of medications may create unintended symptoms when administered correctly on admission.¹
- Asking residents about current drug side-effects and possible drug interactions at the time of admission. This element of assessment is part of the required admission drug regimen review.
- Assessing residents for side-effects and possible drug interactions concurrently and during the monthly drug regimen review.
- Monitoring the effectiveness of current medications, new medications, dosage adjustments, and PRN medications

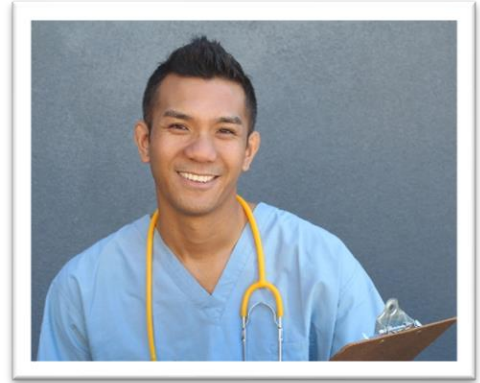


SAMPLE DOCUMENT ONLY

Note – This list is not intended to be all inclusive, modification is recommended based on facility services and policies.

Communication & Documentation

Clear, concise, accurate and timely communication about all aspects of the medication process is necessary for safe resident care. Critical points for communication and documentation include but are not limited to:



- During admission – including questions regarding medication reconciliation; reported resident side effects; resident concerns about their medications; questions regarding medication orders; resident/family reported discrepancies in taking medications as prescribed.
- New medications – resident response; resident/family concerns; any observed reactions
- Significant change in medications - resident response; resident/family concerns; any observed reactions
- New orders – questions regarding medication orders; confirmation of review per policy (e.g., order sign-off, 24-hour report)
- PRN medications – indications and response
- Routine medications – questions regarding continuation (considering gradual dosage reduction as appropriate); resident/family concerns; any observed reactions

Source - Marlo Sollitto. Aging Care. [Top 6 Problems with Medication Adherence in Seniors - AgingCare.com](https://www.agingcare.com/top-6-problems-with-medication-adherence-in-seniors) [Accessed August 20, 2023]

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