



iNotice Professional Development Program and Resources

FACILITATOR GUIDE

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

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BACKGROUND

About the Safe Medication Management Project and Model

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 model 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.

FACILITATION

Who can facilitate the iNotice professional development program for the aged care community workers?

For an organisation to successfully implement this model for working with a **heightened awareness of safe medication management** it will be necessary for all stakeholders to participate in professional development. Facilitation of the *iNotice Team Workshop* and *iNotice Coordinator Briefing* included in this resource will best be done by an experienced facilitator with sound knowledge of the particular organisation's policies and procedures. If not, then someone with that knowledge must be in attendance to clarify any operational issues that may arise.

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

'Heightened awareness' of safe medication management for aged care community workers		
Client care key roles	Skills, knowledge & behaviours	
	Community care worker	Coordinator
Client enablement - supporting the independence of the client	<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>
Client enrichment – working for optimum client outcomes	<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>
Client information – working with organisational reporting, communication requirements, data systems and the interdisciplinary workforce	<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>

GUIDELINES

How to use this professional development workshop and resources

iNotice professional development program contains two workshop sessions. The first session, **iNotice Team Workshop**, is for aged care community workers, coordinators and managers of the service. This session contains 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.

The second session, **iNotice Coordinator Briefing**, as the name suggests, is for the coordinators and includes additional information specific to their job role.

The sessions are approximately 2-3 hours in length for Team Workshop and 1-2 hours for Coordinator Briefing. The sessions may be modified and enhanced depending on the learning needs of the participants e.g. are participants first aid trained or have a CIII or CIV in Aged Care or CIII or CIV in Home and Community Care.

FOLLOW-UP TRAINING

To maximise success and achieve quality outcomes from implementing *'iNotice model of heightened awareness of safe medication management'* in your organisation, it is important to follow-up with the aged care community worker participants.

As a de-briefing opportunity, it is recommended that follow-up training be done within 4-6 weeks after the initial training.

Additional scenarios are available for review and revision on the **iNotice app** in the screen called **iPractice**.

RESOURCES

Aged Care Community Worker Handbook

This handbook contains information about the iNotice safe medication management model, workshop activities and reference material. It is to be provided to each participant in the iNotice Team Workshop session and accompanies the iNotice Team Workshop PowerPoint Presentation.

iNotice app

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™ .



Coordinator Handbook

This handbook contains additional information about implementing and managing the iNotice safe medication management model, briefing activities and reference material. It is to be provided to each participant in the Coordinator Briefing session and accompanies the Coordinator Briefing PowerPoint Presentation.

Monthly Medication Monitor Tool

The use of this tool is covered in the Coordinator Briefing session and is to be provided to each participant.

iNotice Team Workshop PowerPoint Presentation

This resource has been developed for the iNotice Team Workshop session. Instructions for use, background information and notes are found in the following pages, iNotice Team Workshop Session Notes.

iNotice Coordinator Briefing PowerPoint Presentation

This resource has been developed for the iNotice Coordinator Briefing session. Instructions for use, background information and notes are found in the following pages, iNotice Coordinator Briefing Session Notes.

iNotice TEAM WORKSHOP SESSION NOTES

Facilitator notes to accompany the iNotice Team Workshop PowerPoint Presentation and Aged Care Community Worker Handbook

Facilitators will need to have copies of the *Aged Care Community Worker Handbook* for each workshop participant. Participants will need to download the iNotice app (see Resources) to their handheld device, preferably before the workshop commences. The workshop venue will need to have equipment for PowerPoint presentation with internet connectivity.

TEAM WORKSHOP SESSION	
Slide #	Facilitator Notes
<p>1</p> 	<ul style="list-style-type: none"> ① General information * Discussion ➡ Activity 📖 Information in Handbook 🎬 Video
<p>2</p> 	<p>Welcome and introductions</p> <ul style="list-style-type: none"> ① Introduce self, other personnel and provide any general housekeeping information (eg expected session time, breaks, toilets, exits) ① Participants to introduce themselves if not already known to all (may use ice breaker if appropriate however, if aiming to conclude workshop in 2 hours, and depending on the size of the group, time may or may not permit additional activity here)

