**Aku rongoā**

 **My medication**

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| Introduction  |
| **Purpose** | This document provides directives and guides on how we manage medication that is prescribed for tāngata whai ora/tāngata whaikaha.  |
| **Scope** | The processes described in this document apply to health care workers, tāngata whai ora/tāngata whaikaha and anyone involved in prescribing, dispensing, receiving, storing, administering and disposing of medication.The processes apply to housing and recovery/residential/respite/facility based services. |
| **Policy** | Our services:* Maintain systems that ensure safe medicines management processes.
* Support tāngata whai ora/tāngata whaikaha to make informed choices.
* Ensure adherence with contractual responsibilities, duty of care and legislation.
* Support tāngata whai ora/tāngata whaikaha gain and/or maintain independence in managing their medication and other remedies.
* Commit that tāngata whai ora/tāngata whaikaha are the focus of our medicines management system.
* Implement the relevant Ministry of Health medication management guidelines.
* Does not use Standing Orders.
 |
| **Quality Indicators** | To measure the effectiveness of the medication management system, the following quality indicators are put in place:* Documentation, analysis and resulting improvements of medication related adverse events and near misses.
* Number of tāngata whai ora/tāngata whaikaha that have achieved a defined level of independence in managing their medication.
* The medication competency systems are in place and effective.
* External and internal audit results show that required standards/criteria for medication management processes have been met.
 |
| **References** |
| **Legislation** | Medicines Act 1981Medicines (Standing Order) Regulations 2002Misuse of Drugs Act 1975Health Practitioner Assurance and Competency Act 2003 |
| **Resources** | [A guide to reducing or stopping mental health medication*.* Notes for consumers.](https://www.tepou.co.nz/resources/a-guide-to-reducing-or-stopping-mental-health-medication-notes-for-consumers)[A guide to reducing or stopping mental health medication. Notes for prescribers.](https://www.tepou.co.nz/resources/a-guide-to-reducing-or-stopping-mental-health-medication---notes-for-prescribers)[Healthify He Puna Waiora](https://healthify.nz/)[Medication safety programme](https://www.hqsc.govt.nz/our-programmes/medication-safety/)[Medicines Management Guide for Community Residential and Facility-based Services](http://www.health.govt.nz/publication/medicines-management-guide-community-residential-and-facility-based-services-disability-mental) – Disability, Mental Health and Addiction.[Medication Guidelines for the Home and Community Support Services Sector.](https://www.health.govt.nz/publication/medication-guidelines-home-and-community-support-services-sector)[Medicines Reconciliation Standard](https://www.health.govt.nz/publication/medication-charting-and-medicine-reconciliation-standards)[New Zealand Nurses Organisation Medicines Guidelines](http://www.nzno.org.nz/resources/medicines_-_guidelines_and_information)[Standing Order Guidelines 2016](http://www.health.govt.nz/publication/standing-order-guidelines)[Tikanga ā-Rongoā](http://www.health.govt.nz/publication/tikanga-rongoa) |
| **Standard** | [NZS 8134:2023 - Ngā paerewa Health and Disability Services Standards](https://www.standards.govt.nz/shop/nzs-81342021/) 3.4. |
| **Related Organisational Documents** | Adverse EventsŌ Tātou Motika – Our RightsInfection prevention and antimicrobial stewardship  |

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| Responsibilities for Medication Management Processes |
| Medicines reconciliation |
| **Definition** | The process for obtaining and communicating the most accurate list of all medicines a person is taking, together with details of any allergies and/or adverse reactions. The goal is to make sure the person has the correct medicines with them when they start living at our residence or respite facility.  |
| **Responsibility** | The referrer is responsible to provide accurate information and prescription(s) to our service no later than at tangata whai ora/tangata whaikaha service entry. Choose an item. liaises with tangata whai ora/tangata whaikaha, prescribers, pharmacist, and others involved in the person’s support to ensure all information has been obtained before we make medication available.  |
| **Process**http://www.writingwildly.com/uploads/4/3/6/6/4366763/5952066.png | The scope of the procedures covers all prescribed and over the counter remedies/medicines, including:* Nutritional supplements.
* Non-oral medicines such as inhalers, skin patches or ointments.
* Complementary medicines.
* Non-prescription products such as over-the-counter medicines.
* Rongoā Māori.

The current prescription(s) need to be made available to us at the time of service entry.To prevent medication errors resulting from the transfer process, our medicine reconciliation identifies:* Omissions
* Temporarily stopped medicines
* Medicines not restarted
* Duplicated orders
* Incorrect medicines
* Dosage/route discrepancies
* Over-the-counter medicines. (eg, prescribed paracetamol)
 |
| We listen to and follow-up with the prescriber or pharmacist when tāngata whai ora/tāngata whaikaha or their whānau/supports inform us that medication in the medico pack or container is not what they usually get.  |

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| Prescribing |
| **Definition** | Is a formal communication from an authorised healthcare professional (examples: GP, psychiatrist, nurse practitioner) to a pharmacist, authorizing them to dispense a specific prescription drug for a specific tangata whai ora/tangata whaikaha. This is usually done by writing a prescription. Prescriptions are: medication chart, medication order, prescription pad, electronic or paper based prescriptions.  |
| **Responsibility** | **Activity** |
| **Prescriber** | * Provides timely, legible, accurate and legal medicine prescriptions.
* Obtains informed consent from tangata whai ora/tangata whaikaha.
* Provides advice and direction about the administration, monitoring and management of medicines.
* Considers non-pharmaceutical alternatives.
* Liaises with staff and pharmacists.
* Documents the diagnosis and the rationale for treatment.
* Conducts medication reviews.

