



DEPARTMENT OF ECONOMIC SECURITY

Your Partner For A Stronger Arizona

The Division of Developmental Disabilities
Quality Improvement

Medication Safety

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PRESENTATION OUTLINE

PART 1

MEDICATION PASS

- RIGHTS
- BEST PRACTICE
- REFUSALS

PART 2

MEDICATION ERRORS

- INCIDENT REPORTS
- POISON CONTROL
- BEHAVIORAL HEALTH

PART 3

POLICIES & PROCESS

- TRAINING
- MONITORING
- MEDICATION STORAGE

INTRODUCTION/PURPOSE

- ▶ The purpose of this presentation is to provide general information to individuals who are assisting members with their medications.
- ▶ This is not intended to replace medical information given by the physician or a substitute for agency training to its employees.

PART I :

MEDICATION PASS RIGHTS

- Right Person
- Right Time
- Right Medicine
- Right Dose
- Right Route
- Right Documentation

PART I :

RIGHTS - REFUSALS ADDITIONAL INFORMATION

- MEMBERS HAVE A RIGHT TO REFUSE; WHEN REFUSAL BECOMES A “BEHAVIOR” – IT NEEDS TO BE ADDRESSED
- DOCUMENT REFUSALS-WHICH INCLUDES INCIDENT REPORTING TO DDD
- WHEN REFUSAL IS A BEHAVIOR PATTERN FOR A MEMBER, THE TEAM NEEDS TO ADDRESS THIS IN AN EXISTING OR NEW BTP
- FOLLOW THE MEMBER’S BTP TO ADDRESS REFUSALS
- OFFER AGAIN AFTER CHECKING WITH THE PHARMACY/POISON CONTROL PER POLICY

PART I : MEDICATION PASS BEST PRACTICE



- **NO DISTRACTIONS WHEN ASSISTING WITH MEDICATION**
- **ONLY ONE STAFF MEMBER ASSISTING MEMBERS WITH THEIR MEDICATION AT A TIME**
- **SIGN OFF (initial) MEDICATION AFTER MEMBER HAS TAKEN IT**
- **ONE TYPE OF CHARTING SYSTEM IN USE AT A TIME, PAPER OR ELECTRONIC**

PART I :

MEDICATION PASS OUTINGS

PLAN AHEAD

- **GIVE MEMBERS ANY MEDICATION THEY ARE ABLE TO HAVE (PER AGENCY TIMELINES) BEFORE THEY GO OFF SITE**
- **SEND AT LEAST THE NEXT TWO (2) SCHEDULED DOSES**
- **SEND/TAKE A CURRENT COPY OF ALL MEDICATIONS THE MEMBER IS CURRENTLY TAKING**



PART 1:

MEDICATION HANDOFF PLAN AHEAD

MEDICATION SHOULD HAVE A LABEL WITH THE FOLLOWING:

- THE NAME OF THE CLIENT
- THE NAME OF THE MEDICATION
- THE MEDICATION DOSE
- THE MEDICATION ROUTE
- SPECIAL INSTRUCTIONS
- THE PHYSICIAN ORDERING THE MEDICATION

THE MEDICATION SHOULD BE SIGNED OFF BY WHO IS GIVING IT AND WHO IS RECEIVING IT AND COUNTED BY BOTH PARTIES.

STORAGE OF MEDICATION SHOULD BE CONSISTANT WITH POLICY

PART I :

MEDICATION REFILLS

- STAFF IS RESPONSIBLE TO TRACK WHEN REFILLS ARE DUE
- KNOW IF LABS NEED TO BE DRAWN AND KNOW WHEN THE DR. APPOINTMENT IS SCHEDULED
- KNOW IF A BEHAVIORIAL HEALTH MEDICATION REVIEW IS DUE
- MAKE SURE TO VERIFY THE PRESCRIBER – PCP? PSYCHIATRIST?

PART I : MEDICATION REFILLS

- LEAVING A MESSAGE WITH THE PHARMACY WILL NOT WORK IF THE REQUIRED LAB WORK OR REVIEW APPOINTMENT OR PRIOR AUTHORIZATION DID NOT OCCUR.
- SPEAK TO AN ACTUAL PERSON AT THE PHARMACY AND TAKE THEIR NAME.
- FIRST CALL FOR REFILL SHOULD OCCUR WHEN ONLY A TEN DAY SUPPLY REMAINS
- FOLLOW-UP AT THE SEVEN DAY SUPPLY IF THE REFILL HASN'T BEEN SUPPLIED
- INFORMATION FOR ADDITIONAL ASSISTANCE WITH REFILLS WILL BE GIVEN LATER IN THE PRESENTATION.

