

**MEDICATION
ADMINISTRATION
for
NON-LICENSED PERSONNEL
RN DIRECT TRAINER
MANUAL**



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Introduction

The **Medication Administration for Non-Licensed Personnel RN Direct Trainer Manual** is designed as a quick reference for the RN Direct Trainer's use in preparing for, conducting, and performing follow-up activities of Medication Administration Training in the Supports for Community Living (SCL) Medicaid Waiver program. This manual complements the Medication Administration for Non-Licensed Personnel RN Direct Trainer module located on the College of Direct Support.

There are procedural updates, curricula updates, and contact information throughout this manual as well as the Medication Administration for Non-Licensed Personnel Manual. The RN Direct Trainer is encouraged to review the revised RN Direct Trainer Module on the College of Direct Support to refresh his/her knowledge and skills, particularly in the training protocols, repercussions for failing to follow established protocols, and an updated RN Direct Trainer Agreement.

If you, as the RN Direct Trainer, have any questions related to the content of this manual, you may contact one of the Division of Developmental and Intellectual Disabilities (DDID) RN Master Trainers.

If you have any questions related to the Kentucky College of Direct Support (CDS), please contact:

- Justin Chatelain at Justin.Chatelain@ky.gov and
- Barb Locker at Barb.Locker@ky.gov.

Regulatory Requirements

The Division of Developmental and Intellectual Disabilities' (DDID) curriculum for Medication Administration for Non-Licensed Personnel is a mandatory training for direct support professionals (also known as DSPs) who will be administering medication, as well as for Case Managers, and any other non-licensed personnel who may administer medications under the SCL Medicaid Waiver program.

Pursuant to 907 KAR 12:010, Section 3(bb)(10)(a)(i-ii):

10. Ensuring that:

- a. Every case manager and any employee who will be administering medication, unless the employee is a currently licensed or registered nurse, has:
 - (i) Specific training provided by a registered nurse per a DBHDID medication administration approved curriculum; and*
 - (ii) Documented competency on medication administration, medication cause and effect, and proper administration and storage of medication**

Training Requirements

RN Direct Trainer

Any RN Direct Trainer who successfully completed Medication Administration Registered Nurse Direct Trainer (MARNDT) training is **not** required to repeat the Direct Trainer training. However, the RN Direct Trainer is required to train the updated curriculum when the date of implementation is announced by DDID.

The updated curriculum is to be used for any training or re-training of non-licensed personnel required to complete Medication Administration training as outlined in the SCL Medicaid Wavier regulations and training protocols.

Non-Licensed Personnel

Direct Support Professionals (DSPs) and Case Managers who successfully completed the mandatory training are **not** required to repeat the training unless:

- a. There is an identified need per the SCL provider's policies;
- b. There is a recommendation for staff re-training issued by DDID; or
- c. The DSP or Case Manager is a newly hired employee who has not successfully completed the Medication Administration curriculum in its entirety.

Training Curriculum

The **Medication Administration for Non-Licensed Personnel** curriculum was developed for use in the SCL Medicaid Waiver program as a standardized mechanism for training direct support professionals and other non-licensed persons to assist individuals who participate in SCL services with their medications. The curriculum is the outcome of a collaborative effort between DDID, the Department of Public Health (DPH), and the Kentucky Board of Nursing. It is a competency-based curriculum that provides non-licensed staff with the knowledge and skills needed to ensure medication administration assistance is offered in a safe and effective manner.

The curriculum has been reviewed by the Kentucky Board of Nursing (KBN). KBN supports the implementation of this curriculum for use in the SCL Waiver.

As such, the RN Direct Trainer should remember the following:

1. He/she **cannot** alter the curriculum or omit any part of the training in its current format.
2. The RN Direct Trainer is required to provide training on the specific agency's policies and procedures. Additional optional training resources and materials may be added; however, the training shall be extended in length to accommodate the additional material. *[Please see bullet point number three (3) of RN Direct Trainer Agreement on page 9 of **Medication Administration Curriculum for Non-Licensed Personnel** manual.]*

Course Goal

The **Medication Administration for Non-Licensed Personnel** course is intended for non-licensed personnel who provide case management or direct care of individuals receiving supports or services through the Supports for Community Living (SCL) Medicaid waiver program. The employing agency, also known as provider agency, reserves the right to select non-licensed personnel to attend this training.

