



Medication Administration

Medication Administration

A compliance pop quiz

Based on:

10A NCAC 27G .0209 Medication Requirements and APSM 45-2

***Revised December 1, 2016**

Question 1

WHAT KIND OF TRAINING CAN PREPARE UNLICENSED STAFF TO ADMINISTER MEDICATIONS?

- A. Online training module completed alone
- B. Individualized training by a direct support professional with experience administering medications
- C. Group training by a Qualified Professional
- D. Group or individual training by a Registered Nurse or Pharmacist



Answer: Question 1

WHAT KIND OF TRAINING CAN PREPARE UNLICENSED STAFF TO ADMINISTER MEDICATIONS?

- D. Group or individual training by a Registered Nurse or Pharmacist

10A NCAC 27G .0209:

“Medications, including injections, shall be administered only by licensed persons, or by unlicensed persons trained by a registered nurse, pharmacist or other legally qualified person and privileged to prepare and administer medications.”



Question 2

WHERE DOES THE MEDICATION ADMINISTRATION AND RECORDING TRAINING COURSE COME FROM?

- A. Each trainer is responsible for designing a training course.
- B. Several different MAR trainings can be purchased from the NNCC (National Nursing Conformity Conglomerate).
- C. Registered Nurses just know these things.
- D. State-Approved Medication Administration Courses for Adult Care Homes can be downloaded for free from the North Carolina DHHS website.



Answer: Question 2

WHERE DOES THE MEDICATION ADMINISTRATION AND RECORDING TRAINING COURSE COME FROM?

- c. State-Approved Medication Administration Courses for Adult Care Homes can be downloaded for free from the North Carolina DHHS website.

NC Division of Health Service Regulation Adult Care Licensure Section:

<https://info.ncdhhs.gov/dhsr/acls/training/medaide.html>



Question 3

SUSAN'S MEDICATIONS INCLUDE PILLS TO TAKE ORALLY, A PRESCRIPTION OINTMENT AND EYE DROPS. ONE OF HER ORAL MEDICATOINS MUST BE KEPT COOL.

WHAT IS PROPER STORAGE?

- A. Use a locked box for all of Susan's medications but set aside a drawer in the refrigerator for her cooled medication.
- B. Keep all of Susan's medications in the refrigerator in her own lock box so that staff knows where to find it.
- C. Keep Susan's medications in a locked cabinet, with a separate tray for external and internal medications. The cooled medication may be kept in a lock box in the main refrigerator.



Answer: Question 3

SUSAN'S MEDICATIONS INCLUDE PILLS TO TAKE ORALLY, A PRESCRIPTION OINTMENT AND EYE DROPS. ONE OF HER ORAL MEDICATIONS MUST BE KEPT COOL.

WHAT IS PROPER STORAGE?

- c. Keep Susan's medications in a locked cabinet, with a separate tray for external and internal medications. The cooled medication may be kept in a lock box in the main refrigerator.

10A NCAC 27G .0209:

All medication shall be stored: in a securely locked cabinet in a clean, well-lighted, ventilated room between 59° and 86° F.; in a refrigerator, if required, between 36° and 46° F. If the refrigerator is used for food items, medications shall be kept in a separate, locked compartment or container; separately for each client; separately for external and internal use.



Question: 4

WHAT SHOULD HAPPEN WHEN A DOSE OF MEDICATION IS MISSED OR GIVEN INCORRECTLY?

- A. The pharmacist will record all medication errors.
- B. The staff administering medications must contact the physician or pharmacist immediately and record any medication errors on the MAR form.
- C. The qualified professional will review the MAR and make sure that medication errors are recorded.

Answer Question: 4

WHAT SHOULD HAPPEN WHEN A DOSE OF MEDICATION IS MISSED OR GIVEN INCORRECTLY?

- B. The staff administering medications must contact the physician or pharmacist immediately and record any medication errors on the MAR form.

10A NCAC 27G .0209:

(h) Medication errors. Drug administration errors and significant adverse drug reactions shall be reported immediately to a physician or pharmacist...

A client's refusal of a drug shall be charted.



Question: 5

MEDICATION ADMINISTRATION AND RECORDING PRACTICES RESULTS IN WHAT OUTCOMES?

- A. Death or serious health consequences for members
- B. Loss of NC Division of Health Service Regulation licensure
- C. Suspension of future Partners BHM referrals AND recoupment of claims paid for affected members
- D. All of the above

Answer: Question: 5

MEDICATION ADMINISTRATION AND RECORDING PRACTICES RESULTS IN WHAT OUTCOMES?

D. All of the above



Question: 6

PRESCRIPTION MEDICATIONS MAY BE ADMINISTERED FROM WHAT KINDS OF CONTAINERS?

- A. A pill box marked clearly with the member's name and date of birth
- B. A bubble pack containing single doses marked with member's name and other identifying information
- C. A tamper-proof pill bottle marked with member's name and other identifying information
- D. B and C only



Answer Question: 6

PRESCRIPTION MEDICATIONS MAY BE ADMINISTERED FROM WHAT KINDS OF CONTAINERS?

D. B and C only

10A NCAC 27G .0209:

(2) Prescription medications, whether purchased or obtained as samples, shall be dispensed in tamper resistant packaging...

