

Assessing the Standards

Expected Outcome 2.7 Medication management



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Assessing the Standards: Medication management

Goal of this presentation

To provide a framework on how performance against the Standard 2.7 Medication management is assessed through the accreditation process.

Assessing Standard 2.7

Medication management

In this presentation, we will cover:

- Meaning and focus of the Expected Outcome 2.7 medication management
- Evidence and collection of information
- Rating the Expected Outcome

The Accreditation Standards

- The Accreditation Standards:
 - Four standards
 - Four principles
 - 44 expected outcomes
- Medication management:
 - Standard two
 - Expected Outcome 2.7

Expected outcome 2.7

Medication management

What does the Expected Outcome mean?

In reading an expected outcome it is important to clarify:

- What the *wording* of the outcome includes
- What the *wording* of the outcome does *not* include

Expected outcome 2.7

Medication management

This expected outcome requires that:

Residents' medication is managed safely and correctly.



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Focus of the Expected Outcomes

The expected outcomes vary in focus

- ✓ Results for residents
- ✓ Results
- ✓ Processes and systems

Expected outcome 2.7

Medication management

The focus of this expected outcome is:

‘results for *residents*’.



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Results

- Management demonstrates (where possible data, eg internal and/or external audit results)
- Residents' medication is managed safely and correctly.
- Management can demonstrate staff compliance with the medication management system.
- Residents/representatives confirm they are satisfied that medication has been managed safely and correctly.

What is evidence?

- Factual information
- Comes from three sources (triangulation)
 - ✓ Interviews
 - ✓ Observation
 - ✓ Documents
- Should be checked (corroboration)
- Should be representative (sampling)

Consider

- Are policies and procedures documented and made available to staff?
- Are staff practices developed and monitored to ensure understanding and compliance with processes and procedures
(eg quality assurance audits are conducted and reviewed, supervision of staff exists)?
- Are there regular reviews of the medication management system?

Consider how the home conducts the following:

- Regular evaluation and review of residents' medication needs and preferences, including
- Consideration of allergies and side effects, undertaken by a pharmacist or medical officer
- Proper recording and ordering of medication orders, for example:
 - current, legible, signed, dated, dose and time?*
 - urgent and out-of-hours orders catered for?*

Safe and correct storage of medication

- The level of security of medications is appropriate for the medication and circumstances
- correct and safe storage of medications for residents who self-administer



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Safe and correct administration of medication to residents by staff

- the correct identification of residents ensuring residents receive
 - the correct medication*
 - the correct dose*
 - via the correct route*
 - at the correct time*
- all home staff administering medications have the appropriate skills and knowledge to fulfill their responsibilities safely

Safe and correct self-administration of medication by residents

- assessment of the resident's ability to self-administer
- regular monitoring of residents self-administering
- consultation with residents/representatives and others (medical and health professionals) about the self-administration

Regular evaluation and review of the medication management system

- Processes for reviewing residents' medication
- Medication ordering processes
- Correctness of blister packs against medication records and orders
- Medication administration including self-administering
- Medication incidents are documented, reported and appropriately addressed
- Appropriate disposal of medications including that of ceased, damaged and out-of-date medications.



✓ Important to note

- *State/territory legislation forms part of the framework of what is safe and correct*
- *Assessors do not assess compliance with state/territory legislation.*

Examples of relevant information

Documentation

- ✓ Initial base line assessment
- ✓ NCP
- ✓ Progress notes
- ✓ Assessment documents
- ✓ Family/case conference notes
- ✓ Clinical records
- ✓ Observation charts
- ✓ Education schedules
- ✓ Competency records
- ✓ HMO review
- ✓ Medication charts
- ✓ S8 drug register
- ✓ Incident reports
- ✓ Minutes (MAC, Staff)
- ✓ Pharmacy agreement
- ✓ Comments/complaints
- ✓ Audits



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Examples of relevant information

Observation

- ✓ Storage of medication
- ✓ Medication trolley
- ✓ Medication cupboard
- ✓ Medication fridge
- ✓ Staff practices

Interviews

“Please show me”

- ✓ Management
- ✓ Staff

“Please tell me about”

- ✓ Residents
- ✓ Representatives
- ✓ HMOs



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Rating the Expected Outcome

Consider the following:

- What results focus on the expected outcome?
- What do the results show?
- What processes are in place?
- What is the quality and quantity of information?
- Consider the processes
- Weighing up the whole picture



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Rating the Expected Outcomes

Consider the following:

- What results focus on the expected outcome?
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How can you assist during an assessment?

- Assist the assessors with information about how you do your job

Useful resources

- Agency website: www.accreditation.org.au
- Audit handbook for quality assessors
- Results and processes guide
- *The Standard* newsletter
- The Pocket Guide

The End

Any questions or comments

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