Upon successful completion of this required course, both face-to-face and the on-line curriculum, the non-licensed personnel shall demonstrate their competency in the administration of an individual's medication and, when appropriate, observation of an individual's self-administration of medications. The RN Direct Trainer will determine the non-licensed personnel's competency in these areas.

Course Objectives

There are seven (7) primary course objectives associated with the Medication Administration curriculum. The RN Direct Trainer's objectives are to train non-licensed personnel in:

1. Methods of delivering medication (oral versus topical);
2. Safe and accurate medication administration to ensure the safety of those individuals in SCL care;
3. Understanding intended effects of medications as well as the potential for adverse side effects;
4. Recognizing and differentiating side effects;
5. Properly reporting adverse side effects;
6. Following instructions given in response to adverse side-effects; and
7. Demonstration of competency in the process of medication administration.

Course Design

The course is designed in a manner that upon successful completion, the non-licensed personnel will have increased knowledge of the following:

- Accurate transcription of medication from the order/prescription on to the appropriate Medication Administration Record (MAR);
- Reviewing an individual's history on the MAR to learn about allergies and other co-existing medical conditions;
- Using proper hygiene/universal precautions in medication preparation;
- Accurate individual/medication identification by comparing the medication label and prescription to the transcribed MAR and ensuring the following Six Rights of Medication Administration:
 - a) Right Person
 - b) Right Medication
 - c) Right Time
 - d) Right Dose
 - e) Right Route
 - f) Right Documentation
- Educating the individual on the medication that is being administered;
- Application/administration of:
 - Oral/sublingual medications;
 - Eye drops;
 - Ear drops; and

- Topical ointments/creams;
- Epi-Pen use;
- Correct use of oral and nasal inhalers;
- Correct counting of controlled medications and documentation of count;
- Observation of individuals during/after medication administration:
 - For checked medication; and
 - How to observe and report adverse effects;
- Taking vital signs:
 - Blood Pressure-
When training and verifying competency in the area of taking blood pressure, a **manual blood pressure cuff is required.**
 - Temperature;
 - Respirations; and
 - Pulse; and
- An understanding of agency policies and procedures.

SPECIAL NOTE: This course does not “certify” non-licensed individuals in administration or supervision of medications. A person will receive “proof of completion” of the course through the employing agency and scores will be reflected on the College of Direct Support (CDS) Transcript. This in no way identifies the individual as a Certified Medication Technician (CMT).

Training Process for Non-Licensed Personnel

The DDID Medication Administration training is a blended training. It consists of face-to-face training and competency demonstration as well as completion of on-line curriculum.

Day One

The training process begins with Day One. This is a classroom training conducted by an RN Direct Trainer. Prior to this day of training, the training participants should have received a copy of the **Medication Administration Curriculum for Non-Licensed Personnel Manual.**

Day One classroom training will include the following:

- Explanation of the training and testing process;
- Review of the handbook (manual);
- Review of the College of Direct Support (CDS) learning system;
- Review of the SCL agency’s policies and procedures;
- View skills video (The skills video is a separate component of the curriculum, and does not replace any module. The content is intended to provide an opportunity for non-

licensed personnel to observe skills. The skills video was developed to train Non-Licensed staff in Medication Administration in a variety of settings. Direct Support Professionals should be assisted with adapting the skills demonstrated in the video to a community setting, while maintaining the individual's privacy);

- Review and practice competency skills from the manual handbook (manual); and
- Time for summary and questions from the training participants.

The maximum number of training participants that may attend Day One training is 20. If the training is comprised of all new hires who have not been exposed to medication administration previously, the class size needs to be smaller than 20.

At the conclusion of Day One training, the RN Direct Trainer will notify the agency's CDS sub-administrator that the DDID Medication Administration Modules should be assigned to the non-licensed training participant(s). The RN Direct Trainer should emphasize to the sub-administrator that only the DDID Medication Administration Modules should be assigned and **not** the Medication Administration Final Exam.