(3) The packaging label of each prescription drug dispensed must include the following:

the client's name; the prescriber's name; the current dispensing date;

clear directions for self-administration; the name, strength, quantity, and expiration date of the prescribed drug; and the name, address, and phone number of the pharmacy or dispensing location, and the name of the dispensing practitioner.



Question: 7

MAY STAFF ADMINISTER A MEDICATION IF THE INSTRUCTIONS ON THE MAR ARE DIFFERENT FROM THE WRITTEN PRESCRIPTION?

- A. Yes.
- B. No.
- C. Yes, as long as the staff writes the difference on the MAR and calls the Qualified Professional.



Answer: Question 7

MAY STAFF ADMINISTER A MEDICATION IF THE INSTRUCTIONS ON THE MAR ARE DIFFERENT FROM THE WRITTEN PRESCRIPTION?

B. **No.**

10A NCAC 27G .0209:

(4) A Medication Administration Record (MAR) of all drugs administered to each client must be kept current. Medications administered shall be recorded immediately after administration.

The MAR is to include the following:

- (A) client's name;
- (B) name, strength, and quantity of the drug;
- (C) instructions for administering the drug;
- (D) date and time the drug is administered; and
- (E) name or initials of person administering the drug.



Question 8

IF A MEMBER REJECTS A MEDICATION, WHAT IS THE APPROPRIATE COURSE OF ACTION?

- A. Put the medication back into the package and offer it again next time.
- B. Flush the medication and call the Qualified Professional.
- C. Put it into a container where all rejected medications are kept.
- D. Dispose of the medication using an approved disposal method in front of a witness. Document the disposal on the MAR.



Answer: Question 8

IF A MEMBER REJECTS A MEDICATION, WHAT IS THE APPROPRIATE COURSE OF ACTION?

- D. Dispose of the medication using an approved disposal method in front of a witness. Document the disposal on the MAR.



10A NCAC 27G .0209:

(2) Non-controlled substances shall be disposed of by incineration, flushing into septic or sewer

system, or by transfer to a local pharmacy for destruction. A record of the medication disposal

shall be maintained by the program. Documentation shall specify the client's name, medication name, strength, quantity, disposal date and method, the signature of the person disposing of medication, and the person witnessing destruction.

(3) Controlled substances shall be disposed of in accordance with the North Carolina Controlled

Substances Act, G.S. 90, Article 5, including any subsequent amendments.



Question 9

MARS THAT APPEAR MESSY, OR CONTAIN ERRORS OR OMISSIONS, SHOULD BE TRANSCRIBED ONTO FRESH MAR SHEETS BEFORE A PARTNERS QMM REVIEW.

- A. True
- B. False



Answer: Question 9

MARS THAT APPEAR MESSY, OR CONTAIN ERRORS OR OMISSIONS, SHOULD BE TRANSCRIBED ONTO FRESH MAR SHEETS BEFORE A PARTNERS QMM REVIEW.

B. **False**

APSM 45-2, revised December 1, 2016:

The integrity of the original documentation that was entered into the service record to substantiate service provision and reimbursement of that event must be maintained, even when the original documentation contains an error.



Question 10

TO ENSURE THAT MEDICATIONS ARE ADMINISTERED AND RECORDED CONSISTENTLY ACROSS THE ENTIRE ORGANIZATION, WHAT IS THE BEST PRACTICE?

- A. Pin a copy of 10A NCAC 27G .0209 to the wall of the medication closet.
- B. Have staff and Qualified Professionals call the Nurse for advice when they have questions.
- C. Properly trained staff should know what to do.
- D. Write a policy and procedures incorporating the MAR training and expectations. Provide copies to staff. Incorporate MAR policy and procedures into staff supervision.



Answer: Question 10

TO ENSURE THAT MEDICATIONS ARE ADMINISTERED AND RECORDED CONSISTENTLY ACROSS THE ENTIRE ORGANIZATION, WHAT IS THE BEST PRACTICE?

- D. Write a policy and procedures incorporating the MAR training and expectations. Provide copies to staff. Incorporate MAR policy and procedures into staff supervision.

Prevention of medication errors is easier when safe medication administration is a priority to the agency and staff on every level.



Conclusions

- ▶ **The expectations are clear.**

The APSM 45-2 contains the same language as 10A NCAC 27G .0209 for medication administration and recording. There is no room to misinterpret the provider's responsibility to get it right.

- ▶ **Quality training matters.**

Training must be done by qualified medical professionals from the approved curriculum.

- ▶ **Consistency leads to safe practices.**

The concepts taught in the approved curriculum should be reflected in agency standards.



Conclusions

- ▶ **Supervision reinforces training.**

Every staff supervision is an opportunity to review documentation and reinforce MAR policies and procedures.

- ▶ **Medication errors happen.**

The expectation for agencies is that errors are reported and the integrity of medical records is maintained.



Follow-up

- ▶ How well did you do on the quiz?
- ▶ Did you find room for improvement in your agency's policies and procedures?
- ▶ How can you help ensure that proper medication administration and recording are priorities to your front line staff and administrators?

This quiz will be sent to you in electronic format so that you can use the resources provided.

