



# ODP Communication

## PA Department of Human Services Medication Administration Training Program Critical Date Changes and Program Updates

### ODP Communication Number: Announcement 039-16

*The mission of the Office of Developmental Programs is to support Pennsylvanians with developmental disabilities to achieve greater independence, choice and opportunity in their lives.*

***ODP's Everyday Lives Conference - September 14-16, 2016 - Hershey, PA- More Information to Come***

**AUDIENCE:** All Interested Parties, Agency/Entity Administrators, Medication Administration Primary Contacts, Agency/Entity Training Directors, Existing and Prospective Medication Administration Trainers employed by one of the following applicable Department of Human Services (DHS) or Department of Aging licensed environments:

Department of Human Services	Department of Aging
<ul style="list-style-type: none"> <li>• <b>Chapter 2380:</b> Adult Training Facilities</li> <li>• <b>Chapter 2390:</b> Vocational Facilities</li> <li>• <b>Chapter 2600:</b> Personal Care Homes</li> <li>• <b>Chapter 2800:</b> Assisted Living Residences</li> <li>• <b>Chapter 3800:</b> Child Residential and Day Treatment Facilities</li> <li>• <b>Chapter 6400:</b> Community Homes for Individuals with an Intellectual Disability</li> <li>• <b>Chapter 6600:</b> Intermediate Care Facilities for Other Related Conditions (ICF/ORC)</li> <li>• <b>Chapter 6600:</b> Intermediate Care Facilities for Individuals with an Intellectual Disability (ICF/ID)</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Title 6 Aging, Chapter 11:</b> Adult Day Services</li> </ul> <div style="border: 1px solid black; padding: 10px; text-align: center;">  <p><b>Medication Administration: Getting it right!</b></p> </div>

**PURPOSE:** The purpose of this announcement is to communicate critical date changes and updates involving the Medication Administration Program. **Please note, it is very important to thoroughly review each of the four attachments provided with this announcement. This information can also be found in the FAQ area on the home page of the meds admin website: <https://medsadmin.tiu11.org>**

**DISCUSSION**

The following **critical date changes** have been made to the Medication Administration Program:

The date for mandatory transition to online training will be postponed until **June 30, 2019**. The reasoning for this change is to allow more time for concerns with the current online program to be addressed, including any needed enhancements to the examinations.

**Effective July 1, 2016**, the requirements for the Annual Practicum will be revised to include:

- Two MAR reviews – 1 every 6 months
- Two Medication Observations - 1 every 6 months

**The following program update will be implemented by July 1, 2016:**

Paper exams will be made available to Students for the Multiple Choice Exam and the Written Documentation Exam. Recordkeeping related to the scores of the paper testing will be maintained by the trainer, not entered into the computer. Those wishing to use the paper Exam should email Temple at [maexam@temple.edu](mailto:maexam@temple.edu) . Only trainers can make a request for a Paper exam. The paper exam option is not available for the Train-the-Trainer Course.

<b>Medication Administration Support Line</b>	All inquiries regarding the Medication Administration Program should be made using the following phone number and e-mail address: <b>(717) 221-1630;</b> <a href="mailto:medicationadministration@temple.edu">medicationadministration@temple.edu</a>
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*Especially for Administrators*

**Program Objective:** Our collective goal is ensure that non-medically licensed, certified, or registered staff members are able to administer medications properly and safely, thereby reducing medication errors. While your trainers and the staff they train have the biggest role in achieving this goal, you as an administrator also contribute to the success of safe medication administration.

### **Summary of the Medication Administration Training Program**

- State regulations require that in order for any non-medically licensed staff person to administer certain medications, the staff person must complete a Department of Human Services approved medication administration training course.
- Medication Administration Training ONLY covers training to administer oral medications.
- Unlicensed staff will need additional training to meet state regulations in order to administer non-oral medications.
- Facility Administrators will need to keep appropriate documentation regarding any additional training.

### **State Regulations (Background):**

State regulation § 2600.190(a) requires that in order for a non-medically licensed, certified, or registered staff person to administer certain medications, the staff person must complete a Department of Human Services approved medication administration training course. The Medication Administration Program is recognized by (DHS) and The Department of Aging (DOA) as the approved medication administration training program. The DHS Medication Administration model is managed and operated by the Office of Developmental Programs (ODP). ODP is responsible for designing and delivering the approved Medication Administration curriculum to approved candidates who, in turn, become certified to teach the principles and guidelines for medication administration in facilities licensed under the Chapter 11, 2380, 2390, 2600, 2800, 3800, 6400 and 6600 regulations.

