

# BAY-ARENAC BEHAVIORAL HEALTH AUTHORITY POLICIES AND PROCEDURES MANUAL

<b>Chapter: 7</b>	<b>Human Resources</b>		
<b>Section: 3</b>	<b>Education</b>		
<b>Topic: 7</b>	<b>Remedial GHC Training For Undesirable Medication Occurrences</b>		
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## Policy

It is the policy of Bay-Arenac Behavioral Health Authority (BABHA) to ensure the safety of the people we serve as it relates to the medication administration process.

## Purpose

This policy and procedure is established to provide a process for determining acuity of medication occurrences and the need for further education, remediation, etc. It is also established to focus on the underlying causes of the event, so that systems changes can be made in order to reduce the probability of such an event in the future (non-punitive approach).

## Education Applies to

- All BABHA Staff
- Selected BABHA Staff, as follows: Horizon Home
- All Contracted Providers:    Policy Only    Policy and Procedure
- Selected Contracted Providers, as follows: Specialized Residential Homes, Vocational and Day Programs where medications are administered
  - Policy Only    Policy and Procedure
- BABHA's Affiliates:    Policy Only    Policy and Procedure
- Other:

## Definitions

### LEVEL 1 Medication Occurrences:

- Near misses
- Wrong time

### LEVEL 2 Medication Occurrences:

- Omissions

### LEVEL 3 Medication Occurrences:

- Wrong medication

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- Wrong dosage
- Wrong consumer
- Wrong route

Qualified Designee: Someone designated as competent and who is able to assess and complete the assigned task.

**Procedure**

- A. BABHA requires that remedial education occur if an individual is identified as responsible for undesirable medication occurrences as defined in this procedure. Remedial education is necessary in order for BABHA to continue to consider the individual to be certified under the Group Home Curriculum (GHC) requirements for passing of medications.
- B. The remedial education to be provided will be specific to the content of the GHC regarding passing of medications, and the intensity will be commensurate with the severity of the occurrence.
- C. If a Home Manager, the BABHA Nursing Manager and/or the BABHA Recipient Rights Office identify that an individual is responsible for an undesirable medication occurrence, the following remedial action plan and level of remedial education will be implemented:
  1. If one (1) occurrence at a level 2 in a month, or 2 occurrences at a level 1 in a month, the following steps will be taken:
    - The identified personnel will review a designated video regarding medication occurrences at the BABHA Staff Development Center; and
    - The identified personnel will pass the test/quiz that is provided.
 If it is determined after discussion between the Nursing Manager and the Home Manager that the employee would benefit from one on one education with nursing staff, this may be provided either in addition to or in lieu of the above training.
  2. If two (2) occurrences in 1 month at a level 2, or
    - one (1) occurrence at a level 3, the following steps are to be taken: The provider will not allow the identified personnel to administer medications

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until their competency has been assessed by the Home Manager, or qualified designee for the next three (3) scheduled work days; and

- The identified personnel will complete and pass the next available Abbreviated Basic Medication and/or Medication Refresher class as determined by the Nursing Manager, or designee, at the Staff Development Center.
  - If it is determined after discussion between the Nursing Manager and the Home Manager that the employee would benefit from one on one education with nursing staff this may be provided either in addition to or in lieu of the above training.
3. If three (3) occurrences within 12 months at a level 2, or two (2) occurrences at a level 3 within 12 months, the following steps may be taken as determined on an individual basis by the Nursing Manager, or designee.
- The provider will not allow the identified personnel to administer medications until remedial training is completed;
  - The identified personnel will complete the BABHA Staff Development Center Medication Refresher class or a Basic Medication class (2 day), whichever class is determined to be the most appropriate by BABHA; and
  - Pass the test quiz that is provided, including a return demonstration on passing meds.

If it is determined after discussion between the Nursing Manager and the Home Manager that the employee would benefit from one on one education with nursing staff this may be provided either in addition or in lieu of the above training.

- D. All aspects of the group home training, testing, conduct and passing/failing requirements apply during this process.
- E. Determination of the level of acuity will be made in conjunction with the Home Manager, the BABHA Nursing Manager and/or the BABHA Recipient Rights Office. BABHA's Medical Director and/or the Healthcare Practices Committee (HPC) may be consulted, as appropriate, to recommend actions that need to be taken.
- F. If a contracted residential service provider has their own policies and procedures governing remedial training of staff in response to undesirable medication related occurrences, and such policies and procedures are inconsistent with this BABHA procedure, the Home Manager and

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BABHA Nursing Manager, or designee will negotiate a mutually satisfactory resolution. However, providers should not assume the availability of additional training through the BABHA training program beyond that defined in this policy and procedure.

- G. Should the required remediation process not be completed within 3 months of notification, the Provider will be notified that the involved staff person cannot administer medications until the process is completed. If there are circumstances that involve a personal emergency which would not permit the involved staff to complete the required remediation process, this will be taken into consideration on a case to case basis

**Attachments**

N/A

**Related Forms**

Incident Report Form (G:\BABH\Clinical Services\Master Clinical Files)

**Related Materials**

N/A

**References/Legal Authority**

N/A

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<b>SUBMISSION FORM</b>				
<b>AUTHOR/ REVIEWER</b>	<b>APPROVING BODY/COMMITTEE/ SUPERVISOR</b>	<b>APPROVAL /REVIEW DATE</b>	<b>ACTION (Deletion, New, No Changes, Replacement or Revision)</b>	<b>REASON FOR ACTION - If replacement list policy to be replaced</b>
M. Bartlett	J. Pinter	02/06/08	Revision	Change requested in LEVEL 3 list of medication occurrences.
M. Bartlett	R. Finta	03/24/09	Revision	Horizon Home staff added to applicability
M. Bartlett	J. Pinter	06/24/09	Revision	Updated to include Abbreviated basic medication class
M. Bartlett	MMPRC	09/20/11	Revision	Updated to ensure appropriate follow up occurs with medication errors
Rebecca Smith	Rebecca Smith	05/31/13	No changes	Triennial review
S. VanParis	S. VanParis	08/18/15	Revision	Updated to reflect title changes
Rebecca Smith	Rebecca Smith	05/31/16	No changes	Triennial review
Sarah Van Paris	SLT	8/2/17	Revision	Revised to reflect current practice
Sarah Van Paris	Rebecca Smith		No changes	Triennial review
Sarah Van Paris	Rebecca Smith	6/27/19	Revision	Triennial review