

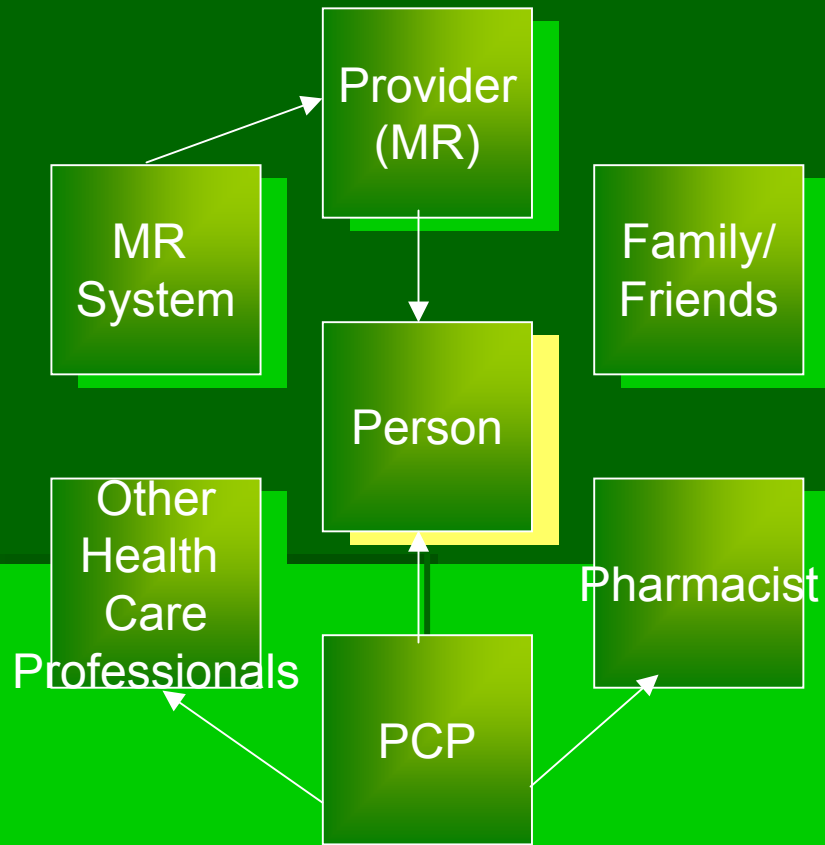
MEDICATION MANAGEMENT

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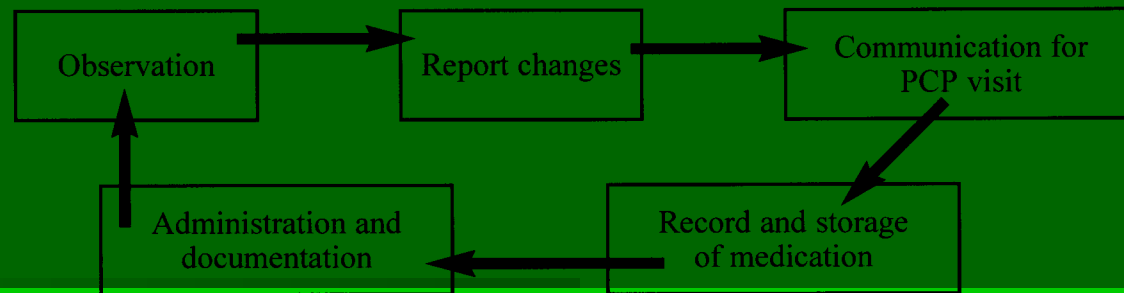
LEARNING OBJECTIVES

- Identify those involved in the medication cycle
- Identify how the cycle works
- Identify the partnerships in medication management
- Learn about some of the strategies that Pennsylvania has used to address medication issues

WHO IS INVOLVED WITH MEDICATIONS?



