

Medication Administration: Getting it right!



Standard Medication Administration Training Course Transcript

Lesson 7: Administration

Transcript

Title Slide

Slide 1 – This is Lesson 7 of the Commonwealth of Pennsylvania Medication Administration Training Course, “Administration”

Lesson Objectives

Slide 2 –

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

- List the series of checks that must be done to make sure you complete a safe medication administration.
- Describe the general rules to follow when administering medications.
- List the three parts of administering a medication

Slide 3 – You will also be able to:

- State routes of medication administration.
- Explain how to administer oral medications.
- Describe how to administer multiple medications at one time.

Medication Cycle

Slide 4 – In previous lessons, we introduced the concept of the medication record and explained Recording and Storage of Medication.

Now, we will move to the next step in the Medication Cycle which is Administration and Documentation. This is the step in the Medication Cycle where the medication is administered and the administration is documented on the medication record. The main points in this lesson will cover the steps of a typical medication administration which is by mouth and is referred to as oral administration. Medication can be administered by routes other than the oral route. You will need additional training before you are allowed to administer medication by other routes. The next lesson will cover documentation for various situations that you may experience when administering medication.

Keep in mind that at the end of all of these lessons, you will have to demonstrate these steps to a trainer in order to finish and pass this course.

Introduction to Administration

Slides 5 – The process of medication administration involves following a sequence of activities to promote administering the right medication to the right **individual**. These activities include the preparation of the medication or getting the medication ready, the administration of the medication and completion of the administration which includes documentation. Each of these activities can be broken down into a number of smaller steps. The order of steps to administer medication is the same regardless of the medication and how it is going to be administered; however, the details of the steps, especially in preparation, may differ depending on the form of the medication and the route to administer the medication.

Slides 6 – While each place you work may be set up a little differently, it is important to make sure that you follow the steps of administration without leaving any of them out.

Depending on where medications and supplies are stored in a service location, the steps of **preparation** for medication administration may occur in a slightly different order than the order that will be taught in the course. You must make sure that all of the steps are completed.

The actual steps of **administration** of the medication must occur in exactly the order taught in the course.

Slide 7 – The tasks related to completion of the medication administration, which includes documenting the medication administration, must always follow the administration of the medication. As with the steps of preparation, the steps of completion may occur in a different order than will be taught in the course. You must make sure all of the steps are completed. Always document that you **administered** a medication

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immediately after you **administer** it. Never document that you gave a medication before you have administered the medication.

Slides 8 – Take a moment to respond to the question on the slide.

The purpose of following the stepwise process of medication administration is to:

- A.) Help individuals with self-administration of medication
- B.) Help assure safe administration of medication
- C.) Correctly complete the steps on the observation sheet
- D.) Document the administration of the medication

Once you make your selection, click “Check”.

Slide 9 – The correct answer is:

- B.) Help assure safe administration of medication

The 5 Rights

Slide 10 – The core approach to the administration of medication uses the “5 Rights” as discussed in previous lessons. These 5 Rights create the safeguards so that **individuals** receive the medication that they are actually supposed to receive. By consistently using these 5 Rights, you will be less likely to make an error and put someone in danger related to their medication. Using the 5 Rights helps you to proceed in the correct steps of medication administration and helps you identify when you need to stop the process to avoid making an error.

In an earlier lesson, we talked about the “5 Rights” in relation to the information on the prescription and pharmacy label. Let’s take a minute to review these rights: right **individual**, right medication, right dose, right time, and right route.

Slide 11 – When you administer medication, you should always keep the “5 Rights” in mind. Following each step of the process will help you administer the right medication to the right **individual** and avoid making errors. Remember, if any of these rights is wrong, you must stop the medication administration process and identify what is wrong. You should never administer medication if you are unsure about any of the “5 Rights”.

Slide 12 - In this lesson, we will use the pharmacy label and compare it to the medication record to verify the “5 Rights” before you administer the medication. This process is referred to as a “check” and it will help you administer medications correctly without error. As a reminder, the “5 Rights” are Right Individual, Right Medication, Right Dose, Right Time, and Right Route.