TEAM WORKSHOP SESSION

	<p>① Provide each participant with the <i>Aged Care Community Worker Handbook</i></p>
<p style="text-align: center;">3</p> <div style="border: 1px solid black; padding: 5px; margin-bottom: 10px;"> <p style="text-align: center; background-color: #0056b3; color: white; margin: 0;">iNotice Professional Development Program</p>  <ul style="list-style-type: none"> ▪ About the program ▪ The aims of the program ▪ Who is participating </div>	<p>iNotice Professional Development Program</p> <p>📖 Review information in the Handbook about the program, aims and who is participating.</p>
<p style="text-align: center;">4</p> 	<p>✳️ This slide has 3 ‘thought bubbles’ that can be used for group discussion.</p> <p>📖 There is space in the Handbook for participants to take notes.</p> <p>What does ‘safe medication management’ mean?</p> <ul style="list-style-type: none"> • clients and care providers informed about the medications • Information sharing between client, carers, service providers • Clear policy and procedures for care workers • Part of the care plan • <p>Why is safe medication management important?</p> <ul style="list-style-type: none"> • Less adverse episodes • Reduced hospital admissions • Accountability • Better health for clients • <p>Why are older people more at risk from medication errors?</p> <ul style="list-style-type: none"> • Multiple medication use • Reduced cognitive abilities • Uninformed about medication regime • Physical impairments •

TEAM WORKSHOP SESSION

<p style="text-align: center;">5</p>  <p style="text-align: center;">Medication in the Care Home By BVS Training</p>	<p>View the video- Must have internet connection, video will appear in PowerPoint when in Slide Show mode, 2:52 min. If it does not launch, open a new browser and go to http://www.youtube.com/watch?v=54SLaMLRDKQ</p> <p>* Debrief content. Participants to consider how their work is similar or different to the workers in the video, eg:</p> <ul style="list-style-type: none"> • Disposal of medications • Assisting with medications
<p style="text-align: center;">6</p>  <p style="text-align: center;">Safe medication management in the home.....</p> <p style="text-align: center;">Client centred care, what does that mean? In relation to medications? Who's role is it to administer medications? Does it really matter who does it as long as it is done safely?</p>	<p>*This slide has 3 questions that can be used for group discussion.</p> <p>There is space in the Handbook for participants to take notes.</p> <p>Client centred care, what does that mean? In relation to medications?</p> <p>Client centred care means providing health care that respects the client's wants, needs, and preferences and ensures that they receive appropriate information and support to make decisions and participate in their own care. In relation to medication in the home setting, this does not mean giving clients whatever they want, but knowing the client's ability to manage their own medication and providing appropriate support when necessary to ensure their safety and health.</p> <p>Who's role is it to administer medications?</p> <p>Medication administration policies for aged care community workers may vary and are not standardised among service providers. However, there are opportunities for aged care community workers to safely and competently assist with some medication some of the time.</p> <p>NOTE: The safe medication model and resources in this model are based on a level of responsibility for aged care community workers identified by the project's industry stakeholders and included in the iNotice app.</p> <p>Does it really matter who does it as long as it is done safely?</p> <p>The aim should always be to encourage and support independence and self-management of the client. Assistance</p>

TEAM WORKSHOP SESSION

	<p>by community carers should be a last resort after all measures to assist have been explored and should always be reported.</p>
<p style="text-align: center;">7</p> <p style="text-align: center;">Knowledge is the best medicine...</p> 	<p>✳ This slide is for brief discussion about:</p> <ol style="list-style-type: none"> 1. who is the 'I' referring to? Is it the client, care worker, informal care givers, family, coordinators, interdisciplinary workers 2. Where does medication information come from? Friends, magazines, the internet, TV, Drs, pharmacists 3. How do we know medication is correct? From a trusted source such as Dr or pharmacist <p>📖 There is space in the Handbook for participants to record answers.</p>
<p style="text-align: center;">8</p> <p style="text-align: center;">Key roles of client care...</p> 	<p>✳ This slide overviews the 5 client care key roles for heightened awareness of safe medication management for the aged care community worker.</p> <ol style="list-style-type: none"> 1. Risk management: <ul style="list-style-type: none"> • Use basic knowledge and experience to identify risks of adverse medication events • Apply early intervention 2. Client wellness: <ul style="list-style-type: none"> • Have a basic knowledge of a 'healthy body' • Recognise the signs and symptoms of illness • Recognise changes in client health • Make decisions on appropriate action within organisational guidelines • Recognise changes in client ability to self-administer medications 3. Supporting independence: <ul style="list-style-type: none"> • Basic knowledge of safe medication management practices and tools/support products • Understand the concepts of self efficacy • Encourage clients in the self-management of their medication and independence • Communicate information on safe medication management practices and tools/support products to the client and the informal carer

TEAM WORKSHOP SESSION

4. Optimum client outcomes:

- Communicate with the client/informal carer with empathy and understanding
- Current knowledge of new and evolving technologies
- Support the client to meet changes in a medication management
- Communicate and share with the client new ideas on medication management

5. Client information:

- Basic knowledge of organisational recording and reporting process
- Contribute feedback for review of the care plan in discussion with coordinator
- Use organisational recording and reporting processes to inform the organisation about the client and their medication

 There is space in the Handbook for participants to record answers.

