

TRAINING OVERVIEW

This module has been organized to be simple, clear, and time effective, as well as to reflect effective participatory techniques to stimulate adult learning.

PHILOSOPHY AND VALUES

This material targets outcomes that will promote advocacy on behalf of people with developmental disabilities, by upholding the person-centered ideals endorsed by the Developmental Disabilities Supports Division (DDSD). Specifically, it promotes the following:

- ⇒ Individuals can live in and be a part of the community in the same manner as would any other person of like age and interests.
- ⇒ There are no starting assumptions based on models of service, rather supports are tailored to meet the needs of the individual.
- ⇒ Supports and services are provided to the extent there is a demonstrated individual need, and no more.
- ⇒ All persons have strengths and interests and are capable of growth and development at their own individual pace.
- ⇒ Successful human planning starts from and builds on individual and family strengths and interests, not deficits.
- ⇒ Human planning must be flexible and responsive to changing circumstances and environments.
- ⇒ Individuals and their families have choices in and ownership of the planning process.
- ⇒ Planning shall protect and maintain self-esteem and the dignity of individuals.
- ⇒ Planning shall focus on the outcomes and visions which the individual wishes to achieve.

(7.26.7.9 NMAC "Basic Concepts and ITP Development Guidelines"; LTSD Behavior Support Policy, 1996, pp. 4-5)

TRAINING FACILITATOR QUALITY ASSURANCE

All training facilitators must have a recognized training facilitator certificate to teach this course. To become a certified trainer for this course, potential trainers are required to:

- Have successfully passed *Pre-Service* (for direct support staff and their supervisors);
- Have successfully passed *Basic and Orientation Health Information* or *Foundations for Health and Wellness*; and
- Have successfully passed *Positive Behavior Support Strategies*; and
- Have successfully passed *Participatory Communication and Choice-Making*; and
- Have successfully passed *Assisting with Medication Delivery*, or if a licensed nurse, *AWMD Nursing Audit*; and
- Have successfully passed *Effective Trainer Techniques*.
- Successfully complete the *Assisting with Medication Delivery* trainer certification process.

To maintain certification in this course, training facilitators are expected to adhere strictly to the trainer guide. Modifications must be approved by the DDS. In addition, the DDS and/or its designee may conduct periodic in-class monitoring to ensure quality and adherence to course requirements.

Mentors shall (as part of the trainer certification process) ensure that trainers are prepared to discuss the agency-specific information associated with this course. The AWMD Mentor shall provide a copy of the DDS AWMD Policy Certification Memo to the Potential Trainer prior to the start of the Train-the-Trainer (TTT) Seminar. The Potential Trainer will need to bring a completed DDS AWMD Policy Certification Memo signed by either the agency Director or Nurse to the Train-the-Trainer Seminar.

Facilitators of this course are responsible for incorporating each individual agency's policy and procedures into the course. Because this course includes agency specific policy, classes may only contain trainees from one agency.

Trainers certified at the Agency Facilitator level are only allowed to train this course for one agency at a time identified at the time of certification. Facilitators wishing to change the agency for which they train this course will need to notify the Statewide Training Database and their DDS Regional Training Coordinator.

This course includes agency specific policy, so trainers facilitating the course for multiple agencies are not allowed to have participants from multiple agencies in the same session.

Trainers facilitating for multiple agencies are not expected to provide the actual on-the-job verification required for certification. The certified facilitator may be asked to certify coaches for the agency. The agency will be responsible for ensuring the on-the job verification has been completed, and for tracking its employee's certifications. The agency will assure that the on-the-job coaching is provided by certified coaches. Please see below for additional information.

Trainers certified at the Statewide Facilitator level (or those who have received a special certification level) are permitted to train at more than one agency.

The following responsibilities must be observed by all agencies utilizing contract trainers and by all contract trainers:

Responsibilities of the Agency for AWMD:

- A representative of the agency, who is familiar with the agency's medication policies and procedures, must attend during day 2 and/or the recertification of the AWMD module when a contract trainer is training AWMD. This representative is present to address any agency-specific questions about policy, procedure, and documentation.
- The Agency must identify completion dates and recertification dates for their employees. Recertification must occur within one year and 30 days from the original date of completion of the 2-

day AWMD course. If a staff member does not complete the recertification within this timeframe, they must complete the entire 2-day AWMD course again.