Checking the 5 Rights

Slide 13 – The process of administration uses the four checks to make sure that you have the correct information for that administration. It is important not to skip any of these checks because they are your protection against making an error. Reviewing data about medication errors shows that many of the errors occurred because the administrator skipped one or more of the four checks.

Slide 14 – In order to complete a check, look at the pharmacy label and the medication record at the same time. Compare the information on the label and the information in the medication record.

Note that Pharmacy labels may be in different places on the medication depending on how the medication is dispensed. When using bottles, the label is attached to the bottle. On a blister pack, it may be found across the top of the card or on the back of the blister pack.

Electronic medication dispensing systems will also have the information needed to perform the checks.

This step is important to make sure that you have the right medication for the right individual, the right dose, the right time, and the right route.

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Slide 15 – A check requires the matching of each of the “5 Rights”. You must compare each Right between the label and the medication record, starting with the individual and ending with the route. If there are any differences, then stop the procedure and seek help.

Let’s look at an example.

Take a moment to compare the pharmacy label to the medication record. First look at the pharmacy label. When you are ready, go to the next slide

Slide 16 – Look at the medication record. Compare them. Do the 5 Rights match?

Go to the next slide to see a side by side comparison.

Slide 17 – Do all of the “5 Rights” match? The individual’s name is the same on the pharmacy label and the medication record.

What about the medication? Is P-mox the same as Amoxicillin? Because the medication names do not match exactly, stop here and do not administer the medication until you identified whether these are the same.

In this case, ask the pharmacist to verify that P-mox is one of the brands of the antibiotic Amoxicillin. Until you know this for sure, do not administer the medication. Once you have verified with the pharmacist that P-Mox is one of the brands of Amoxicillin, re-enter the medication on the medication record so that it matches the pharmacy label exactly. The medication record should read P-mox even though the health care practitioner’s order may have been for Amoxicillin.

Slide 18 – Take a moment to respond to the question on the slide.

What is a check?

- A.) Comparing the individual’s name on the pharmacy label to the Medication Record
- B.) Comparing the prescription to the pharmacy label
- C.) Comparing the prescription to the Medication Record
- D.) Comparing all of the 5 Rights on the pharmacy label to the Medication Record

Once you make your selection, click “Check”.

Slide 19 – What is a check? The correct answer is:

D. Comparing all of the 5 Rights on the pharmacy label to the Medication Record.

In some instances, the pharmacist will indicate both the brand name and the generic name. If the pharmacist indicates both names, then you may use this information to verify that they are the same medication.

No matter who is entering the information about the medication on the medication record, the important thing is that you make sure that the pharmacy label is exactly the same as the medication record. By doing this, there is less of a chance of making a mistake and giving the wrong medication.

Performing the Four Checks

Slide 20 – Before you administer a medication, you will always perform three checks using the five rights of administration: right individual, right medication, right dose, right time, and right route. These checks are to make sure that you administer medication correctly. Perform these three checks each time that you administer a medication. Once you have completed the administration, perform a fourth check prior to documenting the administration.

Slide 21 – Check 1 - Once you take the medication container out of the medication box or cart, check the five rights on the pharmacy label against those on the medication record.

Slide 22 – Check 2 - Check the pharmacy label against the medication record.

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Slide 23 – Take the medication out of the container and put into the medication cup.

Slide 24 – Check 3 - Check the pharmacy label against the medication record.

Slide 25 – If all 5 rights are correct then recap the medication container.

Slide 26 – After you administer the medication, again compare the 5 rights between the pharmacy label and the medication record. This is considered check 4. After you complete this 4th check, you must immediately document that administration. If you have made a mistake you will know about it sooner and may be able to prevent any problems from happening as a result of the error. Follow your service location policy for medication errors.

Slide 27 – Complete the 4th check after the administration of the medication.

Slide 28 – Check the five rights of medication administration every time you administer medication.

Slide 29 – Now that we have reviewed the five rights and the four checks that must be completed when administering medication, we can go over the actual steps of medication administration.

The steps about preparing for medication administration are listed on the slide. We will talk about each step in more detail. For now, take a moment to become familiar with them.

Administering Medication – Prepare for the medication administration.

