

Huddle #6 Notes

1. What is your role in supporting safe medication management at Circle of Care?

(Hint: think about how you would identify and escalate medication-related concerns, connect clients with additional supports if needed, reinforce medication management expectations with staff, etc.)

At the Adult Day Program (ADP), the Supervisor and the Social Worker review a Best Possible Medication History form that the client completes prior to intake and brings with them to their initial assessment. Their role is to identify any discrepancies between the medication that the client is taking and what has been prescribed to them by their physician. For any discrepancies, the client is told to follow up with their family physician. This minimizes any potential risk of harm to the client due to any medication discrepancies.

When clients bring in their medication to the ADP, the ADP Supervisor receives the medication, ensures it is written on the MARs sheet, and reviews the medication with Program Assistants to ensure that they are aware of what the medication is, what it is for, and any potential side effects to look out for in clients.

If a medication-related error or safety event takes place, the ADP Supervisor is responsible for conducting team debriefs with staff in a culture of no-blame and focused on continuous improvement and learning to prevent event recurrence.

Our Client Service Supervisor team is responsible for notifying the client's OHAH Coordinator of any medication-related concerns that a PSW may notice to ensure that additional supports are arranged for the client wherever needed.

The Quality Team receives reports of medication-related safety events and is responsible for escalating, resolving, and reporting these events to OHAH according to our event reporting process.

Medication assistance or administration is out of scope for our volunteers and students. As a result, the role of volunteers and students in supporting safe medication management is to report any concerns to their supervisor.

2. Who do you contact if you need additional support or have questions about medication management?

Staff at the ADP contact the ADP Supervisor if they require additional support or have any questions about medications. The ADP Supervisor also contacts the client's pharmacist

with questions if needed. All staff and volunteers can refer to their immediate supervisor or our Director of Professional Practice, Matt Wong, with medication-related questions.