The Medication Administration Training program delivers training to candidates from multiple program offices including DHS's Office of Administration, ODP, the Office of Long Term Living (OLTL), the Office of Children, Youth and Families (OCYF), the Office of Mental Health and Substance Abuse Services (OMHSAS) and DOA. Temple University, under contract to ODP, provides training and support for the Medication Administration Training Program.

## **Purpose of Training**

The purpose of the Medication Administration Training Program is to provide training for unlicensed staff in community settings to properly and safely administer oral medications to individuals who receive services in the above mentioned facilities.

## **Covered Material**

The Medication Administration ONLY covers oral medications. It is important to note that unlicensed staff will need ADDITIONAL TRAINING in order to administer other than oral medications (such as inhalers, eye/ear/nose drops, suppositories, topical creams, epinephrine injections etc.). Facility administrators are required to DOCUMENT when such additional training has taken place and/or when additional certifications have been received in order to comply with state regulations. This documentation will be reviewed during inspections.

## **Training Requirements and Recommendations**

The training model blends the use of online and classroom training. There are three components to the Medication Administration Training Program:

1. The Medication Administration Train the Trainer Course prepares approved candidates to be trainers of the student course. This course contains both an online component which covers content regarding the principles of medication administration, processes of medication administration and documentation and a face to face component which focuses on the practice and demonstration of proper and safe techniques for medication administration.
  - a. Certified Medication Administration Program trainers are responsible for:
    - i. Preparing all materials and setting up the student course for your facility
    - ii. Teaching unlicensed staff in community settings the principles and guidelines of safe medication administration implemented through the Student Course
    - iii. Monitoring unlicensed staff who administer medications
    - iv. Teaching and monitoring practicum observers to assist with the monitoring of unlicensed staff.
2. Medication Administration Student Course is a hybrid course facilitated by your trainers offered online with a face to face component provided to unlicensed staff so that they may properly and safely pass medications.

## Training Best Practices

Trainers need time to prepare for training in your facility. As a rule of thumb it can take up to 3 hours to prepare for one hour of training. There are two different methods of instruction trainers can utilize: independent study and group study. Please plan to grant at least 6 hours of preparation time to your trainers in order to present the student course materials to your staff.

## Estimated Time to Complete

The times listed below provide a rough estimate of the minimum amount of time needed to complete each online lesson and required quiz **for both the trainer and student courses**. While your specific trainers and/or staff may take **more** or less time, it is reasonable to allow them at least the times listed below in order to complete the training.

Lesson	Times (To Watch Video and Take Quiz)
1	30 min.
2	35 min.
3	30 min.
4	45 min.
5	50 min.
6	20 min. There is no quiz. Students are required to do demonstration of hand-washing and gloving.
7	65 min.
8	60 min.
9	60 min.
10	65 min. Optional for facilities who have clients who self-administer their own medications.
12	6 hours
Exams	Both students and trainers need to be allowed another 2.5 hours to successfully complete the exams. Students often require remediation for one or more parts of the exam. If remediation is necessary, additional time is required. Students are not ready to receive certification until four (4) Observations have been completed. Trainers have to take the Face-to-Face class after completing the exams but prior to completing lesson 12.

3. Medication Administration Recertification Course is taken once every three years by all certified trainers in order to maintain their certifications. Currently the Recertification course and the Medication Administration Train the Trainer course are one in the same. The intent is to change the recertification process to one which updates participants' knowledge and skills thus improving the performance of both the trainers and the medication technicians.

### **Upcoming changes in the program**

Based on an ongoing process of program assessment for the Medication Administration Program [MAP] that has been informed by regular meetings between ODP and Temple, solicited and unsolicited stakeholder feedback and a recent face to face meeting with stakeholders, the following enhancements are scheduled to take place in order to address program concerns:

1. MAP will make available for Students, the option of paper testing for the Multiple Choice Exam and the Written Documentation Exam. Recordkeeping related to the scores of the paper testing will be maintained by trainer, not entered into the computer. Those wishing to use the paper test will contact Temple who will supply an electronic version of the test that can be printed. In the event that the trainer is not able to receive an electronic copy of the test, a hardcopy will be mailed. The quizzes which follow the modules will continue to be taken online. *[The paper exam option is not available for the Train-the-Trainer course.]*

***\*\*In order to receive the Paper Exam, please send your request to the following email address: [maexam@temple.edu](mailto:maexam@temple.edu). You will receive a form to complete in order for the paper exam to be sent to you. You must be a Trainer in order to request the Paper Exam.***

2. The date for mandatory transition to online training will be postponed until June 30, 2019. This will allow time for concerns with the current online program to be addressed, including enhancements to the examinations.
3. The requirements for the Annual Practicum will be revised to include:
  - Two MAR reviews – 1 every 6 months
  - Two medication observations – 1 every 6 months