- Step 1 Identify the individual and the medication
- Step 2 Prepare the work space.
- Step 3 Gather the equipment.
- Step 4 Unlock the medication storage area.
- Step 5 Wash your hands.

Slide 30 – The steps about administering medication administration are listed on the slide. Take a moment to become familiar with them.

Administer the medication

Step 1: Pull Medication Out.

- **Check 1:** Check the 5 Rights. Compare the pharmacy label on the medication container to the medication record.

Step 2: Check 2: Again check the 5 Rights. Then remove the medication from the container and put it into the medication cup.

Step 3: Check 3: For the 3rd time, check the 5 Rights. Recap the Medication Container.

Step 4: Administer Medication.

Step 5: Observe the individual taking the medication.

Slide 31 – The steps for completing medication administration are listed on the slide. Take a moment to become familiar with them.

Completing the Medication Administration

- Step 1:** Complete the 4th Check by comparing the 5 Rights on the pharmacy label to the Medication Record.
- Step 2:** Document the administration.
- Step 3:** Return the medication to the locked storage area.
- Step 4:** Wash your hands.
- Step 5:** Observe the individual for the effect of the medication. This includes desired effect, side effects, and no effect.

Preparing for Medication Administration

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Slide 32 – We are now ready to look at the steps of administering medications in the right way starting with *Preparing for Medication Administration*. There are general rules to remember when administering medication. These rules help you know when to stop medication administration because something is not correct.

Pharmacy labels and medication records should be easy to read and they should be complete.

If there is any missing information, then you should stop the process and get full and clear information.

The only person that should give medication is the person that prepared the medication. Never give a medication prepared by someone else. You have no way of knowing if a medication has been prepared correctly unless you have done it yourself.

If you think that one of the 5 rights is incorrect, stop and double-check the pharmacy label and medication record. If you are still not sure, stop and follow the policy of your service location to address this situation. Never administer a medication unless each of the 5 Rights is correct.

Observation is part of your role in medication administration. If an individual has a change in their health, then you must address their health condition before administering medication. For example, the individual may be more sleepy than usual and this may be related to a high dose of medication.

Administering the next dose could do more harm. Depending on your location, you may need to speak with a supervisor, agency nurse, or health care practitioner if you have concerns about an individual prior to administering medication.

Now we can review the steps for preparing medication for administration.

Slide 33 – Step 1- identify the individual and the medications that you will give them. You must read the medication record to identify which medications this individual is to be given at this time. Depending on how the location is arranged, you may have the individual come with you while you prepare the medication, or you may wait to bring the individual into the room after you have finished preparing the medications that will be given. You may also take the medication to them after you have prepared it. Make sure that you prepare the medications and administer the medications where you are free from distraction or interference.

By reading the medication record you will identify any special equipment that you need to use to prepare the medication. For example, if the medication is to be given by mouth, and is a liquid then make sure that you have the appropriate measuring device such as a dosing cup, dropper, or syringe.

Slide 34 – Step 2- Prepare the area for the medication administration. It is important to create a clear, clean place with enough space to put all of the items that you will need. Clean the surface prior to preparing the medications for administration by using a disinfectant wipe or by following the policy of your service location.

Slide 35 – Step 3 - Wash your hands and gather the supplies needed, including the medication record and whatever you will use to put the medication into. For pills, this should be a medicine cup. For liquids, this might be a medicine cup, measured dropper, measuring spoon, or another device to measure the medication dose. Don't forget that you may need some water in a cup for the individual to take this medication.

Slide 36 – Step 4 - Get the medication containers from the locked medication storage area. Where you keep medications will affect how you do this step. If the preparation site and the locked medication storage area are in different places, then you may want to take the medication with you when you go to prepare your workspace. You must always make sure that the medication is not accessible to the individuals for whom services are provided if they are unable to avoid poisonous substances. Never leave medications in a public or unlocked area where other individuals might touch them or take them.

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Slide 37 – Step 5 Wash your hands. Washing your hands is an important infection control measure you must take before you prepare medication. Wash your hands in the manner that you were taught in the handwashing and gloving lesson of this training course.

