

# **Medication Administration: Getting it right!**



## **Standard Medication Administration Training Course Transcript**

### **Lesson 1: Introduction to the Medication Administration Training Course**

## Transcript

### Title Slide

(no narration)

### Welcome

**Slide 1** - This is Lesson 1 of the Commonwealth of Pennsylvania Medication Administration Training Course, Introduction.

**Slide 2** - This Medication Administration Training Course is designed to teach unlicensed staff to use safe medication administration practices or to safely give medication to individuals who receive services in a variety of licensed and unlicensed community service sites. The course design contains materials presented in an online format followed by face-to-face classroom instruction from a trainer. The course design also includes skills measurement to monitor the knowledge of staff just completing the course and to monitor ongoing knowledge of skills in medication administration. The course includes standard accepted medication administration practices that lead to increased safety. Whether you are coming to the program for the first time to learn medication administration or you are taking the course to become a trainer, you must take this job seriously. You must learn these skills well and use them correctly. Your responsibility is to make sure that you have the base of knowledge needed to handle situations that may come up about medication administration, as well as to perform or teach these skills, depending on your role in your agency. Therefore, you must be diligent in mastering the course material to protect both the individuals who receive services and yourself.

**Slide 3** - All providers giving medication to individuals should have policies and procedures to explain how to perform the task specifically for their agency. As a medication administrator or trainer, you will need to know your agency's policies and procedures about medication administration as well as the course material. You must show that you know the steps of medication administration and show that you have learned how to use both the steps and your agency policies in your workplace.

### Lesson Objectives

**Slide 4** - Let us take a moment and review the learning objectives for this lesson.

By the end of this lesson you will be able to:

- Define what medication is.
- Explain why training in medication administration is important.

Describe standardization and explain why it is important in medication administration.

**Slide 5** - You will also be able to:

- Recognize the rights of the individuals for whom you will administer medication.
- Describe the five parts of the Medication Cycle and your responsibilities in each part.

Give examples of safe medication administration practices.

### What is medication?

**Slide 6** - So what is a medication? It is a chemical substance used to treat, prevent, or cure acute and chronic disease or to give relief from symptoms. Medications, which may also be referred to as drugs, are common, and most people have taken medication at some point in their lives.

Everyone is familiar with common medications like ibuprofen, used to relieve pain from headaches, or antibiotics, such as penicillin, used to cure an infection.

Some examples include:

- Treatment of congestive heart failure with digoxin
- Treatment of psoriatic arthritis with methotrexate
- Curing urinary tract infections or UTIs with sulfa drugs
- Preventing heart attack or stroke with a baby aspirin

## Transcript

- Preventing the development of heart disease by treating high blood pressure or hypertension with hydrochlorothiazide, commonly known as HCTZ
- Prevention of influenza usually referred to as the flu with a flu shot
- Relief of allergy symptoms with loratadine

**Slide 7** - Individuals use medications for a number of reasons, and one medication may be used to treat but not always cure one or more conditions. For example, aspirin is used to prevent heart attacks, but also to treat arthritis and relieve pain.

Conditions can be acute or chronic. Acute conditions, such as an infection, typically will go away after treatment. A chronic condition, such as arthritis, typically will not be cured by medication, but medication may improve the symptoms such as pain and swelling or medication may slow the progression of the disease.

The same medication may be used to treat physical health conditions or mental health conditions. For example, propranolol, a beta-blocker, is used to treat high blood pressure; however, it also is used to prevent migraine headaches and to treat anxiety symptoms. Another example is valproic acid to treat seizures or bipolar disorder.

### Medication in Different Environments

**Slide 8** - Now that you know a little more about what a medication is, let's talk about how administering or giving medication as part of your work may differ from taking medication yourself at home.

- Think about how you take medication at home.
- When you take medication, how do you do it?
- At home, you keep your medication in a place that is convenient and will help you remember to take it. You may leave it on the kitchen counter, in a kitchen cabinet or put it in your purse or pocket. You may even put your medication into a daily or weekly pill container. It is advised that you not keep medication in a moist place like the bathroom where it may get damaged.

Generally, you probably do not think too hard about where your medication is unless you have small children or someone who doesn't understand the dangers of medication.

**Slide 9** - How do you think that you will be administering medication at work? In your work setting, regulations or policy define where and how medication is stored. For example, in some settings medication must be stored in a locked container to avoid accidental poisonings for individuals who don't understand the dangers of medication. Medication is required to be kept in its original labeled container unless you support an individual who self-administers their own medication and places their medication in another container such as a weekly reminder dispenser.

Certain categories of drugs such as controlled substances are stored differently from other medications.

**Slide 10** Let's go back to how you take medication at home. Often, you might not take more than one medication. It is your responsibility to take your medication at the time or times it is prescribed, but you might not take it at the same times every day. Also, you are not required to record or write down when you take your medication.

By contrast, in the work setting, there will be more than one staff person giving one or more medications to many individuals at different times. Thus, all medication administrators are required to successfully complete training and continuously monitor or review the steps and skills required for medication administration. Standardization, or doing things in a planned and predictable way, is important so that medication administration procedures are done correctly and safely.

