NEW JERSEY HUMAN SERVICES
Division of Developmental Disabilities

On-Site Medication Review and Competency Assessment: A Guide for Evaluators

Evaluators will conduct the On-Site Medication Review and Competency Assessment for all new-hires and then annually thereafter. Evaluators who mentor or conduct the competency assessment must have requisite knowledge about and experience with administering medication to people with developmental disabilities.

Evaluators conducting the competency assessment must have completed the Medication Training in the College of Direct Support and must be aware of and able to reinforce and expand upon the content of the training modules.

On-Site Medication Competency Review and Assessment

Use the evaluator prompts to mentor the employee in each competency area, agency policy, and specifics related to each individual served, and to determine whether the employee has demonstrated the knowledge and skills needed to ***safely, effectively administer medication***.

As an evaluator, you must cover each numbered item with the employee; however, agencies may add information based on organizational needs and the needs of the individuals served.

1. **Person Centered Approach** – Employee demonstrates competency in treating each person with respect, and assuring privacy in medication supports to the level desired by the person receiving services.
   Evaluator Prompts:
   - Where can you administer medication that allows for respect and privacy?
   - How does knowing about the person and their medication help them to live out the dreams they have for themselves?
   - How can you support the person's wish for medical and emotional stability? How does doing so help the person to grow?
   - How does this align with/reflect the principles of Home and Community Based Services (HCBS)?
   - Which parts of the medication administration process are you teaching the person (e.g., time of day, reason for taking, amount to take, colors of pills/capsules)?
   - What is your role in the individual's life related to medication?
2. **Seven (7) Rights of Medication** – Employee demonstrates ability to describe the Seven (7) Rights of Medication, and explain how they relate to the person receiving services.
   Evaluator Prompts:

- Give an example of each of the seven rights specific to the people to whom you administer medication.
- What is your responsibility if there is a problem with any of the seven rights? Whom do you notify? When do you notify them? Is documentation necessary?

3. **Healthcare Appointments** – Employee demonstrates competency in agency policies and practices for accompanying individuals to healthcare appointments, and emergency room or urgent-care visits.
   Evaluator Prompts:
   - How do you prepare the person emotionally and physically before, during, and after a healthcare appointment?
   - How do you advocate with the person during the visit?
   - What forms and information do you need to have when accompanying a person to a healthcare appointment? What documentation do you need to receive from the healthcare provider before leaving the appointment? What do you do with the forms and information? Do you need to transfer any of the information electronically? Is everything been completed and signed where necessary?
   - If the healthcare provider ordered a prescription, does the order make sense for the person's lifestyle?
   - Are there any follow-up instructions?
   - What information do you need to communicate to the person's day habilitation and other service providers, support coordinator, and/or family/guardian?

4. **Effects of Medication** – Employee demonstrates competency in potential expected and unexpected medication effects, sensitivities, allergic reactions, and/or interactions with other medications.
   Evaluator Prompts:
   - What reference materials does your agency use to help staff get information about various medications? Where are these reference materials stored?
   - Please look up one of the medications and find the following information: warnings/precautions, adverse reactions, drug interactions.
   - Find an individual's Medication Administration Record (MAR) that indicates they have an allergy. Double-check the Over-the-Counter (OTC) prescription or Standing order Form to see whether the allergy is listed. Check to make sure allergies match across all forms, prescriptions/written orders, and the MAR.
   - Where is any information of specific side effects kept? If the person has a side effect or reaction to a medication to whom & how do your communicate the information?

5. **Pharmacy Packaging** – Employee demonstrates competency regarding information on the pharmacy label that is critical to knowing how to use the medication, including warnings and precautions.
   Evaluator Prompts:
   - Identify which pharmacy company or store your site uses.
   - Describe the pharmacy packaging your agency uses.
   - Find the individual's name, medication name and dose/strength, time to administer the medication, and route by which to administer it. Identify any warnings or precautions (e.g., may cause drowsiness)
   - Explain how your agency handles refills. If your agency uses a pharmacy company, what is the process to communicate any changes to them?

