



iNotice Professional Development Program

AGED CARE COMMUNITY WORKER HANDBOOK

*Heightened awareness of safe
medication management for
aged care community workers*

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WELCOME TO iNotice TEAM WORKSHOP

About the iNotice Professional Development Program and Resources

Aged & Community Services Association of NSW & ACT Inc (ACS) and NSW Community Services and Health ITAB joined with key agencies and services to form a working group to collaboratively identify appropriate workforce practices for safe medication management to inform and build the capacity of aged care community workforce. This project work was funded in 2013 by Health Workforce Australia and its key aims were to develop a model for the aged care community workforce that would:

- deliver greater workforce productivity and capacity to manage medication safely in the community to address the current lack of, or deficiencies in, the coordination of medication management; and
- improve the consistency of workforce capacity in the community for medication management, which will result in greater workforce efficiencies and decrease the demand for acute services.

A key component of the project is the professional development of existing aged care community workers to enable them to work effectively with a heightened awareness of safe medication management within their current scope of practice. It also provides their coordinators with additional knowledge and skills for information sharing with all of the client's care team (eg nurses, GPs, pharmacists).

Special thanks for the valuable contributions and participation of Catholic Community Services, Illawarra Retirement Trust, Diverse Community Care and NSW Nurses' Association who ensured the quality, validity and integrity of the project outcomes.

INTRODUCTION

Heightened awareness of safe medication management for aged care community workers

This resource for ***heightened awareness of safe medication management*** has been developed to professionally support aged care community workers to provide enhanced care, enabling their clients to live safely and longer in their own homes. As reported in 2008-09, 30% of 39,466 admissions of residents in RACFs into acute care were the result of adverse medication events. To alleviate this burden on the health care system, this resource is designed to provide aged care community workers with the knowledge and skills to provide high quality services within their current scope of practice and job role. It is based on a client centred wellness approach, respectful of inclusion and diversity.

The value of this model for working with a ***heightened awareness of safe medication management*** will have wide reaching benefits-

To the community - the clients and their informal carers

- Improved confidence in living at home
- Improved confidence in supporting someone to live at home
- Individual attention from confident community care workers

To the 'implementers' - the care workers

- Greater confidence in delivery of services
- Increased awareness, professionalism and accountability of practice
- Improved job satisfaction
- Improved communication lines
- Clear roles and responsibilities

To employers - the aged care community service providers

- Improved retention of employees
- Improved internal communications
- Clear paths of decision making and outcomes
- Stronger links to interdisciplinary workforce
- Improved team work and service delivery
- Improved productivity in rostering and distribution of staff

To the funder - the Australian government

- A safer aged care home environment
- Cost effective health delivery
- More consistent implementation of aged care funding packages
- Consistency of practice and capability across the workforce

This model aims to support a workforce development approach that:

- Enables and develops client understanding and abilities related to safe medication usage
- Delivers a client and quality focussed, heightened awareness of safe medication management, and
- Achieves improvement in client outcomes.

For aged care community workers a 3-step process to working with a **heightened awareness of safe medication management** uses the following steps:

1. Notice 2. Think 3. Report.

Coordinators of aged care community workers using this 3-step process have 3 follow-on steps of:

1. Receive 2. Review 3. Respond.

GUIDELINES

How to use this handbook

The ***Aged Care Community Worker Handbook*** contains resources to support the iNotice Team Workshop professional development session. The workshop will include information about how the model of working with a ***heightened level of safe medication management*** can be used in the aged care community care sector, who is involved, what additional knowledge and skills are needed and how to use the resources for maximum support and enhanced service provision.

As well as this handbook, **iNotice** is a free, easy to use app designed for care workers working to a care plan supporting a person to stay safely in a home environment. It may be downloaded for free from the App Store for iPhone or iPod touch and from Google Play™ for Android™ .



The use of this tool is covered in the Team Workshop activities and should be downloaded to your device before the workshop.

TEAM WORKSHOP PROGRAM AND ACTIVITIES

Notes and activities to accompany the Team Workshop PowerPoint Presentation

1. Welcome and introductions (slide 2)

2. Background to iNotice Professional Development Program (slide 3)

Refer to the *Welcome* and *Introduction* sections of this handbook.

3. Consider the following questions as a group and record your answers in the space provided: (slide 4)

a. What does 'safe medication management' mean?

b. Why is safe medication management important?

c. Why are older people more at risk from medication errors?

4. View the video, *Medication in the Care Home*, and discuss how your work is similar or different to the workers in the video, eg: (slide 5)

Is it part of your job to dispose of unwanted medications?

In what ways are you allowed to assist with medications for clients?

5. Consider the following questions as a group and record your answers in the space provided: (slide 6)

a. Client centred care, what does that mean? In relation to medications?

b. Who's role is it to administer medications?

c. Does it really matter who does it as long as it is done safely?

6. 'Knowledge is the best medicine. I wish I had more information'.

Consider the following questions as a group and record your answers in the space provided: (slide 7)

a. Who is the 'I' referring to in the picture?

b. Where does medication information come from?

c. How do we know medication is correct?

7. Record details about the key roles of safe medication management in the table below: (slide 8)

CLIENT CARE KEY ROLES	
Key Roles	Knowledge, skills and abilities for Aged Care Community Worker
Risk management	
Client wellness	
Supporting independence	
Optimum client outcomes	
Client information-report, review and respond	

8. Consider the following questions as a group and record your answers in the space provided: (slide 9)

a. What is a medication?

b. What is the difference between prescription, over the counter and complementary medications?

c. What are some age related health changes and what is the effect on medication?