PART II:

MEDICATION ERRORS INCIDENT REPORTS

- REPORT ALL MEDICATION ERRORS AND REFUSALS TO DDD
- HAVE A PROCESS IN PLACE INTERNALLY TO TRACK ALL MEDICATION ERROR INCIDENTS (TRACK BY MEMBER, STAFF, SHIFT) TO IDENTIFY SOURCE OF THE PROBLEM
- FILL OUT THE INCIDENT REPORT FORM COMPLETELY (MANY INCIDENT REPORTS ARE SENT IN WITH BLANKS)



PART II:

MEDICATION ERRORS POISON CONTROL

- IF MEMBER IS GIVEN THE WRONG MEDICATION, TOO MUCH MEDICATION CALL POISON CONTROL
- REPEAT THE INSTRUCTIONS YOU ARE GIVEN AND FOLLOW THEM EXACTLY.
- NOTIFY THE PHYSICIAN AND GUARDIAN AFTER CALLING POISON CONTROL PER POLICY.
- **POISON CONTROL 1-800-222-1222**



PART II: MEDICATION ERRORS

- MEDICATION ERRORS ARE A SERIOUS OCCURRENCE THAT CAN CAUSE INJURY OR DEATH TO A MEMBER (GIVING A MEMBER THE WRONG MEDICATION IS CONSIDERED NEGLIGENCE AND WILL BE INVESTIGATED AS SUCH)
- MEDICATION ERRORS NEED TO BE ADDRESSED IMMEDIATELY
- CONTACT MEDICAL PERSONNEL, PHARMACIST, PHYSICIAN, NURSE OR POISON CONTROL AS IS REQUIRED (DOCUMENT ALL ACTIVITY) NOTIFY THE APPROPRIATE PARTIES AND DOCUMENT THE ERROR, REACTION AND ACTION
- FOLLOW-UP WITH THE MEMBER'S PRIMARY CARE PHYSICIAN

PART II:

MEDICATION ERRORS BEHAVIORAL HEALTH

REFILLS:

- KNOW WHAT MEDICATIONS NEED MEDICATION REVIEWS
- SCHEDULE MED REVIEWS PRIOR TO CURRENT MEDICATION RUNNING OUT
- KNOW WHAT TYPE OF DOCTOR PRESCRIBED THE MEDICATION (SOMETIMES PRIOR AUTHORIZATIONS ARE REQUIRED)
- PHARMACY WILL NOT FILL THE PRESCRIPTION IF REVIEWS ARE NOT DONE



PART II: BEHAVIORAL HEALTH CONTACT NUMBERS

CHECK THE BACK OF THE MEMBERS INSURANCE CARD FOR THE PROVIDER'S NAME

- MERCY MARICOPA MEMBER SERVICES @ 602-586-1841 OR TOLL FREE AT 800-564-5465 (TTY/TDD) 711
- CENPATICO CUSTOMER CARE CENTER @ 866-495-6738
- HCIC CUSTOMER SERVICE PHONE @ 800-640-2123
- MEMBERS ENROLLED IN CRS WOULD CALL THE CRS CLINIC @ 800-348-4058,



Behavioral Health

PART II:

BEHAVIORAL HEALTH SPECIALIST

CONTACT NUMBERS

DN: MOHAVE, LA PAZ AND COCONINO COUNTIES
JANIE SCOTT OFC 928-263-8788

DN: YAVAPAI, APACHE, AND NAVAJO COUNTIES AND PAYSON
TERRI HALLECK OFC 928-759-1749

DS: YUMA, PIMA, GRAHAM, GREENLEE, COCHISE AND SANTA CRUZ COUNTIES
LUIS RUIZ OFC 520-209-1115

DE: PINAL, SE PORTION OF GILA COUNTY (globe),SE MARICOPA COUNTY (MESA,
GILBERT,CHANDLER.QUEEN CREEK)
CORY NIEMEIER-BONKRUD OFC 602-771-6559 CELL 480-387-9905
TATIANA TRIPP OFC 602-771-6575

PART III:

POLICIES AND PROCEDURES TRAINING

- TRAINING TO BE GIVEN AT TIME OF HIRE AND A MINIMUM OF EVERY 12 MONTHS AFTER PER AGENCY POLICY
- HOW QUICKLY IS TRAINING REVIEWED WHEN A MEDICATION ERROR OCCURS
- WHEN UPDATING YOUR PAPER AND OR COMPUTER SYSTEM, ONLY HAVE ONE SYSTEM IN PLACE TO AVOID MEDICATION ERRORS



PART III:

POLICIES - PROCEDURES MEDICATION STORAGE

- STORAGE IS CONSISTENT WITH LABEL INSTRUCTIONS
- MEDICATIONS SHOULD ALWAYS BE LOCKED WHEN NOT UNDER THE DIRECT CONTROL OF STAFF
- MEDICATIONS ARE LABELED CORRECTLY
- MAKE SURE MEDICATION HAS NOT EXPIRED
- ALL MEDICATION SHOULD BE STORED UNDER SANITARY CONDITIONS



PART III :

POLICIES AND PROCEDURES MONITORING

MONITORS ARE FOCUSING ON:

- MEDICATIONS MUST BE STORED, SECURED AND LOCKED
- ORIGINAL LABELS ON MEDICATION BOTTLES
- SPECIAL INSTRUCTIONS ON MEDICATIONS NOTED
- A PHARMACY REFERENCE BOOK MUST BE ON PREMISES
- COMPLETED DOCUMENTATION ON MEDICATION ADMINISTRATION RECORD (MARS)



WRAP UP AND QUESTIONS

- ▶ RESOSURCE PACKET (FACT-SHEET)
- ▶ BUSINESS CARD – ON-SITE PRESENTATION?
- ▶ PRESENTATION EVALUATION FORM

- ▶ THANK YOU FOR YOUR ATTENTION