Observation Criteria

Trainers and Practicum Observers will use the observation criteria below to compare the medication administrator’s performance on the task of medication administration to the standard criteria for this task. These criteria are used both for observations of Initial Training and Annual Practicum.

<table>
<thead>
<tr>
<th>STEP</th>
<th>CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>PART 1: PREPARATION</strong></td>
<td></td>
</tr>
</tbody>
</table>
| 1. Identify person and medication | **PASS:** Staff correctly identified the person and the correct medication for them to receive for the administration.  
**FAIL:**  
- Staff incorrectly identifies the person.  
- Staff incorrectly identifies the medication.  
- Staff relies on another staff person or the person receiving medication to identify the person or the medication. |
| 2. Preparation of the space | **PASS:** Staff clears and cleans a space to work in.  
**FAIL:**  
- Staff doesn’t clear the space to work in.  
- Staff doesn’t clean the space to work in. |
| 3. Gather equipment | **PASS:** Staff gathers all of the needed equipment before moving to the next step.  
**FAIL:**  
- Staff person moves to the next step, but has to come back and get another piece of equipment. A problem with the equipment would not lead to failure here. |
| 4. Get medication | **PASS:** Staff retrieves the appropriate medication for the administration.  
**FAIL:**  
- Staff gets the wrong medication for the administration.  
Staff leaves medication unattended or unsecured/unlocked. |
| 5. Wash hands | **PASS:** Staff washes their hands.  
**FAIL:**  
- Staff does not wash their hands before continuing to the next step. |
<table>
<thead>
<tr>
<th>STEP</th>
<th>CRITERIA</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>PART 2: ADMINISTRATION</strong></td>
<td></td>
</tr>
</tbody>
</table>
| **6. CHECK 1** | **PASS:** Staff compares the pharmacy label to the medication log or MAR and assures that all five rights (person, medication, dose, route and time) match. Be sure that staff talks this through. Prompt them with “tell me what you are doing” if they do not.  
**FAIL:**  
- Staff fails to identify any of the five rights.  
- Staff leaves medication unattended or unsecured/unlocked. |
| **7. CHECK 2** | **PASS:** Staff compares the pharmacy label to the medication log or MAR and assures that all five rights (person, medication, dose, route and time) match. Be sure that staff talks this through. Prompt them with “tell me what you are doing” if they do not.  
**FAIL:**  
- Staff fails to identify any of the five rights.  
- Staff leaves medication unattended or unsecured/unlocked.  
- Failure here would also be to use a partial tablet when the dose required a whole tablet.  
- Staff alter the medication such as by splitting or crushing without specific instructions to do so. |
| **8. CHECK 3** | **PASS:** Staff compares the pharmacy label to the medication log or MAR and assures that all five rights (person, medication, dose, route and time) match. Be sure that staff talks this through. Prompt them with “tell me what you are doing” if they do not.  
**FAIL:**  
- Staff fails to identify any of the five rights.  
- Staff leaves medication unattended or unsecured/unlocked. |
| **9. Administer medication** | **PASS:** Staff administers the correct medication allowing the person to participate in the process as they are able. As well additional special instructions are followed such as doing a pulse or blood pressure before, medication being given before a meal, etc.  
**FAIL:**  
- Mistake with any of the five rights—**the administration should be stopped at this point**. Do not allow the staff to proceed.  
- Staff administers medication using an incorrect technique such as administering medication lying down when it should be given sitting up or giving medication without water.  
- Staff administers medication without following special instructions. |
<table>
<thead>
<tr>
<th>STEP</th>
<th>CRITERIA</th>
</tr>
</thead>
</table>
| **10. Observation following administration** | **PASS:** Staff remains with the person assuring that they swallowed the medication and are not in any acute distress.  
**FAIL:**  
- Staff fails to observe the person after administering the medication. |
| **PART 3: COMPLETION** | |
| **11. Recheck the rights (CHECK 4)** | **PASS:** Staff rechecks the five rights comparing the pharmacy label to the MAR.  
**FAIL:**  
- Staff fails to recheck any of the five rights. |
| **12. Document** | **PASS:** Staff documents the medication administration on the MAR using the correct date and time box and correctly indicating any other required documentation for that administration including using the right abbreviations.  
**FAIL:**  
- Staff fails to document the administration.  
Staff makes an error in the documentation for the administration including putting their initials in the wrong date and time box. |
| **13. Put medication away** | **PASS:** Staff returns the medication to the storage area and secures it properly including locking it if required.  
**FAIL:**  
- Staff did not lock or secure the medication.  
- Staff did not return the medication to its storage area. |
| **14. Wash hands** | **PASS:** Staff washes their hands.  
**FAIL:**  
- Staff did not wash their hands after the administration. |
| **15. Observe for effects** | **PASS:** Staff tells you that they will be observing for medication effects both now and on an ongoing basis. Because this is not a distinct step you may prompt the staff with “What will you look for now that you have completed the medication administration?”  
**FAIL:**  
- Staff did not provide information about observation either spontaneously or with prompting. |