MEDICATION CYCLE



ROLE OF PROVIDER

- Observation for medication effects (side and good)
- Reporting above information to appropriate person
- Communication with PCP (where relevant)
- Recording and storage
- Administration
- Documentation

HOW TO SUPPORT THE PROVIDER (MR)

- Medication administration course
 - Observation and reporting
 - Rights of medication
 - Documentation
 - Errors
- Training about medications
- Technical assistance related to medication cycle
 - └ Medication administration policies
 - └ Medication administration best practices

HOW TO SUPPORT THE CONSUMER

- Assist with communication with health care provider
- Training for Supports Coordinators (Case Managers)
 - Mini Medication Administration
 - On-going technical assistance around medication errors (with county)
- Education re medications and disease processes
 - └ Consumer, family, MR staff, Supports Coordinator

HOW TO SUPPORT THE HEALTH CARE PROVIDER

- Consumer, Family, Provider
 - Training and strategies re communication of information
 - Supplemental disease training
- Health Care Provider
 - ┆ Drug Utilization Reviews
 - ┆ Managed Care with Special Needs Units

DRUG UTILIZATION REVIEW (DUR/DUE)

- Prospective review (ProDUR)
 - Look at use of particular drugs
 - Consumers
 - Providers (health care)
- Retrospective review (RetroDUR)
 - Looks at drug utilization
 - Identifies problems
 - Develops solutions to address the problems (e.g. physician education about use of particular drugs- e.g. oxycontin)

OTHER WAYS TO LOOK AT DRUGS

- Health Risk Profile (HRP)
 - Match medication with diagnosis
 - Evaluate dose compared to standard references
 - Identify presence of side effects
 - Identify presence of levels (when applicable)
- Individual Support Plan (ISP)
 - List of medications with diagnoses and side effects
- Monitoring
 - └ OMR monitoring of counties (waiver)
 - └ Supports Coordination monitoring

HOW TO ADDRESS ISSUES

- Care re role of evaluator/monitor (RN or unlicensed)
- Assist individual consumer in communicating issues to health care professional
- Broader issues that affect more people
 - Drug and health alerts
 - Statewide education for practitioners (e.g. physicians, nurse practitioners, etc) and pharmacists

HOW DOES IT WORK?

EXAMPLE: DUR/DUE

- Identification of issues around antibiotic prescription and bacterial resistance; national problem
- Identification of use of broad spectrum antibiotics instead of more narrow ones
- Use of antibiotics with viral infections
- Education with CME about appropriate use of antibiotics in particular situations using best practices and clinical guidelines where available (e.g. how to approach sinusitis)

HOW DOES IT WORK?

EXAMPLE: HRP

- HRP identified valproic acid as the most commonly used drug among people in licensed residential settings
- FDA issued a black box warning about risk of developing pancreatitis with valproic acid
- Drug alert developed and distributed throughout DPW (including practitioners, MR providers, families, counties, pharmacies, MH system, etc).

HOW DOES IT WORK?

EXAMPLE: FDA WARNINGS

- Phenylpropanolamine (used in cold preparations) was removed from the market because of risk for cardiac arrhythmia
- Drug alert sent out from DPW
- Reactions
 - Supports Coordinator reported that removed a compound with the substance from medicine cabinet
 - ┆ Local Physicians Assistant reported seeing the alert and then communicating with patients about it

HOW DOES IT WORK?

EXAMPLE: MCO RESPONSE

- Mellaril warning re risk for cardiac arrhythmias from FDA
- Drug alert went out
- MCO responses
 - Identified consumers on Mellaril and sent warning to them and their practitioners
 - ┆ Identified practitioners who prescribe it and sent warning to them
 - ┆ Broadbased education to practitioners

OTHER INTERVENTIONS

- Incident Management/Medication Errors
 - Provide training in Medication Administration Course
 - Evaluating and avoiding errors
 - Best practices and policies and procedures
 - Health Care Quality Units (HCQU) provide training
 - Supplemental information about medications
 - Medication administration policies
- Technical assistance with particular providers
 - Evaluate pattern of errors and how to prevent
 - Assistance in development of medication administration policies

SUMMARY

- Successful medication management requires the involvement of multiple systems.
- DUR/DUE done through the health care system adds to evaluation of medications prescribed.
- Systemic changes can provide safer administration.
- Increased knowledge about observation and reporting without interpreting the results will result in better health care.