(Click on the link provided if you would like to view the handwashing video again)

<https://youtu.be/UGb5fVngubU>

Then Click Continue

Administering Medication

Slide 38 – The second part of the medication administration is the actual administration of the medication. This requires you to use the information that you learned about the pharmacy label, the medication record, and the 5 rights.

There are five steps to the actual administration of medication. These must be done in order and must not be interrupted. If you are interrupted, go back to the first step and verify that you have done everything correctly.

Slides 39 – Step 1 is Check 1. Match the pharmacy label on the container to the medication record.

The way that you do this is to compare the “5 Rights”: right individual, right medication, right dose, right time, and right route. Make sure they all match. After you are sure that you have correctly verified the 5 rights, proceed to step 2. If you have any questions, stop and clarify the questions before proceeding.

Slides 40 – Step 2 is Check 2. This time you pick up the medication container and again match the pharmacy label to the medication record.

Slides 41 – Make sure that the individual, medication, dose, time, and route all match.

Slides 42 – If they all match, remove the medication from its container and put the correct dose into the medication cup to be used to administer the medication.

Depending on the method of dispensing, you may punch out the dose from a blister pack, pour the liquid dose from a bottle, or use another method. Look at the label on the medication container. Place the correct number of pills or the correct measurement of medication into the medicine cup. Remember standard precautions that you learned in an earlier lesson and avoid touching the medication with your hands.

Look at the medication in the cup. Is the tablet whole or broken? If it is broken, then you should not use it, unless the dose requires tablets to be broken in half. Clarify this with the pharmacist if there is any question. Do not alter the medication by crushing or dissolving it in water unless the label instructs you to do so. Never administer another individual’s medication even if it is the same medication and dose.

Slides 43 – Step 3 is Check 3. This is the last check before you give the medication.

Slides 44 – Once again, match the pharmacy label on the container and the medication record to make sure that the individual, medication, dose, time, and route are correct.

Slides 45 – You may now recap or close the medication container, but do not put it away unless you must do so to secure it. Putting the medication away is part of the completion step. If you must put the medication container away, one strategy for keeping track of the medication that you have prepared is to put a dot in the applicable date and time block on the medication record for that administration. Make sure that any strategy you use cannot be confused with documentation that the medication has been administered.

Slides 46 – Step 4 - Administer the medication to the individual. First, you must identify the right individual. There are multiple ways to do this if you don’t know the individual well. You can use a picture, ask a staff person who knows the individual, or ask your supervisor. Do not rely solely on asking the individual.

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If you have the right individual with you as you are preparing the medication, then you can administer the medication to the individual at that time. If you will be administering the medication in another location, then you will need to take the medication to that location, remembering to secure the medication containers where you were preparing the medications.

When you have the medication and the individual in the same place, then you will administer the medication. Remember to allow the individual to do as much on their own as possible. If the individual can pick up the pill and put it into their mouth, then the individual should be allowed to and encouraged to do that. If the individual can hold the cup to drink after they take the medication, then allow them to do that. Talk to the individual about what the medication is and why they have been directed to take it. That not only provides the individual with information but also reminds you. This involves the individual in the process of taking medication and may provide feedback about medication effects and side effects.

Slides 47 – Step 5 - Observe the individual for any problems after taking the medication. Observation is an important part of your job. Make sure that the individual takes the medication without any difficulty. Stay with the individual until they have swallowed the medication. If you note that an individual has trouble swallowing pills, report this concern as per service location policy. This may indicate a swallowing problem that has to be addressed. The health care practitioner should also be notified by the person responsible for contacting the health care practitioner for your service location.

Completion of Medication Administration

Slides 48 – The final part of the medication administration includes documenting what you have done so that others will know that the individual received their medication as directed. This part is just as important as the previous steps. Sometimes people feel that documentation is not as important as the steps leading up to medication administration; however, for individuals who are unable to self-administer and who cannot reliably tell you if they received their medication, it is crucial for you to document it so that an additional dose is not administered by another staff person. Now we will review the five steps of the completion of medication administration that happen after the individual takes the medication.

Slides 49 – Step 1 - This is considered the 4th Check. Look again for the five rights on the pharmacy label and the medication record to make sure that you administered the medication correctly. This 4th check occurs when you come back to the room where you prepared the medication. The administration is fresh in your mind and if something wasn't right, then you are more likely to catch it now and perhaps prevent any problems that might happen from an error. If you identify a problem, then you must contact the correct person by following the regulation and policy of your service location.