To ensure compatibility with a range of remedies: * Prescribes over-the-counter medication and supplements.
* Liaises with rongoā Māori practitioner.
* Ensures the medicine allergy and sensitivity status is noted on the prescription.
 |
| **Tangata whai ora/tangata whaikaha****with support from whānau** | * Attends doctors’ visits to ensure ongoing supply of medication.
* Processes the prescription as required.
* Asks any questions if the prescription is not clear.
* Accesses [information](https://healthify.nz/) about the medication prescribed.
* Initiates a medication review as necessary.
 |
| **Healthcare worker** | * Supports and/or initiates the ongoing supply of medication for Tangata whai ora/tangata whaikaha.
 |
| http://www.writingwildly.com/uploads/4/3/6/6/4366763/5952066.png**We do not allow our healthcare workers to transcribe medication!** |
| Dispensing  |
| **Definition** | The preparation a medicine for sale to the public. The packaging, labelling, recording, and delivery of that medicine (Medicines Act 1981). |
| **Responsibility**  | **Activity**  |
| **Pharmacist** | It is the role of the pharmacist to dispense medication. |
| **Prescriber** | In some circumstances the prescriber might dispense medication. However the packaging and labelling of the medication need to align with the Medicines Act 1981.  |
| **Registered Nurses**  | Nurses are legally not authorised to dispense medication unless they are ‘delegated prescribers’ or nurse practitioners.  |
| **Healthcare workers**  | Do not tamper with the original package of the dispensed medication. |
| **Tangata whai ora/tangata whaikaha****and whānau** | Do not tamper with the original package of the dispensed medication. |
| Administer/supervise/give medication |
| **Definition** | To give medication to a person in the correct way. |
| **Responsibility** | **Activity** |
| **Prescriber** | Agrees to tangata whai ora/tangata whaikaha level of self-administration – in writing - or delegates this decision in writing to another health professional.  |
| **Healthcare worker** | Facilitate medicine administration in a manner that supports maximum independence for tangata whai ora/tangata whaikaha.  |
| **Tangata whai ora/tangata whaikaha**  | Take part in taking their prescribed medication - to their capability. Resource: [Te Kete Haerenga and medicines.](https://healthify.nz/tools/t/te-kete-haerenga-and-medicines/)  |
| **Throughout the medication administration and support processes we implement the following Māori values and principles:**  |
| **Manaakitanga**We express kindness and respect for tāngata whai ora/tāngata whaikaha, emphasising responsibility and reciprocity. | **Whanaungatanga**We foster and maintain a therapeutic relationship with tāngata whai ora/tāngata whaikaha. |
| **Wairuatanga**We acknowledge the holistic wellbeing of tāngata whai ora/tāngata whaikaha and the spiritual synergy of the collective with which tāngata whai ora/tāngata whaikaha identifies. | **Kaitiakitanga**We are responsible for ourselves and the environment we work in, we also learn from tāngata whai ora/tāngata whaikaha how they express being responsible for themselves and the environment.  |
| **Rangatiratanga**We support and accept tāngata whai ora/tāngata whaikaha autonomy to make decisions. |
| If tāngata whai ora/tāngata whaikaha convey that there are anxious or apprehensive about taking medication we offer karakia and/or waiata before administering. |
| **Preparing to administer/supervise/giving medication** |
| **Healthcare worker** | 1. No disruptions:
* Activate answerphone.
* Select a quiet space.
* Select a private space.
 | 1. Have the paperwork ready:
* Script
* Signing sheet
* Special instructions
 |
| 1. [Wash your hands](https://healthify.nz/hauora-wellbeing/h/hand-washing/).
 | 1. Greet tangata whai ora/tangata whaikaha at the medication room.
 |
| 1. Make sure water is available for medication that need to be swallowed.
 | 1. Check for medicines contraindications and allergies.
 |
| 1. Take baseline observations if required; for example blood pressure.
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| The ‘9 Rights’ of medication administration  |
| **1 Right tangata whai ora/ whaikaha** | * Check the name on the medication pack/container.
* Check that the identity of the service user matches the name on the pack.
* Ask tangata whai ora/tangata whaikaha to identify themselves.
 |
| **2** **Right medication** | * Check the prescription.
* Check the name of the medication.
* Check the look of the medication.
* Check the expiry date.
* Check for limited shelf life once opened (for example eye drops, ear drops).
* Check for medication related allergy or sensitivity:
	+ Do not administer if in doubt.
	+ Contact the prescriber or pharmacist or health professional.
 |
| **3** **Right dose**   | * Ensure the dose and strength in the medication pack/container is the one charted on the prescription.
 |
| **4** **Right route** | * Check the prescription.