The DDID Medication Administration Modules are located at:

<http://www.collegeofdirectsupport.com/ky>

The agency's sub-administrator should have experience in assigning modules and the training participants should already have a CDS account established prior to Day One Medication Administration training.

On-Line Modules

After Day One training and prior to Day Two training, the training participants will complete the four (4) CDS modules on their own. They should be reminded to use the time between Days One and Two to:

- Practice the skills;
- Shadow other staff who have successfully completed the training as they administer medications;
- Study the **Medication Administration Curriculum for Non-Licensed Personnel Manual**; and
- Learn their agency's policies and procedures specifically related to medication administration.

The modules must be taken in consecutive order. Each module will end with a 20 question, open-book test. The staff member must score 85% or higher on each module test before he/she may proceed to the next module.

Example: *JoJo completed Module I and made a 85% on the post-test. She now moves to Module II. At the conclusion of Module II, she scores an 80%. She must repeat Module II and the post-test until she achieves a 85% or higher score before continuing to Module III.*

Although participants may benefit from a week between Day One and Day Two to review the training material and learning the competency skills, this one week time frame is not mandatory.

Day Two: Skills Demonstration

Day Two is skills demonstration training. Prior to beginning demonstration of their competency, each staff person (training participant) will show proof of their successful completion of the four (4) on-line modules. Proof will be in the form of a printed transcript from the College of Direct Support which shows the date each module was completed and the final test score for each module.

The maximum number of attendees for Day Two is determined by the RN Trainer (RN Trainer's discretion). The RN Direct Trainer will be assessing skills competency of the trainees at three (3) competency levels:

- Beginner;
- Intermediate; and
- Advanced.

Each trainee must demonstrate competency at a skill level of 100% accuracy before moving to the next level. All sections of the Skills Checklists, which are included in the curriculum manual, must be filled out completely and each checklist scored. After successfully passing all three (3) competency levels, the trainee will then be approved to take the Final Exam.

The RN Direct Trainer who is assessing skill competency should not coach or reinforce skills during the trainee's skill demonstration. If the trainee is unable to demonstrate competency, then he/she should practice the skills, shadow staff, and return at a different time to demonstrate competency. The RN Direct Trainer may offer coaching sessions to assist the trainee with becoming competent in medication administration and then schedule another time to evaluate his/her competency.

Final Exam

The maximum number of attendees of Final Exam session is determined by the RN Direct Trainer (RN Direct Trainer's discretion). The Final Exam is a part of Day Two Training.

The Final Exam will consist of 50 questions. It is a closed book, proctored exam. The RN Direct Trainer will serve as the proctor. The exam is taken on the College of Direct Support and the trainee must score a minimum of 85% on the final exam to be considered successful.

- Registered Nurse Direct trainer will use their discretion to determine if staff that are unsuccessful (fails) taking the final exam on DAY Two may retake the final exam for a second time on Day Two.
- If staff fails the competency evaluation; or the final exam two times, they must repeat the entire course.

The Final Exam may not be assigned to the training participants until the following have been completed and verified:

- Day One training;
- Completion of the four (4) on-line modules; and
- Skills demonstration.

The RN Direct Trainer will proctor the Medication Administration Final Exam. As the proctor, it is the responsibility of the RN Direct Trainer to ensure the trainee(s) do not access or use any documentation, personal notes, handouts, training documents or data in any form during the exam. During the exam (test), no person who is taking the examination may discuss, inquire, relay, communicate or contact, using verbal, electronic, printed word or the use of any non-verbal modes of communication such as gestures, signs, or expression, any other person taking or have previously taken the exam.

Knowledge, understanding and skill demonstration of competency is essential in the Medication Administration training. Therefore, a strict policy and protocol has been established related to the Final Exam process. Any person caught cheating or assisting another person to cheat on the Final Exam will not be allowed to complete the examination at that time. They will be referred to the employing SCL agency for corrective action and disciplinary process. They will need to complete the entire medication administration curriculum prior to taking the final examination again.

