

Medicines Management

Strategies to manage risk as a RN and
empower care staff to administer medicines
safely in group homes
A pharmacy providers perspective

Sally Monsted BPharm MPS MSHP
Cert IV Training and Assessment
Lynne Freebairn BPharm AACPA MPS MACP

Overview

- McBeath has worked with two NGO's establishing strong medicines systems enabling care staff to administer medicines.
- This presentation explores that journey and our learning from the process



McBeath's Aim

- Identify: Support RNs and organisations identify potential areas of risk to enable care staff to administer complex medicines in group homes
- Establish: Robust strategies to minimise risks
- Empower: RN's and care staff to safely take on new roles understanding their responsibilities and limitations
- Provide: Systems for all staff to minimise the risk of adverse events from medicines during transition
- Service: Clients with medicines and quality pharmacy services and systems.
- Why?: Maximise health benefits from medicines and minimise risk

Agenda

- Present the challenges
- Solutions developed
- Outcomes
- Continuing the journey



Identify

- Identify the risks and develop workable solutions
- Communication: All levels, old and new
- Training: Staff availability both in mind and body
- Experience: New roles, new clients
- Staff changes: High turnover of staff at homes
- Develop new systems: DAA, Chart, Communication
- 24/7 Pharmacist: Experienced heavy use
- Accurate medicines records: Time and detective work



Establish and Empower

- Empower: RN's and care staff to safely take on new roles understanding their responsibilities and limitations
- Establish and embed new ways



Provide and Service

- Systems for all staff to minimise the risk of adverse events from medicines
- Repeatable, trackable, auditable
- Service: Clients and organisations with medicines and quality pharmacy services and systems.



Real life 2016 – It wasn't always easy but we made it together!



- Lynne's case study



Solutions

- McBeath pharmacist: Onsite education sessions
- Electronic communication systems
- Quick reference guides developed
- Increased staff training sessions
- HMR and Medicines Reconciliation by Pharmacist
- Developed policies and procedures
- Onsite audits by pharmacist
- 24/7 pharmacist support

Outcomes

- Care staff trained to safely administer medicines
- Care staff trained and able to seek advice 24/7
- Higher RN skill set more fully utilised
- RNs supported through use of one pharmacy with same policies and procedures across whole organisation
- Onsite reconciliation of all orders for all residents by pharmacist
- Clients are able to live in small group homes and have their complex medicines needs met safely
- Not sustainable for pharmacy; Increased costs to pharmacy of providing this service is unsustainable.

Ongoing

- Continuous training for new staff
- Refresher training for current staff
- Pharmacy experiencing significant increases in cost and time spent per client. Increased Logistics and less trained staff.
- McBeath 24/7 and pharmacist advice usage increase is significant
- Communication challenges at all levels

Going Forward – Key messages

- Improve communication lines
- Pharmacists involved in quality meetings add value
- Pharmacist medicines reconciliation on transfer critical
- Education and training regularly for all staff levels
- Specific Procedures adhered to by all staff
- Documentation
- Timely evaluation of incidents for continuous improvement
- Pharmacy has needed to review its remuneration structure

Conclusion

- McBeath, pharmacists expertise has been integral to supporting RNs and organisations develop safe systems for care staff to administer medicines to clients living in group homes without onsite RN's
- McBeath developed new strategies for safe and quality use of medicines in new environments, it is not easy to train all staff and have them use the new processes
- Communication is key, as outside providers lines of communication are difficult to maintain
- Pharmacy is unable to sustain this level of service and immediate expertise availability at current remuneration levels

Thank You