* Confirm that tangata whai ora/tangata whaikaha can take or receive the medication by the ordered route.
* Remember: not all pills are swallowed!
 |
| **5** **Right time** | * Check the frequency of the prescribed medication.
* Double-check that you are giving the prescribed at the correct time.
* Confirm when the last dose was given.
* Check if there is a period of time to take the medication in relation to foods or liquids (for example antibiotics). Always follow the instructions.
 |
| **6****Right education and consent** | * Check if tangata whai ora/tangata whaikaha understands what the medication is for.
* Provide them with [information](https://healthify.nz/medicines-a-z/) if they have any question.
* Provide them with this information: [5 questions to ask](https://www.hqsc.govt.nz/resources/resource-library/5-questions-to-ask-about-your-medications-consumer-safety-poster/) about your medication.
 |
| **7** **Right to decline** | * Be aware that tangata whai ora/tangata whaikaha have a right to decline medication if they have the capacity to do so.
* Explore the reason for the refusal.
* Inform the prescriber and/or responsible health professional if medication has been refused.
 |
| **Administer/supervise/give the medication**  |
| **Do not administer medication if tangata whai ora/tangata whaikaha is intoxicated.** Consult with the prescriber, registered nurse or call [Health line](https://healthify.nz/hauora-wellbeing/h/healthline/) 0800 611 116  |
| **Oral Medication** * Swallowing – usually with water.
 | * Sublingual –held under the tongue
* Buccal – held inside the cheek
 |
| **Inhalers*** [Inhaler devices.](https://healthify.nz/medicines-a-z/i/inhaler-devices/)
 | * [How to use an inhaler.](https://www.asthma.org.nz/pages/how-to)
 |
| **Topical*** Applied to a specific area of the skin.
 | * Ointments, lotions, liniments, and aerosols.
* Always follow instructions.
 |
| **Eye drops*** [How to apply them.](https://healthify.nz/medicines-a-z/e/eye-drops/)
 | Do not crush or dissolve any medication unless authorised by the prescriber or pharmacist. |
| **8****Right documentation** | * Ensure you have signed/initialled for the medication AFTER it has been administered.
* Ensure to record if the medication was not administered/given.
 |
| **9** **Right evaluation** | * Observe whether the medication is working the way it should.
* Take post-medication observations as instructed.
* Facilitate a non-routine medication review if required.
 |
| Dropped or spilled medication  |
| **Never** administer dropped or spilt medication, nor put it back in the container: * Wipe up any spilt liquid with a disposable cloth, and dispose of the cloth in an outside bin.
* Explain to tangata whai ora/tangata whaikaha how you will continue with the process and why.
* Administer the correct dose from the remaining medication if possible.
* Arrange for the dropped or spilt medication to be replaced.
* Return dropped medication to the pharmacy for disposal.
* Complete an incident/adverse event report.
* Apologise to tangata whai ora/tangata whaikaha.
 |
| PRN – As required medication  |
| **Policy** | * All PRN medication need to be prescribed. This includes over-the-counter medication, supplements and rongoā Māori.
* All PRN prescribed medication need to include the condition/ indication for which the medication should be given.
* We only administer/give PRN medication if we have clear instructions about the frequency and dose.
 |
| **Processes** | Follow the administering/supervising/giving medication process and:If alternatives to PRN are available offer the following before administering/giving PRN medication. Examples:* breathing exercise
* karakia
* waiata
* sensory modulation
* diversion therapy/activities
* talking therapies
* refer to the relapse prevention plan
* Only administer/give PRN medication for the purpose noted on the prescription.
* Some PRN can only be administered/taken if the clinical responsible team or our on-call person approves – check for instructions.
* Record the outcome/effect of PRN in tangata whai ora/tangata whaikaha notes.
 |
| **PRN and regular use***(MOH guideline)* | * ‘If the medicine is ‘as required’, there is an expectation that the person is not using it regularly or ‘relying’ on it.
* If the person is using or requiring a PRN medicine regularly, it is important that staff know to report this to the prescriber so the circumstances can be considered.
* If a person has a change in the frequency in which they take the PRN medicine or in their experience of the symptom being treated with the PRN medicine, staff need to report that change to the prescriber in case there is something else wrong.’
 |
| **CAUTION:** [**Patient safety guide for Ibuprofen**](https://www.healthnavigator.org.nz/medicines/i/ibuprofen/) **Paracetamol guide for** [**adults**](https://www.healthnavigator.org.nz/medicines/p/paracetamol/) **and** [**children**](https://bpac.org.nz/2018/docs/paracetamol.pdf) |

