



Strengthening
Med Safety in
Long-Term Care



Trailblazer Home Workbook

Adapt and Implement Medication Management Model Policies



November 2022

“It’s a marathon, not a sprint!”



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1. Introduction and Overview

Welcome to the *Adapt and Implement Medication Management Model Policies* Project group!

Over the next 6 to 9 months, you will receive education, facilitation and coaching from ISMP Canada staff in adapting and implementing one or more Model Policies in your Home. The Model Policies were developed by ISMP Faculty in collaboration with the Champion Homes as part of the *Strengthening Medication Safety in Long-term Care Initiative*. *Good policies make good processes and are part of the Quality Improvement plan in your Home to drive medication safety.*

The structure of the Model Policy stream follows these steps:
Ready, Set, Go, Keep Going, and Share.

2. READY - Medication Management Model Policies Review

Policy development is an ongoing and resource intense task in all Ontario Long-term Care Homes. By developing Model Policies for testing, ISMP Canada is providing a framework to use as a springboard to the development of your own local policy. Whether you are starting from scratch or modifying an existing policy, these policies are intended to support you along the way.

ISMP Canada has developed the following seven Medication Management Model Policies with the intention of having Long-term Care homes in Ontario adapt them to their local needs and implement them in their homes. This real-life implementation will enable us to collaborate on developing FINAL versions that can be used throughout Ontario.

You will truly be a Trailblazer in the province!





Where do I start?

Approximate timeline: Nov/Dec 2022

1. Bring your Working Group together with representation from all aspects of the Medication Management processes to review your current policies to identify those that require updating or have not yet been developed in your home. Consider including managers, policy writers, front line registered staff, other members of the healthcare team involved in medication management i.e., prescribers, pharmacists, and residents/ family members.
2. Review the list of Model Policies to identify possible Medication Management processes to consider for improvement. The links below will take you to each of the individual Model Policy for review. These links can be shared with the members of your Working Group with the direction that each member identifies their top 3 for adaptation and implementation.

Choose from the following 7 policies to adapt and implement in your Home.

- [Model Policy 2 for Testing: High-Alert Medications](#)
- [Model Policy 3 for Testing: Monitoring for Preventable Harm from Medications](#)
- [Model Policy 4 for Testing: Quarterly Medication Assessments](#)
- [Model Policy 5 for Testing: Emergency Medication Supply](#)
- [Model Policy 6 for Testing: Drug Destruction and Disposal](#)
- [Model Policy 7 for Testing: Automated Dispensing Cabinets](#)
- [Model Policy 8 for Testing: Medication Storage](#)

Note: Model Policy 1 for Testing: Medication Reconciliation (MedRec) is available through the MedRec stream.





How do I decide on which policy should be the priority?