NOTE: If the trainee fails the competency evaluation (skills demonstration); or the final exam two (2) times, he/she must repeat the entire course from start to finish.

RN Direct Trainer Agreement

The RN Direct Trainer is required to sign a Direct Trainer Agreement prior to becoming eligible to provide this training. Please follow the link provided below to view the Direct Trainer Agreement. The RN Direct Trainer will be required to sign this agreement during the RN Direct Trainer Course.

<http://content.elsevierperformancemanager.com/Content/KY406/RN Direct Trainer Agreement 08-2017.pdf>

If the RN Direct Trainer is reviewing this manual and/or the CDS RN Direct Trainer module to remain current with curricula changes, he/she should review the Direct Trainer Agreement to ensure he/she has signed the most current agreement. If there is a difference, the RN Direct Trainer should download, print, and sign the Direct Trainer Agreement associated with this training, submit the original signed agreement to the DDID Master Trainer, and a copy to each SCL Agency for whom he/she provides Medication Administration Training.

Medication Administration Process Summary and Agreement

In addition to the RN Direct Trainer Agreement, SCL Provider Agencies may also require the RN Direct Trainer to sign the “Medication Administration Process Summary & Agreement” which is located in the Global References section of the Kentucky College of Direct Support.

The CDS Medication Administration Process Summary & Agreement may be used by the Provider Agency as written documentation the RN Direct Trainer followed all training protocols. The SCL Provider Agency’s CDS Sub-Administrator may request the RN Direct Trainer’s signature for each Medication Administration Training that he/she provides on behalf of the agency.

Monitoring and Oversight

As with any training program, there are levels of monitoring and oversight.

Division of Developmental & Intellectual Disabilities

The Division of Developmental and Intellectual Disabilities employ Kentucky certified/licensed registered nurses who have demonstrated competency in working in the area of intellectual/developmental disabilities (I/DD). The DDID Nurse, also known as the DDID Master Trainer, is responsible for the following:

- Train the Registered Nurse Direct Trainer;
- Conduct site visits and certification reviews;
- Review of medication error reports, incident reports, and documentation;

- Availability for technical assistance; and
- Quality assurance monitoring of the RN Direct Trainer.

RN Direct Trainer Training Violations

When conducting quality assurance reviews or during site visits or certification reviews, if it is determined that the RN Direct Trainer has violated the training protocols, the following actions may be implemented:

- **First Violation**
 - This is the first time an issue has been identified pertaining to the RN Direct Trainer and the training of non-licensed personnel in medication administration.
 - At a minimum the RN Direct Trainer shall be required to:
 - Complete the College of Direct Support RN Direct Trainer Module;
 - Successfully complete the module post-test; and
 - Sign a new RN Direct Trainer Agreement
 - DDID staff shall have the right to conduct additional oversight and monitoring at the DDID Master Trainer’s discretion.
- **Second Violation**
 - Findings indicate the RN Direct Trainer continues to violate the RN Direct Trainer Agreement and/or continues to violate the DDID Medication Administration Curriculum training protocols. These findings may result in one or more of the following:
 - Completion of the RN Direct Trainer Training in its entirety, which shall include:
 - Assigned modules and post-tests;
 - Face-to-face training with a DDID Master Trainer;
 - Successful completion of RN Direct Trainer Training test; and
 - Completion of a new RN Direct Trainer Agreement;
 - Additional DDID oversight and monitoring by a DDID Master Trainer.
- **Third Violation**
 - Findings indicate the RN Direct Trainer has previously received training and technical assistance and continues to violate the DDID Medication Administration Curriculum training protocols. These findings shall result in the:
 - Forfeiture of the RN Direct Trainer’s privilege to train DDID Medication Administration Curriculum for Non-Licensed Personnel; and
 - Notification distributed to the SCL Provider Network of the loss of RN Direct Trainer status.

RN Direct Trainer

The Registered Nurse Direct Trainer fulfills the following roles and responsibilities:

- Employed or contracted by an SCL provider agency;
- Maintains a valid (in good standing) KY nursing license; and
- Trains non-licensed personnel to administer medications using the SCL curriculum and protocols.