Effects of the medication on the person who has taken it.

E

Staff/Person engaged with the service

Apply [Hand Hygiene](http://www.europeantissue.com/hygiene/how-to-wash-your-hands/)

If you have not observed the service user having ingested/swallowed their medication you cannot sign the administration record. You have to specify exactly how the medication has been processed.

**If not administered**

Make a note with correct abbreviation on the medication administration sheet & sign/initial.

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| Controlled drugs  |
| **Definition** | Controlled drugs (CD’s) include medicines available on prescription from a health professional. Prescribing of controlled drugs is more tightly controlled than prescribing of other medicines, reflecting the need to restrict access to, and minimise the misuse of, controlled drugs. |
| **Policy** | * Staff who have achieved approved medication management competency can manage controlled drugs.
* We involve the Police if controlled drugs are missing because of possible theft.
* We inform the relevant professional body if a health professional has been involved in the theft or misappropriation controlled drugs.
* If possible: all controlled drug activities/processes involve two staff members.
* The staff member with overall responsibility over the controlled drug processes is familiar with the [MOH information](https://www.health.govt.nz/our-work/regulation-health-and-disability-system/medicines-control/controlled-drugs) this link provides.
 |
| **Scope** | * Not all controlled drugs require to be prescribed, stored, administered and recorded the same. Those processes depend on whether the medicine is an [A, B or class C controlled drug.](https://www.medsafe.govt.nz/profs/class/classintro.asp)
* The process described here relates to class A, B and some class C medication.
 |
| **Pharmacy role** | We have an arrangement with our dispensing pharmacy:* To identify (red controlled drug sticker) controlled drugs requiring special storage and controlled drug register processes.
* To dispense those controlled drugs separately from regular drugs.
 |
| **Responsibility** | Overall responsibility that the controlled drug processes are monitored and implemented are with a designated regulated health professional or staff in a leadership role.  |
| **Storage** | Controlled drugs to be kept in a locked controlled drug storage – separate from other medication -as soon as the controlled drugs arrive at the service and thereafter.  |
| Sometimes we might store controlled drugs in the controlled drug storage even though their classification does not require this. We will do this because of the medicines abuse potential.  |
| Each shift a designated staff member has the key to the controlled drug storage device.  |
| Controlled drugs are returned to the pharmacy (within one week) if no longer administered. We maintain a record of this – Pharmacist to counter sign the return of CD’s in the drug register. |
| **Records** | The controlled drug register is kept in the controlled drug storage container.  |
| A controlled drug register is maintained to record the specified controlled drugs coming in and those administered or given. . Follow the clear instructions provided in the controlled drug register. If in doubt, contact our pharmacist for advice.  |
| The record of controlled drugs coming in and those going out is signed by two staff members. |
| Once a week the balance of each drug noted in the register is checked. This will be entered in red in the controlled drug register. A delegated senior staff member or a health professional will perform this task.  |

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| Emergency medication/remedies |
| **Definition** | Emergency medication is medication that need to be available in case tāngata whaiora/ tāngata whaikaha have conditions that might require an emergency intervention with medication. We are alert to specific conditions such as:* [asthma](https://www.asthmafoundation.org.nz/resources)
* diabetes ([low blood glucose](https://www.healthnavigator.org.nz/health-a-z/l/low-blood-glucose/), [high blood glucose)](https://www.diabetes.org.nz/hyperglycaemia)
* [anaphylaxis](https://www.healthnavigator.org.nz/health-a-z/a/anaphylaxis/)
* [poorly controlled epilepsy](http://www.epilepsy.org.nz/main.cfm?id=83&lid=11)
* heart conditions/[heart attack](https://www.healthnavigator.org.nz/health-a-z/h/heart-attack/)
* [high blood pressure](https://www.healthnavigator.org.nz/health-a-z/b/blood-pressure-high/)
* [constipation (Clozapine related)](https://www.medsafe.govt.nz/profs/PUArticles/clozGI.htm)
* substance withdrawal syndrome
 |
| **Policy** | * We supporttāngata whaiora/tāngata whaikaha to have a plan for emergencies related to a health condition they have.
* We support tāngata whaiora/tāngata whaikaha to access their emergency medication.
* Each shift has a staff member with a current first aid certificate.
* Staff have training in identifying medical emergencies and how to respond.
 |
| **Processes** | * Follow the instructions and the ‘9 rights’ for emergency medication administration.
* Call for assistance if needed. Depending on the severity:
	+ On-call staff
	+ Healthline 0800 611 116
	+ 111
* Ensure the emergency medication is replaced.
* Report the situation through the adverse event process.
 |
| Over-The Counter (OTC) medication, rongoā Māori, complementary and alternative medicines (CAM)  |
| **Definition** | **CAM:** Any form of medicine or healing that does not fall into conventional medical practice*.* For example: herbal medicines, dietary supplements, homoeopathic remedies, vitamins, rongoā Māori and traditional Chinese medicine.**OTC**: Medication that can be purchased without a prescription for example at a pharmacy, supermarket or grocery store. **Rongoā Māori:** Rongoā is traditional Māori medicine that includes herbal remedies, physical therapies such as massage and manipulation, and spiritual healing. Within the context of this document only herbal remedies apply to the processes described here.**Supplement**: A product that is intended to supplement the diet.  |
| **Policy** | OTC and CAM products need to be prescribed or written approval for their use given by the prescriber. We support tāngata whai ora/tāngata whaikaha to obtain information and education about the interactions of their prescription medication and OTC and CAM medicines. |
| **Information/****resources** | Our local pharmacist [Chinese Medicine Council New Zealand](https://www.chinesemedicinecouncil.org.nz/)[Healthify](https://healthify.nz/medicines-a-z/c/complementary-and-alternative-medicine/) (CAM)[Rongoā Māori](https://bpac.org.nz/bpj/2008/may/rongoa.aspx)[NZ Association of medical herbalists](https://www.nzamh.org.nz/) [Te Aka Whai Ora supported rongoā Māori practitioners](https://www.teakawhaiora.nz/our-work/advocating-for-change/rongoa/)  |