9

Health and medication...

What is a medication?



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

What are some common adverse or unwanted reactions to medicines?

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

When are adverse reactions likely to occur?

* This slide outlines basic age-related health changes and common adverse medication reactions.

1. What is a medication?

A medication is any substance taken with the aim of preventing or treating illness or of maintaining or promoting health.

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

Prescription- any medication prescribed by an authorised person (usually the Dr)

Over –counter- any medication obtained without prescription. Some be regulated and can only be purchased from a pharmacy.

Complementary- includes herbal remedies and alternative therapies such as vitamins, minerals, herbal products

TEAM WORKSHOP SESSION

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

<i>Age related change</i>	<i>Description</i>	<i>Results</i>
Increase in body fat	Changes occur to the ratio of lean body mass to body fat	Drugs that are distributed into fat have a longer and broader effect
Decrease in gastrointestinal action	The rate at which we move food through our stomach and intestines slows down	Medication action may be decreased or delayed
Decrease in liver function	Liver size decreases, blood flow to the liver that carries toxins is reduced and the enzymes that break down the toxins are reduced.	Drugs can collect in the liver causing toxicity
Decrease in kidney function	Kidney's become smaller and less efficient at filtering out toxins	Drugs may remain in the body for longer. This may lead to an increase in their effect and the potential for side effects.
Decrease in body fluid	The percentage of body weight consisting of water decreases	Drugs may become more highly concentrated which may exaggerate their effects.

TEAM WORKSHOP SESSION

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

- Rashes
- Constipation
- Nausea
- Confusion
- Dizziness
- Weakness
- Tremors
- Sleeplessness
- Incontinence
- Breathlessness

NOTE: Some adverse reactions may go unnoticed because the symptoms may mimic problems associated with aging eg confusion, weakness, tremor.

5. When are adverse reactions likely to occur?

- Multiple pathology or illness- this means several different illnesses or diseases present at the same time
- Polypharmacy- several medications being used concurrently
- Drug hoarding- keeping and using out-of-date medications
- Altered physiology- changes due to aging
- Poor compliance with medications- over or under dosing

 There is space in the Handbook for participants to record answers.

10

The iNotice app



① Ask each participant to open the iNotice app.

* Introduce the concept that within own job roles there are boundaries around what an aged care community worker can do pertaining to client medications. Explore the content of the iNotice app and discuss how it might be used at work.

11

* Introduce the 3-step process to heightened awareness of safe medication management:

TEAM WORKSHOP SESSION

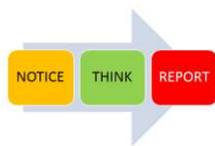
<p style="text-align: center;">Working with a <i>heightened awareness</i></p> 	<ol style="list-style-type: none"> 1. Notice- what are some of signs that a client's health has changed (refer to iNotice app) 2. Think- how do you describe the changes, what information is useful for determining level of response required? 3. Report- what action is to be taken by the aged care community worker (refer to iNotice app)? How is the change recorded and reported?
<p style="text-align: center;">12</p> <p style="text-align: center;">Scenarios...</p> 	<p>➔  In iNotice app (screen iPractice) are some suggested scenarios that can be used to practice using the Notice, Think, Report process. Scenarios can be considered as a group, or divided amongst pairs or individuals (depending on the size of the group) then debriefed as a group.</p>
<p style="text-align: center;">13</p> <p style="text-align: center;">Test your learning...</p> 	<p>➔  In the <i>Aged Care Community Worker Handbook</i> are some review questions that can be completed in the workshop session or participants may use at a later time to revise their learning.</p>
<p style="text-align: center;">14</p> <p style="text-align: center;">The end</p> 	<p>➔ Conclusion</p>

iNotice COORDINATOR BRIEFING SESSION NOTES

Facilitator notes to accompany the iNotice Coordinator Briefing PowerPoint Presentation and Coordinator Handbook

Facilitators will need to have copies of the *Coordinator Handbook* and *Monthly Medication Monitor Tool* for each workshop participant. The venue will need to have equipment for PowerPoint presentation. It is expected that all Coordinators will have participated in the iNotice Team Workshop as relevant information is referred to in this session. They will already have been given the *Aged Care Community Worker Handbook* and downloaded the iNotice app and should be asked to bring them along to this session.