- If it is a first-time certification in AWMD, the staff member must successfully complete the onsite skills demonstration within 30 days of the class or take the 2-day AWMD course again.
- The Agency must designate the intended on-the-job coaches and notify the trainer as to who has been designated.
- The Agency is responsible for training all staff and on-the-job coaches if at anytime there are changes to the agency's medication policies or procedures, including forms and documentation procedures.
- The Agency must maintain on-the-job skills tests for each staff member to be certified to assist with medication. The DDS Statewide Training Database does not track the on-the-job skills portion of this certification. The DDS Statewide Training Database only tracks the course completion (both the initial 2-day and subsequent recertification courses).
- If a staff member works for more than one agency (and is currently certified in AWMD), he or she must at minimum successfully complete a crossover training (as described on page 6 of this module introduction), the recertification competency, as well as the full on-site skills demonstrations at each agency from which they did not receive the original AWMD course.

Responsibilities of the AWMD Contract Trainer:

- The trainer must follow the Trainer Code of Ethics and the Module Trainer Guide
- The trainer must meet with the Agency prior to teaching the AWMD module to thoroughly cover the agency's medication policies and procedures used throughout the course.
- Provide further instruction for the designated on-the-job coaches. Potential coaches should be provided training on completing the Competency Achievement Form, providing appropriate coaching, and procedures to follow for trainees unable to demonstrate competence. It is the trainer's decision to determine the length of this training or if further information needs to be included.
- Identify the trained coaches on a roster, formal letter to the agency, or with certificates to clearly designate the staff who can then complete the skills coaching for the agency.
- Enter all training rosters into the DDS Statewide Training Database within five working days following course completion (*not on-the-job skills completion*) and keep copies of all training rosters.
- If a trainer wants to contract with multiple agencies, the DDS Training Unit must be notified and approval must be given before such contracting can take place.

Responsibilities of On-The-Job AWMD Coaches:

- Must be employed by the agency.
- Must be currently certified in AWMD or be a licensed/certified medical professional (example: CMA, LPN, or RN).
- Must complete additional training with the AWMD trainer prior to coaching.
- Must comply with coaching responsibilities listed on pages 7-8.

Contact your DDS Regional Training Coordinator or the DDS Training Unit Manager for more information.

- METRO: 505-841-5504/TU Manager 505-383-0120
- SERO: 575-624-6100
- SWRO: 575-528-5162
- NERO: 866-315-7123
- NWRO: 505-326-2265

ADVOCATE TRAINERS

The Developmental Disabilities Supports Division strongly encourages advocates to become trainers/co-facilitators for this course.

MODULE APPROVAL

This module was originally reviewed and approved in August of 2005. The revision to this module was reviewed and approved in February 2014.

TARGET AUDIENCE

This instructional course is designed for staff and/or other team members who will provide support to individuals with medication delivery. Ideal class size is 10-12 people.

TRAINING DESCRIPTION

This two-day *Assisting with Medication Delivery* course provides basic information about medication (including medication names, formulations, how medications can affect the body, etc.), levels of assistance with medication, proper procedures for assisting with medication, teaching/support techniques, and observation/reporting/documentation procedures.

In addition to attending this two-day course, trainees are required to demonstrate on-the-job application of specific competencies. Trained coaches shall verify the on-the-job competencies of trainees on at least one occasion at the job site. The trainee must complete the on-the-job competency within 30 days after passing the two-day in class training in order to become certified. Trainees that are not able to demonstrate 100% competence on the on-the-job demonstration shall be required to either continue with supervised demonstrations (until 100% is achieved) and/or to retake the course if competence hasn't been reached within 30 days. On-the-job would include any site where the person being assisted would naturally or typically take their medication.

Trainees are required to complete an annual re-certification process. The annual re-certification process shall consist of a one-day training (to ensure comprehension of course material and agency policies and procedures) and one subsequent on-the-job skills verification within 13 months of the previous certification.

Trainees are not qualified to assist with medication delivery until they have passed the course and have demonstrated on-the-job application competencies.

If trainees have not completed recertification within one year, they have 30 days to complete a recertification course. If they have not completed a recertification course, including one subsequent on-the-job skills demonstration, within 30 days, they are required to re-take the two-day course once again.

RECERTIFICATION

Trainees are required to complete an annual re-certification process. The re-certification will consist of an in-class training, a written competency and one on-the-job competency verification. The in-class training will be conducted by a certified course facilitator. The on-the-job skills demonstration must be verified by a certified coach. Agencies must follow all policies and procedures as directed by the Board of Pharmacy, Board of Nursing and the Developmental Disabilities Supports Division.

