

MP + P = C

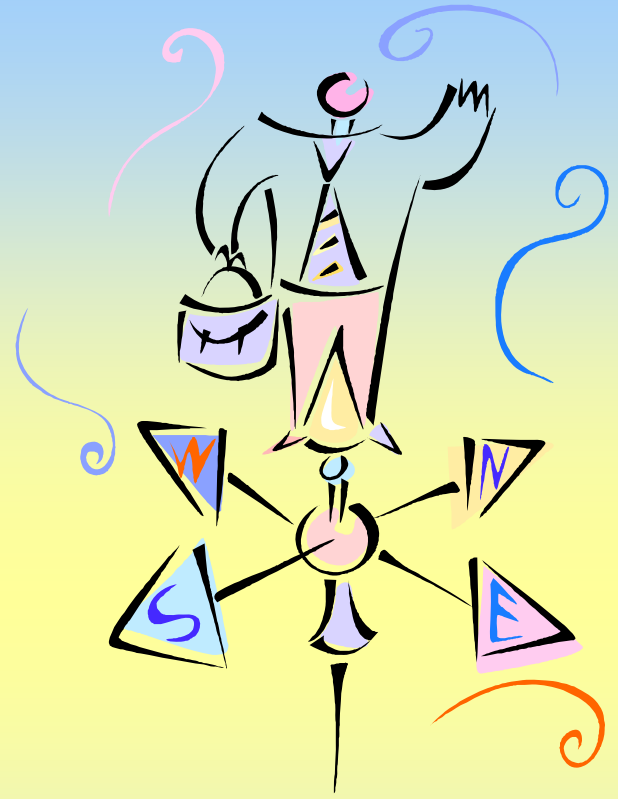
Medication Practice + Policy = Compliance

Jacki Payer

The Benevolent Society

Aged Care Standards Agency “Better Practice” Conference 2005

a journey of change



Spain

Self Assessment of Original System

- 1st round accreditation recommended review of system
- Single dose medication system
- Time consuming
- Difficult for new staff to learn

Decision made to change to a
Multidose medication system...

... & the journey begins...

Main features of System Change:

- Medication charts
- Multidose packs
- PRN system
- Emergency supply antibiotics

What else we did

- Policy & Procedures amended
- Quarterly Resident Medication Reviews

Outcome of System Change:

- Staff happier with new system as easier to use
- Easy to teach to new staff
- Doctors happy with new system
- Residents happy with new system

We are ready for the 2nd round of accreditation

Bring on the auditors !!!!



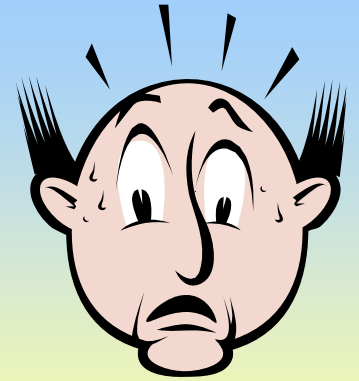
The Audit Occurs

43 Standards Compliant

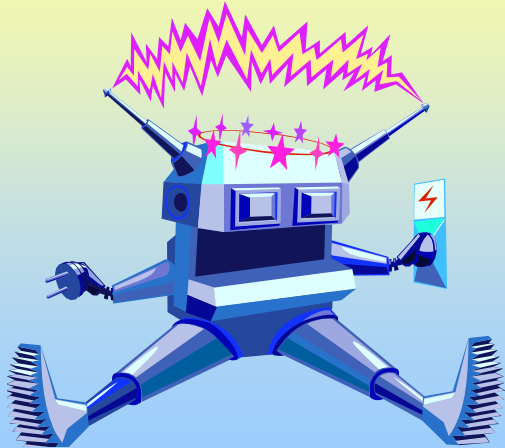
BUT

2.7 NON-COMPLIANT

Total shock



What Happened & Why?