COORDINATOR BRIEFING SESSION	
Slide #	Facilitator Notes
	<ul style="list-style-type: none"> ① General information ↻ Refresh Team Workshop content ✳ Discussion 🔄 Activity 📖 Information in Handbook <p>NOTE: 'You' in the following refers to the Coordinator.</p>
<p style="text-align: center;">1</p>  <p style="text-align: center;">iNotice Coordinator Briefing</p> 	<ul style="list-style-type: none"> ① Display this slide prior to the briefing session starting
<p style="text-align: center;">2</p>  <p style="text-align: center;"><small>Heightened awareness of safe medication management for aged care community workers</small></p>	<p>Welcome and introductions</p> <ul style="list-style-type: none"> ① Introduce self, other personnel and provide any general housekeeping information (eg expected session time, breaks, toilets, exits) ① Provide each participant with the <i>Coordinator Handbook</i>.

<p style="text-align: center;">3.</p> <div style="border: 1px solid black; padding: 5px; margin-bottom: 10px;"> <p style="text-align: center; background-color: #0056b3; color: white; margin: 0;">iNotice Professional Development Program</p>  <ul style="list-style-type: none"> • About the program • The aims of the program </div>	<p>🔄 For general review and questions if required</p> <ul style="list-style-type: none"> • About the iNotice program • The aims of the iNotice program <p>Refer to <i>Aged Care Community Worker Handbook</i> p3-5</p>
<p style="text-align: center;">4.</p> <div style="border: 1px solid black; padding: 5px; margin-bottom: 10px;"> <p style="text-align: center; background-color: #0056b3; color: white; margin: 0;">Key roles of client care</p>  </div>	<p>✳️ This slide overviews the 5 client care key roles for heightened awareness of safe medication management for the CCW and their coordinators.</p> <p>Refer to Client Care Key Roles Table provided on page 6 of this guide and in the <i>Coordinator Handbook</i>, p4-6.</p> <p>Participants to briefly discuss:</p> <ol style="list-style-type: none"> a. How are the 5 key roles of client care similar to your current coordinator job role? What is different? Individual and organisation job role descriptions b. In the Client Care Key Role table how is the Coordinator working to the model of heightened awareness of safe medication management? Discuss all coordinator skills, knowledge and behaviours c. What, if any, support will be needed to implement this model of care? Answer will reflect the discussion and professional development needs of the coordinator workforce <ul style="list-style-type: none"> • Professional development opportunities • Networking • Mentoring <p>📖 There is space in the Handbook for participants to record answers.</p>
<p style="text-align: center;">5.</p> <div style="border: 1px solid black; padding: 5px; margin-bottom: 10px;"> <p style="text-align: center; background-color: #0056b3; color: white; margin: 0; font-size: small;">Working with a heightened awareness of safe medication management Aged Care Community Workers</p>  </div>	<p>🔄 Refresh 3 step process for aged care community workers</p> <ol style="list-style-type: none"> 1. Notice 2. Think 3. Report

