

Mission Mountain Enterprises, Inc.
Medication Safety System
June 15th, 2010

2nd & 3rd Check Protocol

1. The Lead of each service area will designate on their schedule, which staff person is responsible for assisting the consumer with medications and which staff persons are responsible for the second and third check systems for medication administration for each day/shift. These assignments will also include who is responsible for assisting off-site residential consumers with their medications.
2. All areas will utilize assignment sheets and the 2nd and 3rd check person will be written in on the assignment sheet. The use of assignment sheets will ensure that if there is a last minute schedule change, someone else is assigned for the second and third check system. Assignment sheets should be reviewed by the Lead and the team at the beginning of each shift to ensure that all duties are assigned. Assignment sheets should be turned in each week to the Area Directors.
3. All facilities will keep a record (on the schedule and assignment sheets) of medication times. The medication times should also be posted on the outside of the cupboard or file where medications are kept for easy reminders.
4. In congregate settings as medications are given (group home and day program), the person assisting with medications and the person assigned to do the second check will work as a team to ensure the proper administration of medications to each individual served. In practice, the team should be working side by side with the second check person observing the medication administration, observing the medications actually being taken by the individual, and observing the documentation of the medications immediately following the medication administration.
5. Mission Mountain Enterprises recommends that medications should be reviewed and prepared in medications storage area, and administered when consumers are in the med area or at the dining room table. Rarely if ever should medications be administered when clients are in their rooms. Medications should never be given in bathrooms. Medications can be administered in community locations, but staff should assure the person is sitting upright and there are sufficient amounts of liquid to aid swallowing.
6. As part of the process after medications have been taken, the person assisting with medications should initial the empty Doc-U-Dose packets and place them in a designated file to be reviewed by the 3rd check system. These packets will be kept for the current month, and then shredded by the Lead of each area following their monthly review of Medication Administration Records.
7. The 2nd and 3rd check system must be documented in each service area by the person assigned initialing that they completed the 2nd and 3rd check for their shift.
8. When the person served is away from their Medication Administration Record, but still requires medications, the Doc-U-Dose packet which travels with the consumer should be initialed following administration, and when the staff assisting with medications returns to the record, they will then sign the

Medication Administration Record and place the initialed packets in the designated file.

9. Where the person served lives in their own home, the second check will be conducted by the Lead or Assistant Lead from the area by an off-site physical check. The Lead or Assistant Lead should visit the off-site area within the hour that medication times are scheduled, and review the initialed Doc-U-Dose packets and the Medication Administration Record. Should no Lead or Assistant Lead be available, a medication certified employee may be designated to go off-site and conduct the second check in their place.
10. Only in extreme staffing difficulties is someone who is not medication certified assigned to conduct any of the medication second or third checks. When this happens the Area Director should be notified so they can begin to help problem solve the staffing concern.

3rd Check System

In order to prevent medications which might be missed at the scheduled time from being omitted before too much time has elapsed, Mission Mountain Enterprises is instituting a 3rd Check System:

1. At the beginning of each shift, the arriving members of the shift will check for the initialed empty Doc-U-Dose packets for the previous shift. If they can't be located, they will continue to look for Doc-U-Dose packets in the storage areas to see if they are still full. If they are unable to locate either empty or full Doc-U-Dose packets for the day, they should contact their supervisor who will then provide guidance on what to do. Should they find medications that have been missed; they will contact a health care professional and follow through with the direction provided, notify their supervisor, and write a General Event Report on Therap.
2. Mission Mountain Enterprises recognizes that consumers are served by different service areas and different shift teams. The 3rd check system must be implemented across program areas and shifts. In order to conduct this 3rd check system, the Doc-U-Dose packets should be returned to the consumers' residential hub and placed in the designated file at the end of the shift/program hours.
3. The following examples are provided to help staff understand their role in the system.

Example #1: Bonnie gets her medications from the off-site morning residential staff; when day program starts, members from day program must conduct the 3rd check system for the morning medications. The person assisting Bonnie with her morning medications must initial the Doc-U-Dose and deliver the packets to the day program so they can conduct the 3rd check. At the end of day services, the day service staff will deliver those morning Doc-U-Dose packets from off-site back to the group home where the person served out of at the end of the day.

Example #2: The same is true for medications given during day program; Day program staff will deliver the initialed and empty Doc-U-Dose packets to the

group home when individuals are commuted home. The residential staff coming on shift in the afternoon will be responsible to conduct the 3rd check system for medications administered during the day.

Example #3: Any medications administered in off-site residential must be returned to the group home where the person is served out off at the end of their shift, so the night shift coming on can conduct the 3rd check on off-site residential consumers.

Example #4: At night, when the night staffs come on duty, they are responsible to conduct the 3rd check system for all medications given during the afternoon/evening.

4. The 3rd check system must be documented in each service area by the person assigned initialing that they completed the 3rd check for their shift.
5. If any of these checks finds medications that were scheduled to be given, but have not been given; they will follow the safe practice of contacting a health care professional, preferably the pharmacy for direction on how to best protect the health of the person served.
6. They will follow through with the advice from the health care professional and document correctly in the Medication Administration Record.
7. They will then write a General Event Report on Therap describing the medication error, which staffs were responsible (who was assigned to administer and who was assigned as the second check person), and what action was taken to ensure the health and safety of the person served.
8. Finally they will report to their supervisor and write a T-log describing what happened and what action was taken to protect the person's health and safety.