



Department of
Developmental
Services

Medication Management

Overview

- Many of the individuals you support take medications on an ongoing basis.
- Everyone you support will need to take medication(s) at one time or another.
- The critical skills you will learn in this presentation are designed to increase safety and reduce the risk of error, thereby providing maximum protection for the individuals you assist as well as yourself.
- The Direct Care Staff (DCS) or Direct Support Professional's (DSP) role is to assist individuals to take the right medication, in the right dose, by the right route, at the right time, for the right reason, and ensure the right documentation.

Key Words



Medications are substances used to prevent or treat an illness. Knowing about medications and how to assist individuals in using them is vital to the health and well-being of those you support.

Key Words (cont.)

- **Pharmacist**

- Licensed person who prepares and sells medications and is knowledgeable about their contents. A pharmacist can not prescribe medications.

- **Physician**

- A person licensed to practice medicine. For the purpose of prescribing medications only, the term includes health care professionals authorized by law to prescribe drugs, i.e., physician/doctor, psychiatrist, dentist, dermatologist, etc.



Key Health Care Professionals

Key Words (cont.)

- **Drug**

- Another word for medication; a substance used as a medicine.

- **Generic Name**

- The name given by the federal government to a drug; not the brand name.

- **Ophthalmic**

- Refers to eyes

- **Otic**

- Refers to ears

- **Medication Interactions**

- The result of drugs, foods, alcohol, or other substances, such as herbs or other nutrients, having an effect on each other

- **Over-the-Counter Medications**

- Medications, including aspirin, antihistamines, vitamin supplements, and herbal remedies, that may be obtained without a written prescription.

Key Words (cont.)

- **Nurse Practitioners (NP) and Physician Assistants (PA)**
 - Can also prescribe medications under the supervision of a physician.
- **Prescription Medications**
 - Medications that must be ordered by a physician or other licensed health care professional with authority to write prescriptions, such as a dentist or nurse practitioner.
- **PRN (Pro Re Nata) Medications**
 - PRN medication requires a physicians' order and may be taken when the individual needs it rather than at a set time, and only for the condition stated on the label.

Key Words (cont.)

- **Side Effects**

- An extra and usually bad reaction or effect that a drug has in addition to treating an illness. Some side effects, such as a severe allergic reaction, can be deadly.

- **Topical**

- Put directly on the skin or a certain area of the body.

- **Trade Name/Brand Name**

- Name given by the company that made the medication.

Intended Effects of Medication

- Medications are powerful substances and should be used with respect and care.
- Medications affect each individual differently.
- Medications are usually taken for a specific or intended effect or action, such as controlling seizures, lowering blood pressure, or relieving pain.



Side Effects of Medication

- Many drugs have other known actions besides the intended one. These actions are called **side effects**.
- Side effects may be mild or serious, harmless or dangerous. Sometimes they can even be deadly.
- Examples of side effects include, but are not limited to nausea, confusion, dizziness, or anxiety. Other examples of side effects include rashes and changes in bodily functions, such as changes in appetite, sleep pattern, or elimination.



Medication Interactions



- It is not uncommon for two or more medications taken together to have an effect on each other. This is called **medication or drug interaction** and can cause unwanted side effects.
- An example of this would be when iron or Penicillin is given with an antacid. The antacid prevents the iron or Penicillin from being absorbed in the stomach.
- Medications can also have an interaction with food or alcohol.



Knowledge Check

An individual may take a PRN medication when:
(click on the correct response)

An Individual
needs it

The DSP forgot to
give it at an earlier
time

It is 8:00 in the
morning



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PRN (Pro Re Nata) Medications

PRN medication requires a physician's order and **may be taken when the individual needs it** rather than at a set time, and only for the condition stated on the label.

Medication: Generic and Trade Name



- Medications have both a generic name and a trade name. The generic name is the name given by the federal government to a drug. The trade or brand name is the name given by the company that makes a medication.
- For example, acetaminophen is the generic name for Tylenol. Tylenol is the trade name.