The trainee's re-certification date will be based on the date they passed the initial two-day course, regardless of when they completed the on-the-job competency or where they took that training. The in-class re-certification training should be between three and six hours long and should at minimum cover the following information, which is included in the recertification handout/trainer guide:

- A review of agency policies, procedures, forms and processes related to medication delivery.
- Identify the definition of "anaphylactic shock"
- Explain what to do during a medication-related emergency
- Explain the difference among the four levels of medication delivery
- Identify three procedures to follow when a person refuses medication.
- Identify the documentation procedures for each of the following: refusal, discontinued medication, taking medication, refill, food and drug interactions, misplaced or lost medications, prescription change, and dosage errors.
- Identify the procedure for handling discontinued, contaminated, and refused medication.
- Preventing medication errors.
- Naming the six rights.
- Reviewing the 11 steps of the AWMD process.

Once the above-mentioned information and policies/procedures have been covered, the facilitator must utilize the updated re-certification Competency Achievement Form provided in the 2014 module.

The re-certification Competency Achievement Form and the Skills Demonstration Form must be maintained in the staff member's personnel file or in the agency training files. **Note: Each agency is responsible for ensuring the competency of staff to meet all requirements of the Board of Pharmacy, Board of Nursing and the Developmental Disabilities Supports Division.**

CROSSOVER TRAINING

There are two options for crossover training for a staff member who is already currently certified in AWMD at another agency:

- 1) The staff member can attend the entire Day 2 of AWMD training, including completing the Day 2 written competency, doing the in-class skills demonstration and then successfully complete one 30-day on-site skills demonstration (if no in-class skills demonstration is completed there must be 2 on-site skills demonstrations successfully completed); or
- 2) The staff member can attend a Recertification training, including completing the recertification written competency, staying after the training to do the in-class demonstration with the instructor, and then successfully complete one 30-day on-site skills demonstration (if no in-class skills demonstration is completed there must be 2 on-site skills demonstrations successfully completed).

Once one of these two options has been completed, the certified AWMD trainer will list that staff member as having completed AWMD in the statewide database. They will give the staff member an AWMD certificate (not an AWMD recertification), and the staff member will be considered newly certified at that agency. From that point on they will attend annual recertification trainings at that respective agency as would be typical for all AWMD certified staff, just as they will also continue to be recertified at any other agency they work for.

ON-THE-JOB COACHES

On-the-job coaches will be designated by the agency and instructed by a certified *Assisting with Medication Delivery* trainer. The *Assisting with Medication Delivery* trainer will be responsible for providing the agency initial documentation of staff who have completed additional instruction as on-the-job coaches. This documentation could take the form of a roster, certificates or a letter written to the provider agency (any documentation that includes the trainer's signature). Afterwards the agency will be responsible for maintaining this documentation, and for informing their on-the-job coaches of any changes to policy or forms used by the agency. To maintain certification, an on-the-job coach must be observed annually by a certified AWMD trainer, and documentation of this observation, whether it be a new certificate or other documentation (such

as using the on-site skills demonstration form as a coaching observation form), must be maintained the coach's training or personnel file.

A trainer instructing on-the-job coaches will provide this within his/her scope of certification. This means an agency trainer can only instruct on-the-job coaches for the agency for which he or she is certified to provide AWMD training.

Any person providing the on-the-job coaching is required to be certified to assist with medication delivery (or to be a currently licensed Nurse or certified CMA). If the potential coach is a licensed professional, they will still need to receive instruction and certification as a coach by a certified course facilitator and be designated by the agency. Potential coaches should also be very familiar with agency medication delivery policies and procedures and be prepared to reinforce them.

For trainers certifying coaches:

- 1) Ensure that the prospective coach is currently certified in AWMD at your agency (or if they are a licensed/certified professional, that they have completed the AWMD Nursing Audit).
- 2) Meet with the prospective coach and explain to them the expectations including, but not limited to:
 - How to use the on-site skills demonstration form;
 - What to do if a trainee is struggling with the 11 steps and/or documentation procedures (i.e. how to stop them in process and coach them through);
 - Clarifying the difference between Assistance with Medication and Medication Administration;
 - The expectation that a staff member must not only answer the questions on the on-site skills demonstration form, but must successfully complete the 11-step AWMD process 100% independently (without any coaching) before he or she can be signed off to assist with meds;
 - If a staff member is struggling to successfully complete the AWMD process, more than one on-site skills demonstration may be necessary.
- 3) Once the coaching process has been explained, have the prospective coach watch you demonstrate the on-site skills demonstration process with a staff member who needs certification.
- 4) Watch the prospective coach go through the entire coaching process with a staff member who needs certification (ensuring that they are comfortable verifying the competencies and confident in stopping and coaching staff who are struggling).
- 5) Repeat the observation if necessary.
- 6) Complete documentation certifying that person as an AWMD coach and ensuring the documentation is placed in their training/personnel file.
- 7) Schedule an annual appointment to observe and recertify the coach.