## Transcript

**Slide 11** Standardization includes administering medication at certain times according to the pharmacy label and agency policy. Standardization also includes documenting or writing down the administration so that staff know which individuals have received their medications and avoid missed or duplicated doses. Documentation and communication are very important. Your role as a medication administrator requires a great amount of responsibility and accountability.

### Respect and Dignity

**Slide 12** In working with and supporting individuals, you have a responsibility to treat everyone with dignity and respect. All individuals have the same rights. Remember that your words and actions affect others. Different systems refer to individuals receiving services by different names, but the idea of remaining “person-centered” is vital. Individuals should not be called by their medical diagnosis such as “the asthmatic.” In addition, to administer medication respectfully, you should explain to the individual what you are doing and answer any questions they may have. Individuals have the right to make health care decisions. Also, individuals have the right to know the medications that they are taking.

**Slide 13** Part of your role as a medication administrator is to observe the effect that medication has on the individual. For example, if you notice an individual is sleepy and unable to participate in daily activities, report this. The sleepiness is affecting the individual’s life and could be related to a medication that they are taking. Communicating this may not only lead to a change in the medication but also improvement in their life. By doing this, you show respect for the individual’s rights and dignity.

### Safe Administration Practices

**Slide 14** Let’s again think about how you take your own medication at home. Do you ever wonder whether you have taken the medication? Do you ever forget to take it? Almost everyone will at some time answer yes to one of these questions. Using a standardized set of steps for administering medication reduces errors such as duplicating a dose or forgetting to give a dose of medication in the work environment where there may be distractions.

**Slide 15** In the work environment, there may be more than one person responsible for administering medication during the same time period or shift. What are some problems that may arise with more than one staff person administering medication? Let’s look at a couple of examples of what might go wrong and think about how to avoid those issues.

Two staff might give the same individual the medication, meaning that the individual would get two doses rather than one dose. If Arlene and Hugh both start at 7:00 am, they should communicate with each other to determine which of them will administer medication to specific individuals. They might each make a list of individuals who they will administer medication to. Once they have administered the medication, they should each immediately write down or document that medication was administered to the individual to reduce the likelihood of errors. By following these steps, no one should receive a duplicate dose of medication and no one should have a dose of medication skipped or forgotten.

**Slide 16** Another example of something that could go wrong is that someone might get someone else’s medications. Safe medication administration procedures require you to check to make sure that you administer the right medication to the right individual every time you administer medication. By using these safe administration practices, the chance of error is reduced.

## Transcript

### Medication Cycle

#### Slide 17

The Medication Cycle is a series of steps or actions that promotes the safe administration of medication. You must understand each step in the cycle as it guides your role and responsibility in the health care of the individuals with whom you work. The medication cycle may start at any of the steps. You are a key player in the Medication Cycle, and you have a role in each step.

**Slide 18** This is a brief introduction to each of the five steps of the Medication Cycle and you will learn more detail about each of these later in the course.

**Slide 19** Observation: This step involves paying attention to and recognizing changes in the individuals for whom you provide services. A change may signal a problem and you are in a unique position to notice those changes.

**Slide 20** Report changes: This step involves communicating what you observe. This may be done in various ways and is based on what you observe. It is important to know to whom you must report and in what format.

**Slide 21** Communication for a health care practitioner visit: This step involves taking information to the health care practitioner and bringing information back to the other staff who work with the individual.

**Slide 22** Record and store: This step involves the process by which the medication and information about the medication is obtained from the pharmacy, the use of the information to create a medication record, and the proper method of storing the medication at the service location.

**Slide 23** Administration and documentation: This step involves the actual process of administering the medication and documenting that you gave it.

**Slide 24** Observation: This step begins the cycle again as you observe the individual for changes related to the medication that you have administered. A change may signal a problem with the individual's health.

**Slide 25** Notice there are five parts to the cycle, but six definitions. It is important to remember that this is a cycle, and one step relies on the one before and moves into the next one and so on continuously. None of the parts can be left out. Each part must be done carefully to ensure the safe administration of the medication. None of the steps may be omitted.

### Summary

**Slide 26** In this lesson, the key points that we covered are:

- Medications are substances used to treat, prevent, cure, or relieve physical and mental health conditions.
- Proper training gives you the skills and knowledge that you need to give or administer medication safely.

Standardization means that you do the same steps every time and helps to make sure that you administer medication safely and correctly in the workplace.

#### Slide 27

- How to treat individuals with respect and dignity.
- Examples of Safe Medication Administration practices.

You are a key player in the Medication Cycle. Each part of the cycle helps you administer medication successfully. You have a role in each part: observation, reporting changes, communication with the health care practitioner, recording and storing, and administering and documenting. Then return to observe any changes related to the medication that you have administered.

## Transcript

### Next Step

**Slide 28** Now that you have completed the lesson, it is time to take the quiz. Please click on the link below to access the quiz.