6. **Medication Storage** – Employee demonstrates competency in medication storage according to special instructions/guidelines and agency policies for various medications, including oral, topical, temperature-sensitive, and controlled medications.
   Evaluator Prompts:
   - Where are prescribed and OTC medications stored at your site?
   - How are prescribed and OTC medications locked at your site?
   - Explain how the storage area is divided up for the people served.
   - Where would you find a locked box if a medication needed to be refrigerated?
   - How and/or where is medication stored while in community?
   - How does your agency keep controlled substances locked-up and accounted for?

7. **Forms and Documentation** – Employee demonstrates competency in systems used to track the administration of medications, which includes written Medication Administration Records (MARs), Physicians Orders, Confirmation of Verbal Orders, Critical Log, etc.
   Evaluator Prompts:
   - How do you access MARs? Are they in a binder, online, etc.?
   - Where are blank MARs kept?
   - Who makes the MARs each month and how are any changes made? Explain any documentation that needs to be on the back of the MAR.
   - What documentation is required on the MAR, staff log, Critical log, etc.? When do you need to use a Confirmation of Verbal Orders (CVO) form?
   - How is information communicated to the pharmacy company?
   - Is there any additional documentation you need to complete?

8. **PRN Usage** – Employee demonstrates competency in agency PRN policies and practices, including appropriate circumstances for administering prescription and over-the-counter (OTC) PRNs to individuals they will support, and proper documentation.

Evaluator Prompts for PRN Prescription:

- Are there PRN prescription medications at your site?
- Where can you find the criteria that must be met before you can administer a PRN prescription?
- How do you document on the front of the MAR that you have administered a PRN prescription medication? What additional places may you need to document that you have administered a PRN prescription medication? Explain when and how to call other providers to update that site about a PRN being administered.
- Explain the documentation for any follow-up.
- What rules are there for notification if a PRN prescription medication is administered more than one time in a day?

Evaluator Prompts for PRN Over-the-Counter (OTC):

- Where does your agency/site keep the Standing Order Forms/OTC Prescriptions/OTC Written Orders?
- When do you administer a PRN OTC, how do you document on the front of the MAR that you have administered a PRN OTC medication?
- Where else do you document that you administered a PRN OTC medication? Explain the documentation for any follow-up.
- How do you communicate that a PRN OTC medication was administered with other staff, other service providers, and/or others who may need to know?
- When are you required to consult with an agency nurse, behaviorist, supervisor, or prescriber before administering a PRN prescription or PRN OTC medication?

9. **Refusals or Declines** – Employee demonstrates competency in agency policies, practices, and regulations regarding medication refusals or declines.

Evaluator Prompts:

- What is the difference between a Refusal and a Decline?
- What are some strategies for encouraging people to take their medication? If a person has any behavioral recommendations related to medication refusal, what are they? Is there any additional documentation you need to complete?
- Does your agency have an hour leeway? If yes, what documentation and phone calls do you need to complete if a person refuses past the hour?
- How do you indicate a refusal on the MAR? If a person has refused or declined a medication, who do you need to notify, and when and how do you need to notify them? At what point do you notify the on-call supervisor, nurse, behaviorist, or prescriber?
- When do you need a Confirmation of Verbal Orders (CVO)?

10. **Errors** – Employee demonstrates competency by accurately providing a description/definition of both a medication error and the proper documentation of a medication error, and by being able to identify ways to minimize errors.
    Evaluator Prompts:
    - What are some ways to avoid medication errors?
    - What are the four steps you need to take when a medication error occurs (missed medication or wrong medication administered given).
    - What are the two steps you need to take when a medication documentation error occurs (administered but not signed for, signed in the wrong place).
    - When do you put a red line through the empty box?
    - When does the prescriber need to be called?
    - Does anyone have a late or missed medication form that you need to follow?

11. **Discontinuing Medication** – Employee demonstrates competency in agency policies and practices for proper documentation of the discontinuation of a medication.
    Evaluator Prompts:
    - How do you indicate on the MAR that a medication has been discontinued? What other documentation do you need to complete? Where do you attach that documentation?
    - What do you do with the discontinued medication? Is there any staff communication that needs to happen?

