iNotice Professional Development Program

COORDINATOR

HANDBOOK

Heightened awareness of safe medication management for aged care community workers

NSW Community Services and Health ITAB

HealthWorkforce
AUSTRALIA

Aged & Community Services
Association of NSW & ACT
Incorporated

Contents

INTRODUCTION
About the iNotice Professional Development Program and Resources

Welcome to the professional development session, *iNotice Coordinator Briefing* for the iNotice Professional Development Program. You will have attended the *iNotice Team Workshop* and this session will cover the additional information about implementing and managing the safe medication management model, briefing activities and reference material.

For this session, you will have been asked to bring along the *Aged Care Community Worker Handbook* and *iNotice app* on your hand held device as they contain essential information about the safe medication management model.

CLIENT CARE KEY ROLES
Client care areas aligned to heightened awareness of safe medication management

The iNotice Professional Development Program has been 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 implementing this model of heightened awareness, 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	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	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	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	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
Client enablement - supporting the independence of the client	Has a basic knowledge of safe medication management practices and tools/support products Understand the concepts of self-management Encourage clients in self-managing their medications and in being independent Communicate information on safe medication management practices and tools/support products to the client and the informal carer	Mentor and coach staff in supporting the independence of clients Inform clients on how service provision supports their self-management and self-administration of medications Has an informed knowledge of safe medication management practices and tools/support products Able to investigate medication management alternatives, in partnership with the interdisciplinary team Apply a case coordination approach to client enablement

Client enrichment – working for optimum client outcomes	Communicate with the client/informal carer with empathy and understanding	Able to access and investigate current knowledge on new and evolving technologies
	Have a current knowledge of new and evolving technologies	Communicate and share with the care worker, client/informal carer, and interdisciplinary workforce new ideas on medication management
	Support the client to meet changes in medication management	
	Communicate and share with the client new ideas on medication management	
Client information– working with organisational reporting, communication requirements, data systems and the interdisciplinary workforce	Has a basic knowledge of organisational recording and reporting processes	Has an informed knowledge of organisational recording and reporting processes
	Contribute to care planning in discussions with coordinator	Use organisational recording and reporting processes to make decisions, take appropriate action
	Use organisational recording and reporting processes to inform the organisation about the client and their medication (e.g. complete incident form)	Use organisational recording and reporting processes to inform the interdisciplinary workforce about the client and their medication management
		Write care plans in conjunction with the client

COORDINATOR BRIEFING PROGRAM AND ACTIVITIES

Notes and activities to accompany the iNotice Coordinator Briefing PowerPoint Presentation

1. Welcome and introductions   (*slide 2*)

2. iNotice Professional Development Program   (*slide 3*)

   Refer to the *Welcome* and *Introduction* sections of the **Aged Care Community Worker Handbook** p3-5.

3. Key Roles of Client Care   (*slide 4*)

   Refer to Client Care Key Roles Table (page 4-6 of this Handbook)**.**

   Consider the following questions as a group and record your answers in the space provided:

   a. How is the Client Care Key Roles Table similar to your current coordinator job role? What is different?

   b. In the Client Care Key Roles Tables how is the Coordinator working to the model of *heightened awareness of safe medication management*?

   c. What, if any, support will be needed to implement this model of care?

4. **Refresh 3 step process for aged care community workers** *(slide 5)*

    N-   **T-**   **R-**

5. **The 3 step process for Coordinators** *(slide 6)*

    R-

    R-

    R-

6. Review using iNotice app from the *Team Workshop.* *(slide 7)*

7. **3 step process for Coordinators**- **Step 1 Receive** *(slide 8)*

   When the CCW reports on an observable event, the iNotice app provides 3 levels of action to be taken. Consider each level and identify the procedure in your organisation that the CCW would follow to report to the Coordinator.

Level of action and reporting by the CCW	How would this information be received and recorded by the Coordinator?
1. Severe or life threatening symptoms - Emergency – Call 000 then inform coordinator **- Anything with multiple symptoms call 000**	

Level of action and reporting by the CCW	How would this information be received and recorded by the Coordinator?
2. Critical - report to coordinator immediately	
3. Report to coordinator within 24 hours	

8. **Step 2 - Review** *(Slide 9)*

    Once received, the Coordinator reviews the information in order to decide on the appropriate response and action needed. Consider the following questions in regard to your own organisation's policies and procedures:

    a. **How do you determine that the report has sufficient information to inform an appropriate response?**

    b. **How will you obtain immediate additional knowledge if needed to inform an appropriate response?**

9. **Could medications be a factor?** *(slide 10)*

   Consider the following questions as a group. Record your answers in the space provided:

a. **Is the client on medication?**

b. **Has the client's medications recently changed?**

c. Has the client been taking medications as prescribed?

d. Are there other reasons that may be contributing to an adverse reaction?

10.   Step 3 - Respond   *(slide 11)*

Consider the following questions in regard to your own organisation's

policies and procedures:

a. Who else needs to be informed of the event(s) reported by the CCW?

b.   What steps need to be taken to review and update the client's care plan? When is this necessary?

Review the *Monthly Medication Monitor* provided by the facilitator.

c. How will the information gathered in the Monthly Medication Monitor assist you to meet the 5 client care key roles?

    i.   Client medication risk management:

    ii.   Client wellness:

    iii.   Client enablement:

    iv.   Client enrichment:

    v.   Client information- record, report and respond to information:

d. How will implementing the safe medication management model contribute to the Community Common Care Standards?

11. **Scenarios** *(slide 11)*

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 the 3 step process for Coordinators.

The scenarios provide details of what a CCW might report based on using the iNotice app.

Using the 3 step process of Receive, Review and Respond to consider each scenario either as a group, in pairs or individually.

CONGRATULATIONS

You have completed the Coordinator Briefing for
iNotice

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