<p>6.</p> <p>Working with a heightened awareness of SAM Coordinators</p> 	<p>✳ This slide introduces the 3 step process for coordinators:</p> <ol style="list-style-type: none"> 1. Receive 2. Review 3. Respond
<p>7.</p> <p>The iNotice app</p> 	<p>🔄 Refresh the iNotice app</p> <ul style="list-style-type: none"> • CCW reports observed event according to the iNotice app • Information is transferred to their Coordinator
<p>8.</p> <p>Receiving information</p> <p>CCW reports event to iNotice app:</p>  <ol style="list-style-type: none"> 1. Severe or life threatening symptoms - Emergency - Call 000 then inform coordinator awaiting with multiple symptoms - call 999 2. Critical - report to coordinator immediately 3. Report to coordinator within 24 hours 	<p>👉 As a group, in pairs or individually, participants are to unpack the 'Receive' step for Coordinators and discuss the questions in the Coordinator Handbook for this slide.</p> <p>Answers will vary depending on the policies and procedures of the organisation. Debrief as a group.</p> <p>📖 There is space in the Handbook for participants to record answers.</p>
<p>9.</p> <p>Reviewing information</p> <p>Coordinator reviews information considering:</p>  <ol style="list-style-type: none"> 1. Level of reporting (1-4) 2. Sufficient detail about the event 3. Organisational policy and procedures 4. Identify any additional knowledge needed to make informed and appropriate response 	<p>👉 As a group, in pairs or individually, participants are to unpack the 'Review' step for Coordinators and discuss the questions in the Coordinator Handbook for this slide.</p> <p>Answers will vary depending on the policies and procedures of the organisation. Debrief as a group.</p> <ol style="list-style-type: none"> a. How do you determine that the report has sufficient information to inform an appropriate response? <ul style="list-style-type: none"> • Client's medication • Clients' previous history • Client's cognitive function • CCW behaviours and previous experiences • Best practice b. How will you obtain immediate additional knowledge if needed to inform an appropriate response? <ul style="list-style-type: none"> • Contact the CCW for more specific information • Seek advice from trusted source <p>📖 There is space in the Handbook for participants to record answers.</p>

10.

Could medication be a factor?

Consider the following:



Is the client on medication?

Has the client's medications recently changed?

Has the client been taking medications, as prescribed?

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

✳ The questions on this slide may be discussed as a group. They relate to medications and what factors need to be considered when reviewing a report.

a. Is the client on medication?

Refer to client information and care plan.

b. Has the client's medications recently changed?

Refer to client information and care plan.

c. Has the client been taking medications as prescribed?

- Did the CCW report any evidence that medication was not being taken?
- Has client refused to take medication?
- Has medication been discarded or tampered with?
- Did CCW speak with the client about taking their medications?

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

- Illness or infection
- Changes- routine, weather, family situation
- Accidental over or under dosing

There is space in the Handbook for participants to record answers.

11.

Responding to information

Coordinator responds by:

RESPOND

1. Following organisational policy and procedures
 - a. Which protocols must be followed?
 - b. Who else needs to be informed?
2. Reviewing and updating care plan
3. Consulting Ministry Medication Monitor
4. Providing feedback to all stakeholders to support quality improvement opportunities

✳ The steps included in this slide should be considered according to the policies and procedures of the organisation. There are questions in the *Coordinator Handbook* for discussion.

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

- Informal carer, family members
- Community nurse
- Dr
- Pharmacist
- Allied health providers
- Internal organisation reporting- formal and informal

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

Refer to organisational policy and procedures

➡ Provide copies of the *Monthly Medication Monitor* and review for purpose and content.

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:

- Gather and act on information regarding adverse medication events
- Apply a case coordination approach to medication risk
- Recognise medications that carry greatest risk

ii. Client wellness:

- Recognise changes in client health and be accountable for decision making within organisational guidelines
- Apply an evidence based, case coordination approach to client wellness

iii. Client enablement:

- Able to investigate medication management alternatives, in partnership with the interdisciplinary team

iv. Client enrichment:

- Communicate and share with the care worker, client/informal carer and interdisciplinary workforce new ideas on medication management

v. Client information report, review and respond:

- Use organisational recording and reporting processes to inform the interdisciplinary workforce about the client and their medication management
- Write care plan in conjunction with the client

	<p>d. How will the information gathered in the Monthly Medication Monitor assist you to review and update Client Care Plan?</p> <ul style="list-style-type: none"> • Can be as evidence for changes to the client plan and/or services • Can be provided to the Dr • Can be used in Home Medicines Review <p>e. How will implementing the safe medication management model contribute to the Community Common Care Standards?</p> <ul style="list-style-type: none"> • 2.3 care plan development and delivery • 2.5 service user referral • 3.5 independence <p>f. What feedback will you provide to the CCW?</p> <ul style="list-style-type: none"> • Outcome of the report • Opportunities for improving the quantity and quality of information in reporting <p> There is space in the Handbook for participants to record answers.</p>
<p>12.</p> <p>Scenarios...</p> 	<p>  In the <i>Coordinator Handbook</i> are some suggested scenarios that can be used to practice using the Receive, Review and Respond process. Scenarios can be considered as a group, or divided amongst pairs or individuals (depending on the size of the group) then debriefed as a group.</p>
<p>13.</p> <p>CONGRATULATIONS</p> <p>You have completed the Coordinator Briefing for iNotice</p>  <p>  </p>	<p> This concludes the Coordinators Briefing</p>