Why:

1. Policy did not match practice

- Policies & procedures
 - Not all current
 - Poorly communicated
 - Inadequate review to ensure responsive to change
 - All medication to be packed into Webster system
- 'Nurse Initiated' system
- Inadequate audit tools
- No documented process for resident self medication

Why: (continued)

2. Self medicating residents:

- Doctors authorised self medication on admission
 - No ongoing review
- No formal system to address self medication ability

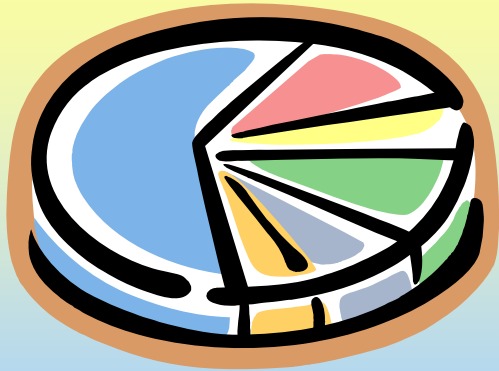
3. Signage gaps on medication charts

4. Inadequate incident reporting & action

5. No Medication Advisory Committee

Keep in mind

You need all the pieces to
make a complete pie



What we did:



(after the tears and soul searching)



1. Assessment & Action

(i) Went to our medication policy & procedures:

- Took a very close look at what we actually did in practice
- Drafted the policy & procedures so they reflected what we did
- Took the new policy back to staff to see if they felt it matched their practice
- Made re-adjustments to policy & procedures
- Drafted new items for self-medication

Assessment & Action *(continued)*

(ii) Medication Advisory Committee:

- Convened
- Terms of reference
- Reviewed draft self medication policy, procedures & proposed assessment tools
- Reviewed “Nurse Initiated” items & PRN system
- Revised Medication Incident report
- Continuous Quality Improvement Activities

2. Trials & Discussions

Back to Site Policy & Procedures

- Trialed draft items:
 - Self medication assessment tool
 - Self medication Rights & Responsibilities Form
 - Medication incident form
 - Audit tool
- Discussed self medication policy with staff
- Re-looked at rest of medication policies & procedures

3. Feedback & Evaluation

Back to the Medication Advisory Committee

- Draft self-medication items
- Draft medication incident form
- Draft audit tools
- PRN system changes
- Continuous Quality Improvement

4. Implementation

- New medication policy & procedures given to all PCA staff
- Education & discussion about the policy
- Regular auditing process added to annual quality planner
- Audits commenced with resulting actions

External Review

Does our practice match our policy?

YES!!!



6 months later - Agency Support Visit

Evidence found:

- Revised Policies & Procedures matched practice
- Policies & Procedures communicated to staff
- Medication Advisory Committee
- Signage education
- Regular audits & resulting actions
- Incident reporting

Outcome



2.7 COMPLIANT!!

Main features of compliant system:

- Multidose System
 - Routine, PRN & Antibiotics Webster packs
 - Non packed items
 - Re-order system
 - Individual resident containers
 - Ceased medication returned immediately to pharmacy
- Medication charts
 - 6 monthly charts for routine medications
 - 3 monthly charts for treatments & non-packed
 - No phone orders
 - Copies of faxed charts attached to main chart
 - Non packed items highlighted
 - Discharge summary faxed to doctor & pharmacy

Main features: (continued)

- PRN System:
 - Medication order & signage in same area
 - All orders have corresponding pack
- Medication audits
 - 10% of residents monthly
 - 3 monthly full system audit
 - Quarterly resident medication reviews by Meditrax
 - Annual system audit by Meditrax

Thinking about . . .

- Making changes to your medication system?
- Making changes to your medication policy & procedures?

&/or

- Need advice for appeal & changes as 2.7 Non-compliant?

Remember: $MP + P = C$

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Ask 3rd Party eg Meditrax,
if they can help !