Medication Labels

- Each prescribed medication must be kept in its original container with the pharmacy label attached.



Medication Labels (cont.)

- Careful reading of the label is critical to ensuring medication safety. The information on the pharmacy medication label includes:
 - Pharmacy/pharmacist name, phone and address
 - Prescription number
 - Individual's name
 - Prescriber's name (doctor)
 - Name of Medication
 - Strength
 - Dose
 - Directions for how to use the medication
 - Manufacturer
 - Quantity
 - Date the prescription was filled
 - Expiration or discard date
 - Number of refills remaining
 - Condition for which prescribed

Pharmacy Abbreviations and Symbols



- The following abbreviations and symbols are commonly used on medication labels. In order to read and understand medication labels, the Direct Care Staff must be familiar with these abbreviations and symbols.
- Examples of pharmacy abbreviations and symbols are shown on the next slide.

Pharmacy Abbreviations and Symbols

- RX = Prescription
- OTC = Over-the-Counter
- PRN = when necessary, or as needed
- Qty = quantity
- q (Q) = every
- qd = daily
- b.i.d. (BID) = twice daily
- t.i.d. (TID) = three times a day
- q.i.d. (QID) = four times a day
- h. = hour
- h.s. (HS) = hour of sleep (bedtime)
- tsp. = teaspoon (or 5 mL)
- Tbsp. = Tablespoon (3 tsps or 15 mL)
- oz = ounce (30 mL)
- mg = milligram
- GM, gm = grams (1,000 mg)
- Cap = capsule
- Tab = tablet
- A.M. = morning
- P.M. = afternoon/evening
- D/C or d/c = discharge/discontinue
- mL (milliliter) = cc (no longer used)
- mcg = microgram

Understanding Medication Labels

- The dose is a term used to describe how much medication or how many units are to be taken at any time. A dose can be described as a **single** dose or a **daily** dose. For example, an oral medication (capsules or tablets) may be prescribed as:

AMOXICILLIN 500 mg capsules orally
for infection

Take 1 capsule 3 times daily x 10 days

In this example the individual is taking a 500 mg single dose and a 1500 mg daily dose.

Understanding Medication Labels

- Oral medications (capsules or tablets that are swallowed) are usually prescribed in mg (milligrams) or gm (grams).
- Liquid medications are usually prescribed in mL (milliliters), or oz (ounces).
- A typical medication label looks like the one shown on the right.

ABC Pharmacy 1017 25th St. Sacramento CA (123) 555-7890	
Dr. Diaz	
RX 10575	9/30/20
JORDAN BIRD TAKE 1 CAPSULE 3X PER DAY ORALLY FOR 10 DAYS FOR INFECTION 12 A.M., 8 A.M., 4 P.M.	
AMOXICILLIN 250 mg #30 CAPSULES	
EXPIRES: 3/31/22	No REFILLS
MFG: MANY MEDICATIONS, INC. FILLED BY: BRS	

Understanding Medication Labels



The medication label can ONLY be changed by a pharmacist.



Knowledge Check

Which medication label is correct?
(click on the correct response)

ABC Pharmacy
413 14th St. Sacramento CA
(123) 456-7890

Dr. Gamboa

RX 10575 9/30/20

ELVIS PRESLEY
TAKE 1 CAPSULE 3X PER DAY ORALLY
FOR 10 DAYS FOR INFECTION
12 A.M., 8 A.M., 4 P.M.

#30 CAPSULES

EXPIRES: 3/31/22
No REFILLS

MFG: MANY MEDICATIONS, INC.
FILLED BY: RLU

XYZ Pharmacy
101 28th St. Sacramento CA
(123) 456-7890

Dr. Santos

RX 10575 9/30/20

TOM JONES
TAKE 1 CAPSULE 3X PER DAY ORALLY
FOR 10 DAYS FOR INFECTION
12 A.M., 8 A.M., 4 P.M.