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| Tāngata whai ora/tāngata whaikaha self-management of medication |
| **Definition** | Tangata whai ora/tangata whaikaha stores and administers their medication independently and may chooses to keep a record of this.  |
| **Policy** | The prescriber or the health professional delegated by the prescriber provides written approval that tangata whai ora/tangata whaikaha is independent with managing their medication processes.  |
| **Decision principles** | * We support tangata whai ora/tangata whaikaha to manage their medication.
* We support them to gain the skills to manage their medication.
* We provide them with [resources](https://healthify.nz/medicines-a-z/m/medicines-safety-tips/) and training to become medication management competent.
 |
| **Discussion**  | We support tangata whai ora/tangata whaikaha to bring supports when discussing the transition from dependent to independent medication management. The following supports might attend the discussion:* Advocate
* Peer support
* Cultural supports
* Key worker
* Pharmacist
* Interpreter
* Health care worker
* Prescriber
* Whānau
* Rongoā Māori practitioner
 |
| **Medication plan** | With tangata whai ora/tangata whaikaha and any supports they choose we develop a medication plan that includes a step by step medication management plan including competencies.  |
| **Storage** | We support tāngata whai ora/tāngata whaikaha that:  |
| **Changes** | We increase our medication support during times tangata whai ora/tangata whaikaha is not able to safely self-manage their medication. |

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| Adverse responses to medication |
| **Definitions** |
| [Adverse reaction](https://www.medsafe.govt.nz/Consumers/Safety-of-Medicines/Medicine-safety.asp) or[Side effect](https://healthify.nz/medicines-a-z/s/side-effects-medicines/) | Are the unintended effects of a medicine. Also called unwanted effects or adverse effects or side effects. Some of those effects can be predicted but some adverse reactions occur unexpectedly. |
| [Allergies](https://www.health.govt.nz/your-health/conditions-and-treatments/diseases-and-illnesses/allergies) | An allergy is when the body’s immune system reacts to normally harmless substances that it sees as harmful. The allergy-causing substances are called allergens. |
| [Anaphylaxis](https://healthify.nz/health-a-z/a/anaphylaxis/) | A severe, life-threatening systemic hypersensitivity reaction characterized by being rapid in onset with potentially life-threatening airway, breathing, or circulatory problems. |
| **Policy** | Staff and tāngata whai ora/tāngata whaikaha know how to take action when medication related adverse responses including anaphylaxis occur by following the processes identified below and by receiving training on the subject. We display an [Anaphylaxis poster](https://www.allergy.org.au/hp/anaphylaxis/first-aid-for-anaphylaxis-pictorial) in the area where medication is administered. We follow the adverse event processes.  |
| **Mild adverse reaction/side effects/allergy**  |
| **Symptoms – not all may be present** | **Response** |
| **Can be abrupt or gradual:**NauseaItchinessLower blood pressure than normalFlushingWheezing | * Remain with the person.
* Advise them to lie down in a recovery position or sit on the floor.

Call any of the people/service below and follow their instructions: * prescriber
* pharmacist
* clinical responsible service
* manager/team leader
* on-call staff
* Healthline 0800 611 116

We report the adverse reaction/side effect/allergy to [CARM](https://www.medsafe.govt.nz/safety/report-a-problem.asp#Medicine).  |
| **Moderate adverse reaction/side effects/allergy** |
| **Symptoms – not all may be present** | **Response** |
| **Can be abrupt or gradual:*** Warm sensation
* Mild shortness of breath/cough
* Feeling of fullness in mouth/throat
* Nasal congestion/sneezing/tears
* Eye and face swelling
* Pruritus (severe itchiness)
* Anxiety
 | * Remain with the person.
* Advise them to lie down in a recovery position or sit on the floor.
* Check if tangata whai ora/tangata whaikaha have an EPI-Pen. Make sure you know how to use it correctly before you administer it (or help tangata whai ora/tangata whaikaha to administer it themselves). The instructions will be on the side of the EpiPen, and the person may have an Anaphylaxis Action Plan with the EpiPen.

