Lesson 1: Introduction

Transcript

Title Slide
(no narration)

Webcast Tips
There are a few things that will assist you in navigating through the webcasts.

At the bottom of the viewing pane are the play and pause buttons as well as buttons to go back and forward. There are also buttons to adjust the volume, view the closed captioning and close the webcast.

On the left is a table of contents that you can use to navigate to a specific area of the webcast.

There are also times when a Continue button may appear on the screen. It will typically appear in the bottom right of the screen. The webcast will pause until you click this button.

Click on the Continue button that appeared in the lower right hand corner of the slide to go to the next slide.

You may encounter review questions throughout the lessons. When you do, select your answer by clicking on the response
and then click the Submit button.

If the answer is correct, you’ll see a correct message. If the answer is incorrect, you’ll receive a message that says try again. You should attempt to answer the question correctly before continuing.

Welcome
Hello. My name is Barbara Breen, Training Coordinator for the DPW Medication Administration Program. I will be your narrator for this webcast.

This program is designed to teach unlicensed staff to safely administer medication to people living and participating in Department of Public Welfare and Department of Aging licensed settings. The course design contains material presented initially in an on-line format followed by a face to face classroom instruction and experience with a trainer. Also included is initial and on-going measurement and monitoring of competency of skills related to medication administration. The course incorporates standard accepted medication administration practices which lead to increased safety in medication administration.
Whether you are coming to the program for the first time to learn medication administration or you are preparing to become a trainer, you should take this responsibility seriously. It is imperative that you learn these skills well and apply them accurately. Your responsibility is to assure that you have the base of knowledge needed to address situations that may arise related to medication administration as well as to perform or teach these skills. Therefore, you must be diligent in mastering the course material in order to protect both the individuals that you serve and yourself.

All providers administering medication to people should have policies and procedures to address how that task is performed specific to their agency. As a medication administrator or trainer, you will need to know your agency’s policies and procedures related to medication administration in addition to the course material. As well, you should assure that you can perform not only the techniques of medication administration, but also demonstrate that you have learned how to apply both the techniques and your agency policies in your work environment.

### Learning Objectives

Let’s take a moment and review the learning objectives for this lesson.

At the end of this lesson you will be able to:
- Explain why you need training in medication administration.
- Define what a medication is.
- Define standardization and explain why it is important in medication administration.

You will also be able to:
- Recognize the rights of the people that you will administer medication to.
- Describe the five parts of the medication cycle and your particular responsibilities in each part.
- List some of the skills that you need to be successful in medication administration.

### What is medication?

Medications are common and most people have taken medication at some point in their life. Everyone is familiar with common medications like ibuprofen used to relieve pain from headaches or antibiotics like penicillin used to cure an infection.

So what is medication? It is a chemical substance used to treat, prevent, or cure acute and chronic disease or to alleviate or relieve symptoms.

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
- Preventing development of heart disease by treating high blood pressure or hypertension with a diuretic like hydrochlorothiazide commonly known as HCTZ
- Prevention of influenza usually referred to as the flu with a flu shot
- Relief of allergy symptoms with loratadine
Medications can be used for multiple reasons and there is a reason for the use of any medication. For example, aspirin is used for prevention of heart attacks, but also to treat arthritis and relieve pain. Other medications or drugs also can be used for multiple different conditions.

Conditions can be acute like an infection that will go away after it is treated or chronic like arthritis for which medication may improve the symptoms such as pain and swelling or the progression of the disease, but not cure it or make the disease go away.

The same medications 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 in preventing migraine headaches and in the treatment of anxiety or post-traumatic stress disorder often referred to as PTSD. Some medications like valproic acid can treat seizures or bipolar disorder.

Medication in Different Environments

So now that you know a little more about what a medication is, let’s talk about how administering medication at work may differ from taking medication 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. Hopefully, you do not keep it in a moist place like the bathroom where it may get damaged.

But generally, you do not think too hard about where your medication is unless you have small children or someone that doesn’t understand what medication is at home.

How do you think that you will be giving medication at work?

In your work setting, regulation defines where and how you can store medication.

For example, in some settings medication must be stored in a locked container to avoid accidental poisonings in people who don’t understand what medication is.

Medication is required to be kept in its original labeled container. As a staff person, you will not be putting medication into a pill container, although you may support a person who is self-administering medication to do that.