AMOXICILLIN 250 mg
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Knowledge Check

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(click on the correct response)

ABC Pharmacy
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Dr. Gamboa

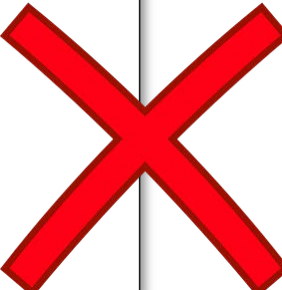
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Medication Label Warnings

- Medication containers may also have separate warning labels put on by the pharmacist that provide additional information on the use of the medication; for example, “Medication Should Be Taken with Plenty of Water.”
- Other examples would be:

*Take Medication on an Empty
Stomach 1 Hour Before or 2 Hours
After a Meal Unless Otherwise
Directed by Your Doctor.*

*May Cause Discoloration of the
Urine or Feces.*

*May Cause Drowsiness
or Dizziness.*

Medication Access Record (MAR)

- Medication safety includes recording each dose of medication taken, or missed for any reason.
- The use of a MAR increases medication safety and reduces the risk of errors.
- The MAR includes key information about the individual, including any known drug allergies, and information about the individual's medications, including the name of the medication, dose, and the times and the way the medication is to be taken (route).
- See next slide for a sample MAR

Medication Access Record (MAR)

MEDICATION ADMINISTRATION RECORD (MAR)																																											
Molina Family Home										123 Main Street, Any City, CA 90000										(123) 456-7890																							
Facility Name										Address										Phone Number																							
Name: Jordan Bird										Insurance: <input checked="" type="checkbox"/> Medi-Cal <input type="checkbox"/> Medicare										Insurance No. 000111																							
Drug/Strength/Form/Dose										Hour	Month & Year (MM/YY) :																																
											1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31		
ABC Pharmacy 1017 25th St., Sacramento, CA Phone: (123) 555-7890 Fax: (123) 555-7891 Rx: 10387 Dr. Diaz Patient: Jordan Bird 9/30/18 TEGRETOL 400 mg #60 tablets TAKE 2 TABLETS ORALLY EVERY AM AND PM FOR SEIZURES (8:00 A.M., 4:00 P.M.) Expires: 3/31/20 Filled by: BRS Mfg: Many Medications Refills: 0										8:00 AM	SL																																
										4:00 PM																																	

Documentation for PRN Medications

- Documenting PRN medications has more requirements than documenting routine medications on a MAR.
- To document PRN medications, a DSP or DCS must initial the date on the MAR in addition to providing information on the back of the PRN MAR:
 - Date PRN was taken.
 - Hour of the day PRN was taken.
 - The name of the medication and the “as needed” information.
 - The dosage.
 - The reason why the medication was taken.
 - The results after the medication was taken.
 - The hour (time) the results were determined.

Sample Medication Access Record (MAR)

Medication Administration Record (MAR) for PRNs							
Name: <i>Jordan Bird</i>		Physician: <i>Dr. Smith</i>		Month/Year: <i>9/18</i>			
Date	Initial	Hour	Medication	Dosage	Reason	Results	Hour
9/17/2018	SL	11 A.M.	Robitussin	10 mL	Cough	No more coughing	Noon
Instructions Write the date the medication was taken. Write your initials in the Initial column at the time the medication is taken. Write the hour the medication was taken. Write the medication that was taken. Write the dosage that was taken. Write the reason the medication was taken (make sure it is the reason stated on the medication label). Write what the results were after medication was taken. Write the time you determined the results.					Initials	Signature	
					1 SL	<i>Susan Lyons</i>	
					2		
					3		
					4		
					5		
					6		
					7		
					8		
					9		

Assisting with Medication

- Follow the **Seven Rights** each time you assist an individual with self-administration of medication. This is the best way for the DSP or DCS to prevent medication errors.
- When assisting an individual, you must read and compare the information on the medication label to the information on the Medication Administration Record (MAR) **three times** before the individual takes the medication.

What are the Seven Rights?