12. **Disposal of Medication** – Employee demonstrates competency in agency policies and practices for proper disposal of a medication.
    Evaluator Prompts:
    - How does the medication get disposed of?
    - Where do you document the disposal? What information do you need to include? Who is a witness?

13. **Reporting** – Employee demonstrates competency in agency policies and practices for the reporting of errors and other situations related to medication support.
    Evaluator Prompts:
    - Where do you document a phone call to a prescriber?
    - How much time does your agency allow for the prescriber to return a call? If they do not call back within that time what is the next step? Where do you document this information? If the call was about a medication, what other documentation do you need to complete? When is your supervisor or on-call, nurse, etc. notified?
    - How and to whom do you report any side effects? How is this information shared with other staff and/or other service providers?

- How and to whom do you report concerns about alleged abuse, neglect, or exploitation related to medication?

14. **Self-Medication** – Employee demonstrates competency in agency policies and practices regarding self-medication.
    Evaluator Prompts:
    - What is your agency policy regarding self-medication? If applicable, explain where each self-medicating person's medications are kept, and whether there is any documentation needed. Review the section in the ISP that refers to the individual's self-medication.

15. **Off-Site Administration** – Employee demonstrates competency in agency policies and practices for medication administration while on trips or away from home/day program, including correct storage and control of medication.
    Evaluator Prompts:
    - Explain how to pack, transport, store, administer, and document the administration of medication while a person is away from home and/or day program. Explain employee responsibility with each part of the process.

Medication Administration Practice Requirement

Following is the process for completing the mentoring, practice, and mock administration required for employees who will administer medication.

16. Successful creation of a **Medication Administration Record (MAR)**
    - To complete this portion of the competency assessment you must mentor and have the employee independently demonstrate successful creation of a MAR, per state and agency requirements.
    - Your agency must have practice prescriptions, pharmacy labels, and blank MARs and/or online demonstration MARs to use in completing this requirement.
17. Successful completion of a **Mock Medication Administration**
    - The Mock Medication Administration is required for new-hires but not required for Annual Recertification. If you are conducting a recertification, enter N/A in the comment section.
    - Your agency must have practice prescriptions, pharmacy labels, and completed MARs. Employees should be mentored in and practice the steps of the Mock Medication Administration as many times as needed so that they can successfully complete without assistance. If there are mistakes during practice and corrections or prompts are given, *more practice is necessary*.
    - By signing the Mock Medication Administration Observation Checklist, you are attesting attest that the employee is able to give real medication to real people

without assistance, and that the employee can proceed to the Medication Administration Evaluation.

Medication Administration Evaluation Requirement

Following is the process for completing the Medication Administration Evaluation, which is required for new-hires and annually thereafter.

18. Successful completion of three medication-administration passes without prompts.
    - The three Trials should be done in different ways and each Trial should be distinct and different. (For example, having the employee give three medications in one cup to one person is one Trial, not three Trials.) Possible Trial options include the employee administering medication to three different people, administering medication to the same person at different times of the day or on different days, or a combination of these.

Safety is Key

An important part of the Medication Administration Evaluation is observation of the employee ***successfully completing three medication-administration passes without prompts***. If the employee needs to be prompted in any way to be able to do a step correctly, *that Trial does not count as successfully completed*. If the employee is going to administer medication incorrectly to a person, you are responsible to stop them, step in, and ensure the employee administers the medication correctly. Select NO for the step for which they required a prompt.

When prompting or assistance of any kind is given, you must have the employee complete an additional Trial. If additional trials are necessary for the employee to complete three successful passes, you must make copies of the Medication Administration Evaluation form and change the trial numbers accordingly.

Selecting NO does not always mean that a prompt was given and a new trial is required.

It can mean that something else happened. For example, if the medication administered is an eardrop, you would select NO for steps 6, 8, 9, and 10; then, in the comments section for those steps, you would write *eardrop*. There are other reasons why you might select NO, including the following: drops, gels, creams, sprays, thickened liquids, signed earlier in the month, box is unlocked for next medication, they had already washed their hands in Trial 1, etc.