Call any of the people/service below and follow their instructions: * prescriber
* pharmacist
* Healthline 0800 611 116
* clinical responsible service
* manager/team leader
* on-call staff

We report the adverse reaction/side effect/allergy to [CARM](https://www.medsafe.govt.nz/safety/report-a-problem.asp#Medicine). |

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| **Anaphylaxis/severe allergy** |
| **Symptoms**  | **Response** |
| Severe abrupt onset: * difficult/noisy breathing
* swelling of the tongue
* swelling or tightness in the throat
* difficulty talking or hoarse voice
* wheeze or persistent cough
* persistent dizziness or collapse
* pale and floppy (young children)
 | Someone having anaphylaxis needs immediate treatment and medical attention. CALL 111for an ambulance**Treat anaphylaxis immediately by following the steps below:*** Lie the person down – they should **NOT** stand or walk. If tangata whaiora/tangata whaikaha have breathing difficulties, allow them to sit – see below.

| * Give adrenaline using an EpiPen) if tangata whaiora/tangata whaikaha has one. Make sure you know how to use it correctly before you administer it – or help tangata whai ora/tangata whaikaha to administer it themselves. Instructions will be on the side of the EpiPen, and there might be an anaphylaxis action plan with the EpiPen.
* Stay with tangata whai ora/tangata whaikaha until the ambulance arrives.
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* Contact your manager/team leader for support and guidance – **after** you called 111.
 |
| **Positions for people with anaphylaxis:** |
| How to position a person having anaphylaxis - Australasian Society of  Clinical Immunology and Allergy (ASCIA)Position if a baby has anaphylaxis |

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| Medication arrangements when tāngata whai ora/tāngata whaikaha stay at other locations |
| **Policy** | We support tāngata whai ora/ tāngata whaikaha to take their medication when they are away from their usual residence over night or for several days or weeks. |
| **Processes** |
| **Principles** | The following principles will inform the arrangements agreed on:* The ability of tangata whai ora/tangata whaikaha to manage their medication
* The safety of the environment tangata whai ora/tangata whaikaha is staying in.
* The amount of medication required.
* The supports available to tangata whai ora/tangata whaikaha whilst away.
 |
| **Planning** | We discuss with tangata whai ora/tangata whaikaha their whānau, the clinical responsible service (key worker) and any support person chosen by tangata whai ora/tangata whaikaha, the best option for ensuring medication is taken while tangata whai ora/tangata whaikaha are away. Options:* It is safe for tangata whai ora/tangata whaikaha to take a supply for the length of time there are away for self-administration.
* It is safe to give the supply of medication to a person tangata whai ora/tangata whaikaha stays with to store and administer/supervise the medication prescribed.
* Arrange with a pharmacy close to the location tangata whai ora/tangata whaikaha stays a daily pick-up of the medication to be self-administered.

Once a decision has been agreed on, a plan will be developed to ensure ongoing medication arrangements. The responsibilities are defined. |
| **Fundamentals** | * We ensure enough medication supply is given.
* We support extra medication to be provided in case tangata whai ora/tangata whaikaha return is delayed.
* Medication to be dispensed in medico-pack.
* We identify and record the name of the person responsible for storing, administering and bringing back any leftover medication.
* We Provide the person responsible for the medication with:

[Information about the medication](https://healthify.nz/medicines-a-z/).  |
| **Support document** | If tangata whai ora/tangata whaikaha are away for more than 3 days we complete a document for the person responsible for managing the medication that includes:* How many days of medication was given.
* Name and contact details of the person responsible for managing the medication.
* Name and NHI of the person the medication is prescribed for.
* Contact details of the person/service to access in case any issues arise.
* Information when to seek medical practitioner consultation.
* Information on free healthline contact 0800 611 116.
* Particular cautions if a high risk medication is taken.
* This document need to be signed and dated by the service provider and the person responsible for the medication.
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| Receiving, transporting, storing and returning medication  |
| **Receiving** | **Storing** |
| Maintain a record of the medication received that includes:* Date.
* Amount (number of medico-packs).
* Tangata whai ora/tangata whaikaha name.
* Check the received medication is correct.
* Sign.
* Identify on each medication package that the correct prescribed medication has been dispensed.
* Request correct dispensing from the pharmacist if the medication is incorrect.

**Controlled drugs:*** Enter the received controlled drugs into the Controlled drug register as instructed.
 | Store immediately according to the instructions:* In the original package.
* In a cupboard that is accessible to authorised persons only.
* Separate prescribed and over the counter medication.
* Place controlled drugs into the specific container.
* Provide people who manage their medication with safe storage.
* The area where the medication is stored should not exceed acceptable room temperatures (**below 25°C**).

Some medication need to be stored in the fridge:* A fridge separate from a food fridge will be used.
* Fridge need to be calibrated.
* A minimum of weekly temperature checks need to be recorded.
* The fridge temperature has to be between **+2˚C and +8˚C*.***
 |
| **Transporting** | **Returning** |
| Ensue the medication is transported safely:* In the locked boot of a car.
* In a locked brief case.
* Ensure when transporting medication in the

car boot the temperature is below **25°C.** | Always return no longer used and expired medication to the pharmacy – within one week.Maintain a record of returned medication: * Date.
* Amount.
* Tangata whai ora/tangata whaikaha name.
* Sign and have the record counter signed.