The **Seven Rights** are needed to assure that medication is being taken safely. The Direct Support Professional needs to be sure he or she has the:

1. **Right** person
2. **Right** medication
3. **Right** dose
4. **Right** time
5. **Right** route
6. **Right** reason
7. **Right** documentation

Handling Medications

Ordering

- It is essential that medications are ordered from the pharmacist on a regular basis so that the individual always has needed medication.
- It is a good idea to order refills a week before running out.
- New medications should be ordered immediately after being prescribed by the doctor.



Handling Medications

Storage



- All medication in a licensed community care facility home must be centrally stored in locked cabinets or drawers, unless ordered otherwise.
- The medications must be stored as directed by the medication label instructions (refrigerated, or at room temperature, or out of direct sunlight, etc.).
- Community Care Licensing regulations require that all medications entering the home be logged in a Centrally Stored Medication and Destruction Log.

Handling Medications

Destruction

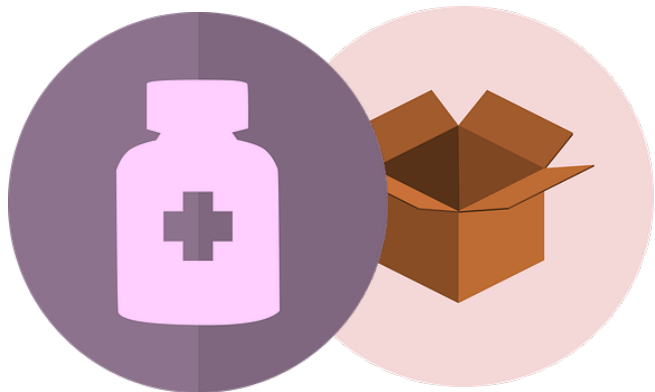
- Medications must be returned to the pharmacy or destroyed if:
 - A medication is permanently discontinued by the doctor, or
 - It is past the expiration date on the label, or
 - An individual permanently leaves the home and does not take his or her medicine to their new residence.



Handling Medications

Packaging

- The DSP or DCS may package a single dose of each medication needed for no more than a day to be taken at work, a day program, or elsewhere, such as on a home visit.
- With the doctor's written approval, the medication can be carried by the individual who will take it. Otherwise, the medication is to be given to a responsible party in an envelope or similar container labeled with:
 - The facility's name, address, and phone number
 - The individual's name
 - Name of the medication(s)
 - Instructions for assisting with self-administration of the dose.



Handling Medications

Packaging (cont.)

- Individuals leaving the facility may also use forms that contains important personal and health information that will provide details about the individual and how to properly provide care for the individual if the need arises.
- These forms should include what medication the individual needs to take.
- An example of this form is called a “Health Passport” and can be found in this link: [health passport](#)

Refusal of Medications

- An individual has the right to refuse his or her medication.
- It is the staff's responsibility to work with and support the individual in taking his or her medicine.
- If an individual refuses to take the medication, ask "Why?"
- **Do not try to crush or hide the medication in the individual's food to get him or her to take the medicine.**



Reasons for Medication Refusal



**UNPLEASANT
TASTE**



**UNPLEASANT
SIDE EFFECT**



**LACK OF
UNDERSTANDING**



**DENIAL OF NEED
FOR MEDICATION**



Note: Whatever the reason is, medication refusal must be documented on the medication record. Contact the prescribing doctor immediately. Refusal of medication may indicate changes in the individual that require the doctor to re-evaluate the individual's needs.

Monitoring Medication Effects

- For each individual you support, know the intended and unintended effects of each medication he or she takes.
- Observe for intended and unintended effects of the medication.
- Document what you observe.
- Report observations to the doctor.
- Follow the doctor's directions to continue, change, or discontinue the medication.
- Monitor the individual closely for side effects when a new medication has been prescribed or the dosage has changed.

Medication Errors

- Every **medication error** is serious and could be life threatening.
- Medication error has occurred when:
 - The **wrong person** took the medication.
 - The **wrong medication** was given.
 - The **wrong dosage** was taken.
 - Medication was taken at the **wrong time**.
 - Medication was taken by the **wrong route**.
 - Medication was taken for the **wrong reason**.
 - Medication was **not** taken.