Slides 50 – Please note: For medications such as ointments and inhalers, the pharmacy label is on the box that comes with the medication, not on the container. For those types of medication, be sure to keep the box. You will need this box to compare the pharmacy label to the medication record. You will also need this box to refill the medication.

Slides 51 – Step 2 - Document the medication administration on the medication record. This is done by writing your initials in the box that matches up with the medication administration date and time. You will always use ink to document as this is a permanent record. You will also document any observations in the place where your service location keeps notes. This will be discussed in step 5.

Slides 52 – Step 3 Return the medication to the storage area and lock it so that it is safe and so that no one who is unauthorized can get to it. You will also return the medication record to the appropriate location remembering that it contains confidential health information.

Slides 53 – Step 4 is hand washing. Wash your hands after the administration of the medication. You may do this immediately following administration and prior to the administration of medication to another

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individual or after documentation if this is your last administration for this time period.

Slides 54 – Step 5 - Observe the individual for effects from the medication. These may be desired or unwanted effects. Remember that part of the medication cycle is to observe for side effects after administering medication. While you may not see them immediately, it is important to remember to look. This serves as your reminder about observation and starts the Medication Cycle again. Remember, your observation about the effects of the medication including desired, unwanted, or no effect, are important pieces of information to help confirm that the medication and the dose are helping the individual. It is important to document your observations, according to your service location policy, as this will provide information to co-workers and to the health care practitioner. Based on the type of effect you see, you will use what you learned about reporting to determine how and when to report your observation. If you see signs of an allergic reaction, then you will report those immediately. If you see the desired effect, then you will report that in a more routine manner. What you report will be used to communicate with the health care practitioner who in turn will use that information to make any changes in medication or dose.

Slides 55 – Take a moment to respond to some questions.

Zachary is preparing Jeff's medication. He brings it out to the room where three individuals are listening to music. He calls Jeff's name and a man comes up to him and says "that medication is mine."

Should Zachary administer the medication to this man?

- A) Yes
- B) No

Slides 56 – No, Zachary should double check that it is the right individual by looking at a picture of the individual or asking another staff person to verify Jeff's identity since some individuals may answer to another name.

Slides 57 – Jack comes into the room used to prepare medication for administration and finds pills in Roxane's medication cup. Should Jack administer the pills to Roxanne?

- A) Yes
- B) No

Slides 58 – No, Jack should not administer the pills to Roxanne. You should never administer medication prepared by someone else. You don't know what the medication is.

Administering Medications to Individuals with Swallowing Difficulties

Slides 59 – Chris was in the emergency room in the morning with vomiting. He was given some fluid and returned home. Upon his return, Rose prepares to administer his morning medication and finds Chris having trouble breathing and less responsive than usual. Should Rose administer Chris's medication?

- A) Yes
- B) No

Slides 60 – No, Rose should not administer the medication to Chris because Chris appears to be having a life-threatening event. Rose should call 9-1-1 without delay and follow the service location policy for reporting an emergency.

Slides 61 – Some individuals have difficulty swallowing. This may be related to neurologic problems or other physical difficulties. This difficulty swallowing is called dysphagia. It can affect how individuals take medications.

If you suspect the individual you are supporting is having swallowing difficulties, you must communicate this appropriately according to your service location's policy. Changes to food and liquid consistency that address the swallowing difficulty must be ordered by the health care practitioner. Thickened liquids can

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be used in place of water or other liquids to help the individual swallow medication. The use of any thickened liquid requires an order from the health care practitioner. If the individual you support has a diagnosis of dysphagia, clear directions should be in place regarding how the individual is to take medications.

Administering Large Numbers of Medications

Slides 62 – Up to this point we have talked about a single medication; however, many individuals take more than one medication and you may be administering multiple medications at the same time to one individual. Taking multiple medications puts individuals at risk for drug interactions.

Slides 63 – Whether an individual receives one medication or multiple medications you must prepare for the medication administration, administer the medication, and then complete the medication administration.