Controlled drugs:* Enter the return of controlled drugs on the relevant page of the controlled drug register.
* Have the pharmacist counter-sign.
 |
| https://encrypted-tbn1.gstatic.com/images?q=tbn:ANd9GcR9CS1FbPkv_JELITf48E_lzw8XGnbcc9fm2JliAzHcNqneK0pm | **Never:*** Re-label medication containers.
* Remove a medication label.
* Give a person medication from another person’s packed medication – even if a service provider /clinician asks you to.
* Accept or give tāngata whaiora/tāngata whaikaha medication from a container or envelope that is not correctly labelled. Only pharmacists and prescribers can label medication containers.
 |



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| Respite Services  |
| Planned and crisis respite services contracts may require to manage the medication of tāngata whai ora/ tāngata whaikaha. Additionally to the processes identified in this document the [Ministry of Health guidelines](https://www.health.govt.nz/system/files/documents/publications/medicines-management-guide-for-community-residential-and-facility-based-respite-services-disability-mental-health-and-addict-v2.pdf) require that respite services focus on the following processes outlined below. |
| **Before tāngata whai ora/tāngata whaikaha service entry** | We confirm in writing with the referrer the roles in medication management by the: * Respite service (authorisation required).
* Tangata whai ora/tangata whaikaha entering respite services.
* Clinical service/prescriber.
 |
| **At service entry** | * We are provided with tangata whai ora/tangata whaikaha current prescription.
* Confirmation of all the medication the service user is currently prescribed and taking (incl. GP prescribed).
* Tangata whai ora/tangata whaikaha medication dispensed in medico-pack(s).
* We do not accept medication that is not dispensed and labelled in line with legislation.
 |
| **At discharge** | We provide the clinical responsible service/prescriber(s) with information on changes to medication made by prescribers or a change in the allergy/medicine related sensitivity status (medicines reconciliation). |
| The Ministry of Health [guidelines](https://www.health.govt.nz/publication/medicines-management-guide-community-residential-and-facility-based-services-disability-mental) recommend the following if the required medication related processes are not followed by the referrer: |
| * That the situation is resolved immediately.
* That the referrer or tangata whai ora/tangata whaikaha provide the necessary documentation and/or the medication in the required manner without delay.
* That tangata whai ora/tangata whaikaha seeking respite services is not able to engage with our service unless the required documentation and processes are provided.
 |

* That the situation is resolved immediately.
* That the referrer/service user provides the necessary documentation and/or the medication in the required manner without delay.
* That the person seeking respite services is not able to do so unless the required documentation and processes are provided.

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| Medication management competencies  |
| **Definition** | An assessment that tests the knowledge and skills of staff in order to confirm they are able to safely manage and administer medication within our services.  |
| **Scope** | All staff involved in the management of medication within our services.  |
| **Policy** | * Only staff who completed successfully our medication management competencies is allowed to administer medication.
* Our staff who are health professionals, including nurses, will need to complete medication management competency assessments.
* Staff complete routinely yearly competency assessments or more often in response to medication management errors.
* Only a Choose an item. are mandated to assess and sign-off medication management competencies.
 |
| **Medication competency activities** |
| Medication administration is observed against a standardised observation template.  | A medication management test is completed within given timeframes.  | We use on-line medication training and other on-line information to update ourselves on trends in medicines. |
| We invite speakers that provide information on specific medication and its management.  | We utilise the outcomes from medication incidents to develop a competency plan.  | We utilise on-line medication education and training. |
| We are educated on the tikanga that we need to practice in each step of the medication management process.  | We learn how to implement Māori values and principles during medication management activities. | We attend cultural competency training and ensure our learning is put into action during medication management processes. |

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| Medication errors – adverse events  |
| **Definition** | A medication error is any preventable event that may cause or lead to inappropriate medication use or tangata whai ora/tangata whaikaha harm while the medication is in the control of our staff or tangata whai ora/tangata whaikaha.  |
| **Scope** | Errors may be related to health care practice, health care products, procedures, systems, prescribing, order, communication, product labelling, packaging, dispensing, distribution, administration, education, monitoring, use, storage, transport and disposal. |
| **Policy** | All medication errors are processed through our adverse event management system.  |
| **Examples of types of errors – adverse events** |
| **Type** | **Example** | **Response** |
| **Wrong dispensing** | Wrong medication is in the medico-pack or medication container because the pharmacy did not dispense correctly.  | Contact the pharmacy and arrange the correct medication to be dispensed.  |
| **Wrong prescribing** | The prescriber make a mistake. For example prescribed medication tangata whai ora/tangata whaikaha is allergic to.  | * Contact the prescriber and ask for a replacement of the prescription.
* Check that dispensing against the correct prescription occurs.
 |
| **Wrong tangata whai ora/tangata whaikaha** | Tangata whai ora/tangata whaikaha took another person’s medication.  | * Immediately contact the prescriber or pharmacist.
* Call Healthline 0800 611 116.
* Follow their instructions.
* Call an ambulance 111 if tangata whai ora/tangata whaikaha deteriorates.
* Ensure that the ‘other person’ gets the correct medication.
 |
| **Wrong medication** | Tangata whai ora/tangata whaikaha took:* The wrong medication – for whatever reason.
* Medication that is contraindicated (for example allergy or non-compatibility with other medications).
* Wrong form of drug (for example long acting versus short acting or pill versus capsule).
 | * Immediately contact the prescriber or pharmacist.
* Call Healthline 0800 611 116.
* Follow their instructions.
* Call an ambulance 111 if tangata whai ora/tangata whaikaha deteriorates.
 |
| **Wrong dose** | Tangata whai ora/tangata whaikaha took a higher or a lower dose than prescribed. | * Immediately contact the prescriber or pharmacist.
* Call Healthline 0800 611 116.
* Follow their instructions.
* Observe Tangata whai ora/tangata whaikaha closely.
* Call an ambulance 111 if tangata whai ora/tangata whaikaha deteriorates.
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| **Type** | **Example** | **Response** |
| **Omission** | Tangata whai ora/tangata whaikaha is not getting the prescribed medication at all – for any reason. Example: forgetting to administer it.  | * Immediately contact the prescriber or pharmacist.
* Call Healthline 0800 611 116.
* Follow their instructions.
 |
| **Wrong time** | A service user took the medication over 2 hours before or after it is noted on the prescription.  | * Immediately contact the prescriber or pharmacist.
* Call Healthline 0800 611 116.
* Follow their instructions.
 |
| **Wrong route** | The medication was taken incorrectly, for example instead sublingual (under the tongue it was swallowed. | * Immediately contact the prescriber or pharmacist.
* Call Healthline 0800 611 116.
* Follow their instructions.
 |
| **Decline** | Tangata whai ora/tangata whaikaha chooses not to take medication. | * Explore the reasons for the decision.
* Listen to concerns.
* Provide objective information.
* Use reflective communication.
* Engage a person tangata whai ora/tangata whaikahatrusts.
* Try to initiate the taking of the medication several times if this is safe and agreeable to tangata whai ora/tangata whaikaha.