Reporting Medication Errors

- If an error does occur, it must be reported immediately to the prescribing doctor. Follow the doctor's instructions.
- The error must be recorded either in the MAR or other document specific to your home.
- The record should include the date, time, medication involved, description of what happened, who was notified, doctor's name, instructions given, and action taken.
- Any medication error is a Special Incident that must be reported to the administrator, Community Care Licensing and the regional center.

Resources

Click the link below for more information regarding Medication Management and other best practices and procedures to providing care to individuals with intellectual or developmental disabilities.

<https://www.dds.ca.gov/services/dspt/year-1-2-trainer-and-student-resource-guides/>

Continue to Quiz

Quiz Time

1. **Prescription medications are those that:**

- A. Are very expensive and require careful monitoring
- B. May be purchased in a store without doctor's order
- C. Must be ordered by a doctor, dentist or nurse practitioner or other licensed health care professional who is authorized to prescribe medication
- D. Have serious side effects

Check your answer

Click Here



Quiz Time

1. Prescription medications are those that:

- A. Are very expensive and require careful monitoring
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- D. Have serious side effects

Check your answer

[Click Here](#)

C



Next Question

Quiz Time

2. A PRN medication:

- A. Is administered whenever the DSP decides
- B. Must be ordered by a doctor
- C. Is only over-the-counter medication
- D. Does not have to be recorded in the individual's MAR

Check your answer

[Click Here](#)



Quiz Time

2. A PRN medication:

- A. Is administered whenever the DSP decides
- B. Must be ordered by a doctor
- C. Is only over-the-counter medication
- D. Does not have to be recorded in the individual's MAR

Check your answer

[Click Here](#)

B



Next Question

Quiz Time

3. When a medication error occurs:

- A. The error requires special incident reporting only if it is life-threatening
- B. Both 911 and the individual's doctor must be informed
- C. The error must be reported to the administrator, regional center, and Community Care Licensing as a Special Incident
- D. The facility administrator decides whether a Special Incident Report is needed

Check your answer

[Click Here](#)



Quiz Time

3. When a medication error occurs:

- A. The error requires special incident reporting only if it is life-threatening
- B. Both 911 and the individual's doctor must be informed
- C. The error must be reported to the administrator, regional center, and Community Care Licensing as a Special Incident
- D. The facility administrator decides whether a Special Incident Report is needed

Check your answer

[Click Here](#)

C



Next Question

Quiz Time

4. When an individual's medication is discontinued:

- A. It should be returned to the Pharmacy or destroyed
- B. It should be stored in a locked cabinet
- C. It may be given to another individual
- D. It must be returned to the regional center

Check your answer

Click Here



Quiz Time

4. When an individual's medication is discontinued:

- A. It should be returned to the Pharmacy or destroyed
- B. It should be stored in a locked cabinet
- C. It may be given to another individual
- D. It must be returned to the regional center

Check your answer

[Click Here](#)

A



Next Question

Quiz Time

5. When an individual refuses to take his/her medication:

- A. The DSP should mix the medication with an apple sauce so it can easily be taken by the individual
- B. The DSP should send the individual to the regional center
- C. The DSP should work with the individual, understand the reason why it is being refused, contact the prescribing doctor immediately, and document the medication refusal
- D. The DSP should call 911 and ask for assistance

Check your answer

[Click Here](#)



Quiz Time

5. When an individual refuses to take his/her medication:

- A. The DSP should mix the medication with an apple sauce so it can easily be taken by the individual
- B. The DSP should send the individual to the regional center
- C. The DSP should work with the individual, understand the reason why it is being refused, contact the prescribing doctor immediately, and document the medication refusal
- D. The DSP should call 911 and ask for assistance

Check your answer

[Click Here](#)



**Close
Presentation**

End of Presentation

Click Here to Close