***\*Effective: July 1, 2016***

***\*\*Documents containing the Initial Training Requirements and Annual Practicum Remediation Requirements both can be found in the FAQ section of the Medication Administration Program website. Go to: <https://medsadmin.tiu11.org/>***

## MEDICATION ADMINISTRATION PROGRAM REQUIREMENT UPDATES

Based on an ongoing process of program assessment for the Medication Administration Program [MAP] that has been informed by regular meetings between the Office of Developmental Programs [ODP] and Temple University, solicited and unsolicited stakeholder feedback and a recent face to face meeting with stakeholders, the following enhancements are recommended to address program concerns:

1. MAP will make available for Students, the option of paper testing for the Multiple Choice Exam and the Written Documentation Exam. Recordkeeping related to the scores of the paper testing will be maintained by trainer, not entered into the computer. Those wishing to use the paper Exam will contact Temple who will supply an electronic version of the test that can be printed. In the event that the trainer is not able to receive an electronic copy of the test, a hardcopy will be mailed. The quizzes which follow the modules will continue to be taken online. ***[The paper exam option is not available for the Train-the-Trainer Course.]***

2. The date for mandatory transition to online training will be postponed until June 30, 2019. This will allow time for concerns with the current online program to be addressed, including enhancements to the examinations.

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Two Medication Observations – 1 every 6 months

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### **Time Frames and Makeup for Missed Components**

**Initial Training-** Testing, Handwashing and Gloving, 4 medications observations. The medication observations need to be done within a 30-day timeframe.

**Annual Practicum-** consists of 2 medication observations (one every 6 months), 2 MAR reviews (one every 6 months) and completed within the 12 month period from the Initial or current Annual Practicum Pass date.

**See the Annual Practicum Remediation Requirements grid for explanation of remediation of missed or tardy medication observations and/or MAR Reviews.**

Note: If a person has not had any components of the Annual Practicum after initial training within the 12 month timeframe, **they are not permitted to pass medications and are required to retake the student course.**

# MEDICATION ADMINISTRATION TRAINING PROGRAM

## INITIAL TRAINING REQUIREMENTS

**In order to pass medications the following requirements must be successfully completed:**

- **Student Course**
- **Multiple Choice and Written Documentation Exams**
- **Handwashing and Gloving**
- **4 medications observations (med passes)**

**Required: Four (4) Med observations are to be completed within 30 days of *passing the exam*.**

**Any student who has not completed all four (4) med observations within a 30-day period will be allowed an additional 45 days to complete the balance of the four (4) observations plus 2 additional med observations. \*This means a total of 6 observations within 75 days of passing the exam.**

**Any student who has not completed the 6 med observations within 75 days of passing the exam must complete an additional med observation for every 30 day period beyond that deadline.**



30 Days

4 med observations to be completed

## MEDICATION ADMINISTRATION TRAINING PROGRAM

### INITIAL TRAINING REQUIREMENTS (continued)



75 days → 30 days plus an additional 45 days

Finish the 4 med observations + 2 additional med observations



105 days → 45 days plus an additional 30 days

Finish the 4 med observations + 3 additional med observations



135 days → 105 days plus an additional 30 days

Finish the 4 med observations + 4 additional med observations



**175 days** → 135 days plus an additional **30** days

Finish the 4 med observations + 5 additional med observations

**If Medication observations are not completed within 175 days of passing the exam, the student must repeat the entire medication administration training.**

## MEDICATION ADMINISTRATION TRAINING PROGRAM

### ANNUAL PRACTICUM REMEDIATION

	Two MAR Reviews Completed within expected time frame in 1 year period (1 observation every 6 months)	One MAR Reviews Completed within expected time frame in 1 year period (1 observation every 6 months)	No (Zero) MAR Reviews Completed within expected time frame in 1 year period (1 observation every 6 months)
Two Medication Observations Completed within expected time frame in 1 year period (1 observation every 6 months)	No remediation action needed – program requirements are met.	One practice Activity for each type of documentation	One practice Activity for each type of documentation
One Medication Observation Completed within expected time frame in 1 year period (1 observation every 6 months)	Two additional Medication Observations	Two additional Medication Observations and One practice Activity for each type of documentation	Two additional Medication Observations and One practice Activity for each type of documentation
No (Zero) Medication Observations Completed within expected time frame in 1 year period (1 observation every 6 months)	Four additional Medication Observations and Online review of Lessons 7 and 8	Four additional Medication Observations and Online review of Lessons 7 and 8 and One practice Activity for each type of documentation	No longer permitted to pass medications until repeating <b>entire</b> MedAdmin course