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

Let’s go back to how you take medication at home. In general, unless you have a significant health condition you may not take multiple medications. It is your responsibility to take your medication at the time it is prescribed, but you may not take it at the same time every day. Also, you do not have to record when you take your medication.
**Transcript**

In the work environment, there will be multiple staff giving multiple medications to multiple people at different times. Standardization for administration procedures is important so that medication administration occurs in an accurate and safe manner.

Thus, all medication administrators are required to successfully complete training and continuous monitoring on the procedures and skills required for medication administration.

These skills include medication administration at specific times according to agency policy and documentation so that people know who has gotten what medication to avoid missed or duplicated doses.

Documentation and communication become very important in such an environment. Performing these tasks as a paid employee rather than a family member carries with it a different level of responsibility and accountability.

**Respect and Dignity**

In working with and supporting people, you have a responsibility to treat everyone with dignity and respect. All people have the same rights regardless of their capabilities or where they live. Remember that your words and actions affect others. Different systems refer to people receiving services by different names, but the concept of people first is the basis. People should not be referred to as their medical diagnosis such as the asthmatic. Instead, refer to people as the person with asthma. As you administer medication, you should explain to the person what you are doing and answer any questions they may have.

People have the right to be free of too much medication in addition to knowing the medications that they are taking.

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

Let’s again think about how you take medication at home.

When you take medication, are you sure that you always take your medication?

Do you ever wonder whether or not you have taken it?

Do you ever forget to take it?

Almost everyone will answer yes to one or more of these questions. It is for that reason that we teach you to give medication in the work environment using a standard procedure so that the complexity of the work environment does not cause errors in giving medication and people get the medication they are supposed to in order to treat their health conditions.
So what are some things that might go wrong with multiple staff administering medication to multiple people? Let’s look at a couple of examples of what might go wrong and think about how to avoid that.

Two people might give the same person their medication meaning that person would get two doses. To avoid this, it is important to communicate with coworkers and identify who will be responsible for giving medication. In addition, documentation that medication was given will reduce the likelihood of this occurring.

Another example of what might occur is that someone might get someone else’s medications. Safe medication administration procedures require you to check to make sure that you give the medication to the right person every time you give medication.

By using these safe administration practices that reduce the chance of error, you respect the person’s rights and prevent harm.

<table>
<thead>
<tr>
<th>Medication Cycle</th>
</tr>
</thead>
<tbody>
<tr>
<td>Safe medication administration is critical, but it is only one part of a series of steps in what is known as the Medication Cycle. The medication cycle is a series of steps or actions that defines the management of medication in the treatment of health conditions in the setting or settings where you work.</td>
</tr>
<tr>
<td>It is important that you understand each step or action in the cycle as it guides your role and responsibility in the health care of the people with whom you work.</td>
</tr>
<tr>
<td>You are a key player in the medication cycle and have a role in each step.</td>
</tr>
</tbody>
</table>
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.

Let’s look at how to think about each of these steps or actions.

Observation: Paying attention to and recognizing changes in the people that you support. A change may signal a problem and you are in a unique position to notice those changes.

Report changes: Communicating what you observe. This may be done in various ways and is based on your actual observations. It is important to know to whom you must report and in what format.

Communication for health care practitioner visit: Taking information to the health care practitioner and bringing that information back to the other staff who work with this person.

Record and store: The process by which a prescription is brought back to the place where the medication will be given and recording that medication and its information on the medication log. It also involves where the medication will be kept.

Administration and documentation: The actual process of giving the medication and documenting that you gave it.

Observation: This step begins the cycle again as you observe the person for changes related to the medication that you have administered.

If you look above 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. They each must be done carefully to assure safe administration of the medication. Think about what might happen if any part of the cycle was omitted.

Summary

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

- Proper training gives you the skills and knowledge that you need to administer medication safely.
- Standardization means performing the same steps every time and helps to ensure safe medication administration in the work environment.
- Medications are substances used to treat, prevent, cure, or relieve physical and mental health conditions.
- Safe medication administration promotes respect and dignity.
- You are a key player in the medication cycle. You have a role in each part: observation, reporting changes, communication with the PCP and pharmacist, recording and storing, and administering and documenting. And then returning to observe any changes related to the medication that you have administered.
## Transcript

### Next Step

Now that you have completed the lesson, it is time to take the quiz. Return to where you launched this lesson to take the quiz. You may need to refresh the screen for the quiz to become available.