Age related change	Description	Results
_____ in body fat	Changes occur to the _____ of lean body mass to body fat	Drugs that are distributed into fat have a _____ and _____ effect
_____ in gastrointestinal action	The rate at which we move food through our stomach and intestines _____.	Medication action may be _____ or _____.
_____ in liver function	Liver size _____, blood flow to the liver that carries toxins is _____ and the enzymes that break down the toxins are _____.	Drugs can collect in the liver causing _____.
_____ in kidney function	Kidney's become _____ and _____ efficient at filtering out toxins	Drugs may remain in the body _____. This may lead to an _____ in their effect and the potential for _____.
_____ in body fluid	The percentage of body weight consisting of water _____.	Drugs may become _____ concentrated which may _____ their effects.

d. What are some common adverse or unwanted reactions to medications?

e. When are adverse reactions likely to occur?

9. Familiarise yourself with the iNotice app. Your facilitator will guide you through the use of the iNotice app and how it will assist you to work with a **heightened awareness** of safe medication management. There is space here if you wish to record notes about the iNotice app. (slide 10)

10. The 3-step process to heightened awareness:

(slide 11)

Notice- what are some of signs that a client's health has changed (refer to iNotice app)

Think- what action is to be taken by the aged care community worker (refer to iNotice app)

Report- how is the change recorded and reported?

11. Scenarios

(slide 12)

Scenarios in the iNotice app (select iPractice screen) have been provided for reflection and the opportunity to apply the knowledge of a heightened awareness of safe medication management and practice using iNotice app.

Consider each scenario either as a group, in pairs or individually and answer the following questions:

- a. Identify the key issues and concerns in the scenario.
- b. How might these issues and concerns be handled within the scope of practice of the aged care community worker?

12. Test your learning. The following questions may be completed in the workshop or may be used at a later time for revision.

(slide 13)

- a. What is the anticipated benefit to aged care clients of the iNotice program?
- b. How will aged care community workers benefit from working with a heightened awareness of safe medication management?

- c. What are the 3 steps that will assist aged care community workers to work to the new model of heightened awareness of safe medication management?

ADDITIONAL INFORMATION

Client Care Key Roles

Client care areas aligned to heightened awareness of safe medication management

The iNotice professional development program and resources are designed to provide aged care community workers and their coordinators with the knowledge and skills to work effectively with a ***heightened awareness of safe medication management***. To better comprehend the expected outcomes of the professional development, the following table outlines the skills, knowledge and behaviours expected across 5 client care key roles.

'Heightened awareness' of safe medication management for aged care community workers		
Client care key roles	Skills, knowledge & behaviours	
	Community care worker	Coordinator
Client medication risk management - knowing possible signals of adverse medication events	<ul style="list-style-type: none"> Has basic knowledge of the indicators of possible adverse medication events Recognise risk factors with the client medication Recognise medication incidents Apply appropriate early intervention 	<ul style="list-style-type: none"> Has an informed knowledge of the indicators of adverse medication events Gather, and act on information regarding adverse medication events Effect changes to medication management, in partnership with the interdisciplinary team Apply a case coordination approach to medication risk Recognise medications that carry greatest risk
Client wellness (evidence based care) - knowing the signs of health and the signals of ill-health	<ul style="list-style-type: none"> Has a basic knowledge of a 'healthy body' Recognise signs and symptoms of illness Recognise changes in client health and make decisions on appropriate action within organisational guidelines Recognise changes in client ability to self-administer medications 	<ul style="list-style-type: none"> Has an informed knowledge of a 'healthy body' Research and interpret signals of client wellness to make evidence based decisions Recognise changes in client health and be accountable for decision making within organisational guidelines Seek and give advice on client wellness Apply an evidence based, case coordination approach to client wellness

<p>Client enablement - supporting the independence of the client</p>	<p>Has a basic knowledge of safe medication management practices and tools/support products</p> <p>Understand the concepts of self-management</p> <p>Encourage clients in self-managing their medications and in being independent</p> <p>Communicate information on safe medication management practices and tools/support products to the client and the informal carer</p>	<p>Mentor and coach staff in supporting the independence of clients</p> <p>Inform clients on how service provision supports their self-management and self-administration of medications</p> <p>Has an informed knowledge of safe medication management practices and tools/support products</p> <p>Able to investigate medication management alternatives, in partnership with the interdisciplinary team</p> <p>Apply a case coordination approach to client enablement</p>
<p>Client enrichment – working for optimum client outcomes</p>	<p>Communicate with the client/informal carer with empathy and understanding</p> <p>Have a current knowledge of new and evolving technologies</p> <p>Support the client to meet changes in medication management</p> <p>Communicate and share with the client new ideas on medication management</p>	<p>Able to access and investigate current knowledge on new and evolving technologies</p> <p>Communicate and share with the care worker, client/informal carer, and interdisciplinary workforce new ideas on medication management</p>
<p>Client information- report, review and respond– working with organisational reporting, communication requirements, data systems and the interdisciplinary workforce</p>	<p>Has a basic knowledge of organisational recording and reporting processes</p> <p>Contribute to care planning in discussions with coordinator</p> <p>Use organisational recording and reporting processes to inform the organisation about the client and their medication (e.g. complete incident form)</p>	<p>Has an informed knowledge of organisational recording and reporting processes</p> <p>Use organisational recording and reporting processes to make decisions, take appropriate action</p> <p>Use organisational recording and reporting processes to inform the interdisciplinary workforce about the client and their medication management</p> <p>Write care plans in conjunction with the client</p>