

Community Connections Support Services - Policies and Procedures

Section	Health and Safety Policy and Procedures
Subject	Medications – Documentation Responsibilities (hs085)
Applies To	Employees and Subcontractors
Effective Date	January 2010
Revised Date	December 2017

Policy: Employees and sub-contractors will be aware of and comply with all relevant documentation responsibilities for medication monitoring and/or management specific to the area of support they are providing (ie. Community Support, Residential Support, Home Share Services)

Procedures:

Residential Support

Support workers within a residential setting are responsible for both monitoring and management of medication for the person they are supporting. All personnel will receive adequate training in dispensing medication and will also be responsible to inform the person served of their medication need (ie drug names, reasons for taking medication, possible side effects, etc.). The following documentation is required within a residential support setting:

1. Daily:

- accurate records are to be kept within the daily recording sheets regarding overall health and any noted medication reactions or development of illness. These records are kept on-site at the individual's home. Any sudden medical changes are to be noted and communicated to the senior support staff who will then follow up with the individual's physician
- all employees will be trained and familiar with the procedures to fill out the MAR sheets indicating medications given and taken by the individual they are supporting. MAR sheets will be current and comprehensive
- any medication changes, sudden onset of illness, reactions to medications will also be noted in the staff communication book. These notes are to be checked before dispensing any medication in the event of a change.

2. Medical Consultation:

- A Health Care Consultation/Update form (hs073.1) is to be completed each time a person visits with their health care professional (ie. Doctor, nurse, dentist, physiotherapist, etc.).
- This form is to be completed by the staff accompanying the person to the visit and is

Community Connections Support Services - Policies and Procedures

to be kept on-site at the person's home. A note in the communication book is to be left for all employees to review the recent Health Care Consultation form.

3. *New Medications/Refills of prescriptions:*

- Staff accompanying the individual to the pharmacy to fill prescriptions are to obtain a pharmacy medication information sheet. This information is to be posted and reviewed by all personnel and kept on-site at the person's residence.
- All employees are to be notified when there has been a med change and directed to review information on that medication.
- All employees are to be notified of changes in the MAR sheet and document dispensing medications accordingly.

4. *Quarterly:*

- Quarterly reports are to be completed by senior support and are to include any medical information, including health care visits, changes in medication management or monitoring.
- A copy of this report is to be kept on-file at the person's residence and a copy is to be submitted for review to the Directors at the CCSS office in Kelowna.
- Health and Safety officers in each resource are to update medical profiles and emergency contact information for each of the people we support to carry with them when away from their home.

5. *Semi-Annually:*

- Senior support staff is to complete a Health Profile Form for the person they are supporting every six months and submit the information to the CCSS offices in Kelowna.
- All current medication and medical information is to be updated.
- A copy of this form is to be kept in the personal records of the person served and in the individual's Emergency Management Plan.

6. *Annually:*

- ISPs are to be completed on an annual basis (see Individual Service Planning Criteria Policy ip020) and are to include relevant medical information and a list of current medications. These reports are to be submitted to the CCSS offices in Kelowna.
- A formal Physicians Medication Review (hs073.2) is to be conducted annually with the person served and their physician. The physician and support staff are to complete the Physicians Medication Review form and submit a copy to the CCSS offices in Kelowna.
- Senior Support will collect Pharmacy Medication Profiles for all current medications and submit copies to the CCSS offices in Kelowna.

Community Connections Support Services - Policies and Procedures

- Annual reviews of all incident reports are to be completed for both in-house and critical incidents and are to include medication errors or medication reactions requiring medical intervention.

7. Medication Errors:

- Medication errors are to be documented with the relevant incident report form completed and submitted to the appropriate authority (see Medication Errors Policy hs072 and Incident Reporting Policy hs040).

Community Support

Support workers within a community support setting are typically not responsible for monitoring or management of medications for the person they support. However, in the interest of maintaining accurate records in the event of an emergency, the following documentation is required:

1. Monthly:

- All community support workers are to complete case management forms (ip015.9) for all persons supported. Any medical concerns are to be noted within this form and communicated to the care provider of the person supported as well as the community support team for review.

2. Semi-Annually:

- All persons receiving community support will participate in completing a Six Month Support Summary (ip015.4) with their support worker. Any medical considerations, including medication advocacy will be noted within this summary and submitted to the Directors for review.
- All persons receiving community support will have a Personal Profile Form (ip013.1) completed every six months including a list of all current medications. This form will be submitted to the CCSS office in Kelowna and the information will also be kept within the Emergency Management Plan for Community Support Services.

3. Prolonged Support (ie trips, group activities, etc):

- For any person attending a group function with the Community Support program that will entail that person receiving support from CCSS for one or more full days, or leaving their hometown, CCSS will collect current medical information on all those attending, including a list of current medications and any instruction for dispensing those medications.

4. On-going:

- Community Support workers may, in some cases; be asked to attend medical appointments with those they support. These appointments would be noted in the case management forms for the month in which they occurred and also discussed at

Community Connections Support Services - Policies and Procedures

community support team meetings.

- Support workers are responsible for providing information on or helping persons served obtain information on medical advocacy including medication awareness. Efforts to this end will be documented within the monthly case management forms or be put on the agenda for group meetings (ie Men's Group, Health and Safety Month).

Home Share Services

The monitoring and management of medications within Home Share is the responsibility of the Home Share Provider where it has been identified that the person they support requires this service. Community Connections Support Services is responsible for ensuring that all Home Share Providers are meeting documentation requirements to satisfy CCSS, CARF and CLBC guidelines. The following documentation is required:

1. Semi-Annually:

- ISPs are to be completed annually and submitted to the Home Share Coordinator (see Individual Service Planning Criteria Policy ip020). These ISPs are to undergo a formal review by the Home Share Coordinator six months after their completion. Each ISP is to contain relevant medical information including current medications and their management.
- Each person supported within a Home Share Service is to submit a completed Health Profile Form every six months that includes a current list of all medications. These forms shall be submitted to the CCSS offices in Kelowna.
- Home Share Providers are responsible for facilitating appointments for the person(s) they support for an annual medication review by the person's physician. CCSS provides a template for this purpose (see policy hs073.2 Physicians Medication Review).
- Home Share Providers are expected to utilize and complete MAR sheets for the person they support and follow all CCSS policy and procedures identified in policy hs070 Medications for Persons Supported. MAR sheets will be produced for review at the request of the person's Home Share Coordinator.

2. Medication Errors:

- Medication errors are to be documented by the Home Share Provider on the relevant incident report form and submitted to the appropriate authority (see Medication Errors Policy hs072 and Incident Reporting Policy hs040)

Notification

* Note: this section is applicable to all service areas.

It is imperative that all relevant parties are notified in the event of a medication concern. For

Community Connections Support Services - Policies and Procedures

instance, if current medication for the person supported does not appear to be effective or is suspected of causing adverse side effects, support workers and home share providers are responsible for notifying all medical professionals involved in the person's care. Examples of these are:

- The prescribing physician
- The dispensing pharmacist
- HSCL (when the person is receiving support from this service)
- DDMH (when the person is receiving support from this service)
- Behaviour Consultants (when the person is receiving support from this service)
- The Service Coordinator for the service area or the Home Share Coordinator assigned to the person supported.

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