When an individual is receiving multiple medications at the same time, the preparation and completion parts of the medication administration are done once, regardless of how many medications you administer at one time.

Slides 64 – *Preparation to administer multiple medications*

The preparation steps are done one time no matter how many individuals you are going to administer medications to or how many medications each individual will receive.

- Step 1: Identify the individual and all medications on the medication record
- Step 2: Prepare the work space.
- Step 3: Gather the equipment.
- Step 4: Unlock the medication storage area.
- Step 5: Wash your hands.

Slides 65 – *Administration of multiple medications*

Administration of the medication involves three checks. When an individual is receiving multiple medications at the same time, then you will perform the three checks, steps 1, 2, and 3, for each medication. You will do the checks for steps 1 & 2 for one medication at a time putting each medication into the medication cup as the second check is completed. Complete step 3 which is the third check, and if the 5 rights are correct close the medication container.

Slides 66 –

Step 1: Pull the medication out.

- **Check 1:** Check the 5 Rights. Compare the pharmacy label on the medication container to the medication record.

Step 2: Check 2: Again check the 5 Rights. Then remove the medication from the container and put it into the medication cup.

Step 3: Check 3: For the 3rd time, check the 5 Rights. Recap the Medication Container.

Step 4: Administer the medication.

Step 5: Observe the individual taking the medication.

Slides 67 – After all of the medications have been checked three times and are in the medication cup, then you will move to the next steps. **Step 4** - Administer the medication.

Slides 68 – Give the medications to individuals in the way that they can manage. Some individuals may be able to take all the pills at once. Other individuals will need to take the medications one at a time. Be sure to provide enough liquid to be able to swallow all of them.

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Slides 69 – Some individuals may have difficulty taking a pill unless the pill is taken with something such as pudding or applesauce. But, allowing an individual to take a pill with something like pudding or applesauce must be approved by a health care practitioner first. The health care practitioner can determine whether taking the pill with food will have a negative impact on the effect of the medications.

Slides 70 – Do not offer the medication with applesauce, pudding or any other food without an order from the health care practitioner. This order containing special instructions, must be written for each individual and each medication that the individual takes.

Slides 71 –

- Do not mix liquid medications with any other medications.
- Each liquid medication should be measured separately and placed in individual cups. Do not put more than one liquid medication into the same cup.

Slides 72 – Step 5 of the administration: Observe the individual taking the medications. Stay with the individual until they swallow all of their medications, making sure the individual has taken the medications without any difficulties, such as swallowing problems discussed previously.

Slides 73 – *Completion of the administration:*

Completing the administration will, like preparing the administration, be completed only once for all the medications. You will carry out step 1 by performing a 4th check and then step 2 documenting each medication administration individually. Then do steps 3, 4 and 5 once for all the medications.

Slides 74 –

- Step 1:** Complete the 4th Check by comparing the 5 Rights on the pharmacy label to the Medication Record.
- Step 2:** Document the administration of each of the medications individually.
- Step 3:** Return the medications to the locked storage area.
- Step 4:** Wash your hands.
- Step 5:** Observe the individual for the effect of the medications. This includes desired effect, side effects, and no effect.

Slides 75 – Administration: Medications for Multiple Individuals

You will often be responsible for administering medication to multiple individuals during the same shift. Plan accordingly to administer medications on time
As always, check the 5 rights so that the medication is administered correctly.
Be alert to similar names of individuals and also similar sounding names of medication.
Complete the entire process with one individual before going to the next individual
You will go through the same steps for preparation and completion of medication administration regardless of how many medications you will be administering at one time.

Summary

Slides 76 – This lesson covered key points that included:

- Following the standardized process for the preparation, administration, and completion of each medication is crucial for safe, error-free medication administration.
- Remember to stop a medication administration if one of the 5 rights is wrong.

The steps which follow the administration of medication to the individual are as important as the steps that lead up the administration.

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- Some individuals take multiple medications at the same time.
- Consideration needs to be made for the coordination of the administration of multiple medications, including following the step-by-step process for each medication as well as following any special instructions regarding medication administration.

Next Step

Slide 78 – Now that you have completed the lesson, it is time to take the quiz. Please click on the link below to access the quiz.