If tangata whai ora/tangata whaikaha continues to decline:* Contact the prescriber or clinical responsible team member.
* If appropriate, follow their instructions.
 |
| **Medication is missing** | Medication that has been signed in as received cannot be found. | * Contact the Click here to enter text.
* If the medication is a controlled drug and it is clear that the medication was stolen the Police will be contacted.
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| Supporting equitable access to medicines |
| **Equity** | In Aotearoa New Zealand, people have differences in health that are not only avoidable but unfair and unjust. Equity recognises different people with different levels of advantage require different approaches and resources to get equitable health outcomes (Ngā Paerewa 2021).  |
| **Policy** | We support tāngata whai ora/tāngata whaikaha and their whānau to gain access to the medication they need by supporting them to overcome the barriers that prevent them to get treatment. We acknowledge that whānau ora – the health of whānau – will have a positive effect on tangata whai ora/tangata whaikaha. |
| **Our support to overcome known barriers to equitable access to medicines**  |
| **Barriers** |
| Getting to a prescriber:* Travel.
* Cost.
* Stigma.
* Motivation.
* Lack of comfort with the health system.
 | Getting a prescription:* Relationship with prescriber.
* Language barrier.
* Cognitive barriers.
* Prescribers lack of cultural competency.
* Bias.
 |
| Getting to the pharmacy: * Transport.
* Physical/mental condition.
* Travel.
* Inconvenience.
 | Picking up the medicine:* Cost.
* Prior debt.
* Availability.
 |
| Taking the medicine optimally: * Knowledge.
* Physical mental condition.
* Persistence.
* Medicine suitability/side effects.
* Sharing.
 |  |
| **Our response is to provide information, resources and support:** * We source a social worker to inquire about [healthcare support from Work and Income](https://www.workandincome.govt.nz/eligibility/health-and-disability/healthcare-costs.html) – Te Hiranga Tangata.
* We give information how to get in touch with [Kaupapa Māori Wellbeing Services](https://www.wellbeingsupport.health.nz/available-wellbeing-support/kaupapa-maori-wellbeing-services/).
* We provide information on [health and social system navigation services](https://healthify.nz/support/o/online-services-support/).
* [Māori health provider directory](https://www.health.govt.nz/your-health/services-and-support/health-care-services/maori-health-provider-directory).
* [Pasifika healthcare providers](https://healthify.nz/hauora-wellbeing/p/pasifika-health-providers/).
* [Free GP interpreter services](https://www.adhb.health.nz/health-professionals/requesting-interpreters-information-for-gps/).
* [Medicine information leaflets in Māori](https://www.hqsc.govt.nz/news/medicine-information-leaflets-now-available-in-te-reo-maori-e-watea-ana-nga-matarere-mohiohio-rongoa-inaianei-i-roto-i-te-reo-maori/).
* We advocate for tāngata whai ora/ tāngata whaikaha by accompanying them to their medical appointments.
* [Medication reminder apps.](https://healthify.nz/apps/m/medication-reminder-apps/)
* [Information about medication](https://healthify.nz/).
* Free shuttle services to hospitals: [Tai Tokerau,](https://www.northlanddhb.org.nz/our-services/our-hospitals/shuttle-services/) [Waitematā](https://www.waitematadhb.govt.nz/patients-visitors/finding-your-way/shuttles/).
* [St. John cheap shuttles to medical appointments](https://www.stjohn.org.nz/what-we-do/community-programmes/health-shuttles-stjohn/).
 |