- 8) If there is failure for the coach to be observed and recertified in one year, they must go through the coaching process again with an AWMD facilitator.
- 9) It is the prerogative of the AWMD trainer to revoke coaching certification if at any time they believe a coach is deviating from the AWMD on-site skills verification expectations.

The designation of on-the-job coach does not automatically transfer from one agency to another. This staff person will have to be re-certified as a coach at each additional or new agency for which they provide supports. As part of this process, the transferring on-the-job coach will need to become certified in AWMD at their new agency through a crossover training.

If concerns arise regarding a staff member following medication policies and procedures and/or there is a trend in medication errors, it is incumbent on the agency to ensure the health and safety of the individuals receiving supports first and foremost. They must ensure that the appropriate reporting occurs, and determine the most appropriate intervention for that particular staff. This may include, but is not limited to: re-training, re-coaching, revocation of AWMD certification, and/or termination of employment.

DDSD STATEWIDE TRAINING DATABASE

Trainees are required to sign in on an approved DDSD Statewide Training Database course roster. Trainees must provide his/her name, agency, unique identifier, and signature on the appropriate course roster.

Trainers are required to enter course roster information into the DDSD Online Training Database within five working days of the training. Agencies must separately track completion of the on-the-job demonstrations. **The on-the-job demonstrations must be completed prior to a staff member assisting with medication delivery.** The annual re-certification is based on the completion date of the in-class training.

COMPETENCIES ADDRESSED IN THIS MODULE

- M01 Identify the definition for each of the following: prescription medications, *Pro Re Nada* (PRN) medications, controlled substances, and sustained-release formulations.
- M02 Identify the generic, chemical, and brand/trade name for one medication.
- M03 Identify one example for each of the following formulations: solid, semisolid, and liquid.
- M04 Describe two factors that can alter the rate of absorption of medications.
- M05 Identify two characteristics of a “steady state.”
- M06 Give one example for each of the following types of interactions: drug-drug interaction, food-drug interaction, and disease-drug interaction.

- M07 Identify two types of adverse drug reactions.
- M08 Identify the definition of “anaphylactic shock.”
- M09 Identify three examples of medication-related emergencies.
- M10 Explain what to do during a medication-related emergency.
- M11 Identify where you find information about medication benefits, side-effects, and food and drug interactions.
- M12 Demonstrate one method for discovering the benefits, side effects and food and drug interactions from medication.
- M13 Explain the difference among self-administration of medication, assisting with medication, and medication administration.
- M14 Identify key people and their roles in the medication delivery process.
- M15 Identify the "Six Rights" of assisting with medication.
- M16 List four types of medication errors and how to avoid them.
- M17 Identify three procedures to follow when a person refuses medication.
- M18 Describe the relationship between informed consent and the right to refuse medication.
- M19 Identify at least four general strategies for teaching self-administration of medication.
- M20 List three benefits of self-administration of medication.
- M21 Identify the steps of the medication delivery process.
- M22 Explain confidentiality safeguards used in handling medication.
- M23 Explain the importance of the information on a medication label.
- M24 Identify the documentation procedures for each of the following: refusal, discontinued medication, taking medication, refill, food and drug interactions, misplaced or lost medications, prescription change, and dosage errors.
- M25 Identify what to take with you to medical appointments and emergencies and where it is located.
- M26 Explain why a direct support staff should not use drug abbreviations and symbols.
- M27 Identify the circumstances that must be in place before using over-the-counter medications.
- M28 Identify four medication storage practices.
- M29 Identify the procedure for handling discontinued, contaminated and refused medication.
- M30 List eight common side effects.
- M31 Demonstrate documentation procedures for the following: refusal, discontinued medication, taking medication, refill, food and drug interactions, misplaced or lost medication, prescription changes, and dosage errors.
- M32 Identify an individual’s medications, their purpose, and possible side effects.
- M33 Demonstrate your ability to identify significant medication issues by reviewing one individual's medication history.
- M34 Demonstrate how to assist an individual with the medication delivery process.
- M35 Demonstrate teaching an individual one technique for self-administration of his/her medication.

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