It is the RN Direct Trainer's responsibility to report changes in his/her nursing licensure status (any notations that licensure is less than in good standing) to his/her employing/contracting SCL provider agency and DDID.

NOTE: Failure to report changes in the RN Direct Trainer's nursing licensure status will result in:

- The forfeiture of DDID approval to train the DDID curriculum;
- DDID reporting of the violation to the Kentucky Board of Nursing; and
- DDID notification of the SCL Provider Agency network of the loss of status as a DDID Medication Administration RN Direct Trainer retroactive to the date of change in the Kentucky RN licensure status.

Kentucky Board of Nursing

The curriculum has been reviewed by the Kentucky Board of Nursing (KBN). KBN supports the implementation of this curriculum for use in the SCL Waiver. It is expected the RN Direct Trainer understands the RN's scope of practice as outlined in 201 KAR 20:400 and KBN AOS#15 and will act in accordance with these standards. The curriculum does not address insulin administration, Diastat, and feeding tube management. Therefore, the RN Direct Trainer is advised to contact the KBN when he/she has questions regarding topics such as these that are not covered in the curriculum.

KBN website is: <http://kbn.ky.gov>

Training of Curriculum

This section contains a review of specific topics that should be emphasized in training sessions conducted by an RN Direct Trainer. As the RN Direct Trainer moves through the

curriculum with the non-licensed personnel, there are roles, responsibilities and topics that demand special emphasis.

Non-Licensed Personnel CANNOT:

It is important that as the RN Direct Trainer trains non-licensed personnel such as Direct Support Professionals and Case Managers that he/she emphasizes the following are activities that cannot be delegated to or completed by non-licensed personnel:

- Do conversion or calculation of medication dosage;
- Assess an individual's need for, or response to, medication;
- Use nursing judgment regarding the administration of PRN (medications given as ordered) medications.

Liability Issues

The RN Direct Trainer shall review the following liability issues with non-licensed personnel:

1. **Only** physicians, dentists, advanced practice registered nurses or physician's assistants may "prescribe" medication. This includes any over-the-counter medications (i.e., Tylenol, Pepto-Bismol, etc.) that an individual receiving supports and services through the SCL program may need.
2. **Only** physicians, dentists and pharmacists are licensed to "dispense" medications.
3. Nurses are licensed to "administer" medications and may teach medication administration to non-licensed personnel in the SCL Medicaid Waiver program. The teaching component of medication administration to non-licensed personnel utilizing the SCL Medication Administration Curriculum may **not** be delegated to licensed practical nurses (LPNs). The RN Direct Trainer shall provide the training as established in the training protocols.

Training participants should also be familiar with the following scopes of practice:

1. **Only** licensed nurses can take verbal or phone orders for medications or treatment from a prescribing physician.
2. Registered Nurses may work directly under the direction of physicians, dentists, and Advanced Practice Registered Nurses.
3. LPNs are not considered independent practitioners, and must also work under the direction of an RN.

Role of Non-Licensed Person

The role of non-licensed personnel should be thoroughly covered throughout the training, including the SCL provider agency's policies and procedures. Class participants are to be instructed:

- **Never** accept a task that he/she knows is beyond his/her skill set or knowledge, including calculations or conversions of a medication dose, or a task that requires nursing skills, assessment, and judgment;
- He/she has the right, and are encouraged, to ask for assistance and/or additional training;
- Has the responsibility to **ALWAYS** follow agency policies and procedures to report if they have any reason to believe they have made a medication error. The reporting procedure must be clearly identified in the SCL provider agency's policies and procedures and the incident should be reported to the appropriate agency personnel as soon as possible;
- Has the responsibility to report his/her observations to help determine if medications are working. This means he/she is familiar with the health histories, behaviors, medications, and capabilities of the individual(s) he/she supports. This familiarity will help the training participant to immediately recognize a change that is not normal for the individual receiving support.

Pharmacy, Packaging, & Storage

Another topic that requires emphasis in the SCL Medication Administration training surrounds pharmacy dispensing of medication, the packaging, and storage of medications. Trainees should be instructed that:

- Pharmacies have the responsibility of dispensing medications in a way that will ensure an individual's safety;
- **It is illegal to transfer ANY medication from one container to another container pursuant to KRS 315.010 and KRS 217.182(6).** This includes both controlled and non-controlled substances.
- **ALL medications will be kept locked** in accordance with the agency's policies and procedures following Drug Enforcement Agency (DEA) requirements.

3 Checks and the 6 Rights

Training should be reinforced in the three (3) checks and the six (6) rights of medication administration. These are:

- Medications should be checked three (3) times:
 1. Compare the medication label to the MAR and the prescription when removing the medication from the storage area;
 2. Compare the medication label to the MAR and the prescription when preparing the medication to be administered; and

3. Compare the medication label to the MAR and the prescription immediately prior to administration.
- Six Rights of medication administration should be followed:
 1. Right Person
 2. Right Medication
 3. Right Time
 4. Right Dose
 5. Right Route
 6. Right Documentation

Preventing Medication Errors

The prevention of medication errors to the greatest degree possible is essential in ensuring the health, safety, and welfare of individuals receiving supports and services through the SCL Medicaid Waiver program. Knowing the following before administering medications will help prevent medication errors:

- Name of medication (generic and trade)
- Purpose
- Effect
- Length of time to take effect
- Side effects
- Adverse effects
- Interactions
- Special instructions
- Where to get help
- Allergies
- Contraindications

When a Medication Error Occurs

Training participants should be knowledgeable of how medication errors are defined in the SCL Medicaid Waiver program and what to do when a medication error occurs. They should be instructed to:

- Follow the agency's policies and procedures to notify the appropriate professionals; and
- Complete appropriate reporting and documentation processes per SCL regulations and the agency's policies and procedures.

During this training, the RN Direct Trainer shall review the agency's specific policies and procedures related to:

- Storing medications;
- Medication keys;

- Medication disposal;
- Medications upon admission and discharge;
- Medication education;
- Medication administration;
- Documentation of participant refusal of medication;
- Medication errors; and
- Medication Administration Monitoring Policy.

Classification of Medications

Understanding the differences in the classification of medications is another important topic that should be emphasized with non-licensed personnel. Trainees should know and understand the differences in classification as well as the agency’s policies and procedures in the storage of medications based upon classification.

Trainee instruction should be reinforced on the following topics:

- Controlled/Scheduled Medications
 - Regulated under the Controlled/Scheduled Substance Act of 1970;
 - Handled according to the following DEA recommendations:
 - Kept under double lock and key;
 - Separate from other medications;
 - Signed out each time a dose is administered;
 - Counted, per agency specific policy, at a minimum of every shift;
 - Documented accurately to reflect correct count; and
 - Disposed of according to DEA requirements.
- Non-Controlled/Non-Scheduled Medications
 - All other medications prescribed that are not considered to be potentially addictive by the DEA;
 - All medications must be locked at a minimum under single lock; and
 - Agency policies will address all aspects of an individual’s safety in relation to secure storage of medication.

Forms of Medication Administration Taught in Course

Non-licensed personnel will be encountering various forms of medication and should be knowledgeable and adequately prepared to administer the different forms of medications. Trainees should be instructed in the following:

- | | |
|-------------------|--------------------|
| • Oral/sublingual | • Ophthalmic (eye) |
| • Topical | • Otic (ear) |

- Inhalers
- Suppositories (excludes Diastat)
- Epi-Pen

RESOURCES

The following resources are available in the Global References of Kentucky's College of Direct Support for your quick reference and use:

- The **DDID Medication Administration Curriculum for Non-Licensed Personnel Manual**
- DDID Medication Administration Curriculum for Non-Licensed Personnel Training Supplemental Handouts
- Medication Administration Demonstration of Competency Skills Checklist
- Medication Administration Final Exam Compliance Agreement
- Medication Administration Certificate of Completion
- CDS Medication Administration Process Summary and Agreement
- AOS#15 Supervision and Delegation

CONTACT INFORMATION

If you have questions, please contact the RN Master Trainer at the Division of Developmental & Intellectual Disabilities at (502) 564-7700 or contact the DDID Field Nurse assigned to the specific SCL Provider Agency.