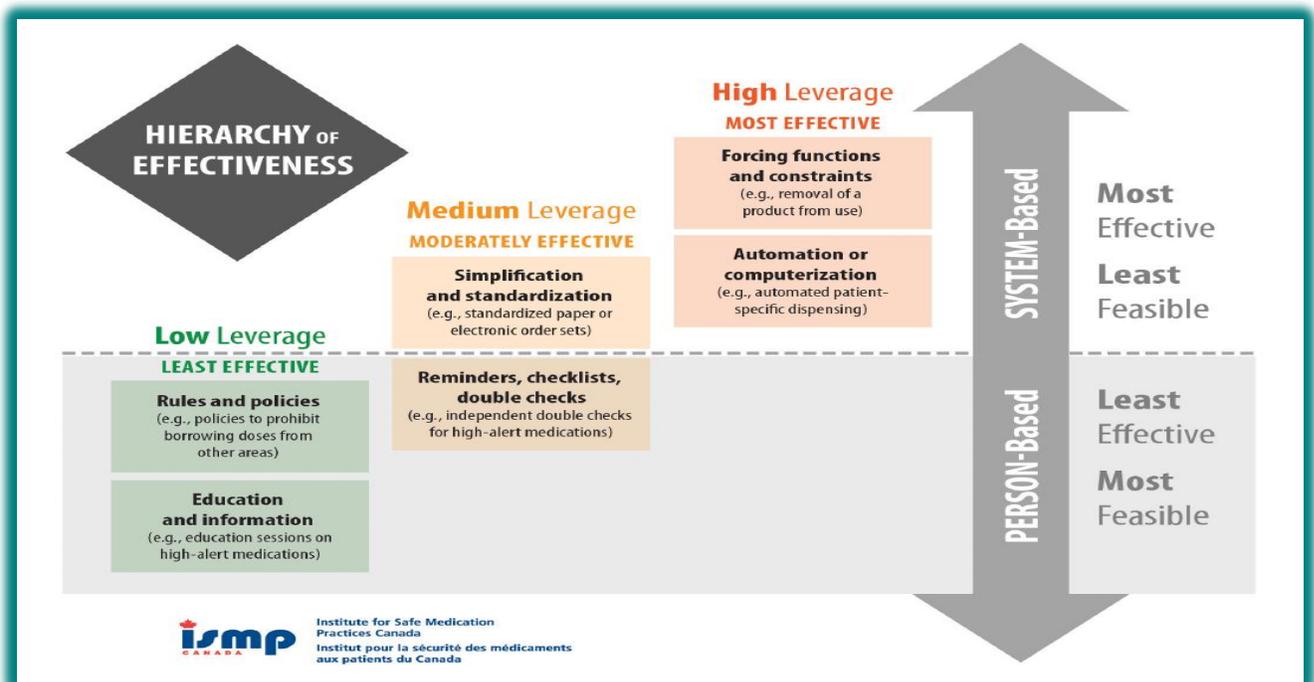
Review the medication incidents that have occurred over the past year. This information is part of your initial medication management safety assessment. Is there a concentration of incidents pertaining to a specific medication management process in your home? Does this align with one of the policies listed? If not, discuss with ISMP Canada Faculty.

Gathering feedback from the staff involved in the process is one of the ways to decide if this process needs work. Ask the registered staff “What medication management process do you find the most confusing/cumbersome/prone to error?”

Rely on your Working Group. Gathering multiple perspectives can give you a new appreciation of how the process is done on a day-to-day basis and how individual steps in the process affect one another.

Map the process. With the support of the ISMP Faculty, map the process with your Working group to decide where the gaps are and where the enhancement of the policy needs to be focused. Contact your Stream Chair for booking this Process Mapping Meeting at Shirley.drever@ismpcanada.ca.

Make Impactful Interventions that are system-based rather than person-based.





3. SET – Develop a New Draft Policy

Approximate timeline: Jan/Feb 2023

- a) Allow 2 weeks for the members of the Working Group to provide feedback on the chosen Model Policy.

Consider completing the QI e-learning modules to enhance the Working Group's understanding of processes in the home and to better inform the improvements to your current policy or new policy. These modules are available free of charge from our website by following this link: [Quality Improvement - ISMP Canada](#)

- b) Meet with the Working Group to gather and document feedback.
- c) Incorporate Working Group feedback into your draft policy.
- d) Team Lead to meet with ISMP Canada Faculty to review draft policy.
- e) Working Group to attend an FMEA Workshop facilitated by ISMP Canada Faculty to help perform a proactive risk assessment on the new draft policy.
- f) Make any changes to the draft policy based on the proactive risk assessment.
- g) Finalize your draft policy and submit it to ISMP Canada by email at Shirley.drever@ismpcanada.ca by **February 28th 2023**

4. GO – Pilot Test the New Draft Policy

Approximate timeline: Mar to mid-April 2023

- a) ISMP Canada Faculty to provide education on the use of the Plan, Do, Study and Act (PDSA) Cycle to support the implementation of the new draft policy.
- b) Home to provide education and coaching to all applicable staff, prescribers, and pharmacists to ensure accurate and complete implementation.
- c) Using the PDSA cycle, pilot test the draft policy in a small area of the home i.e., one unit.
- d) Observe the test.
- e) Gather feedback from those involved in the testing and update the policy.
- f) Perform another PDSA cycle if needed.
- g) Gather feedback from those involved in the testing and complete a final update.
- h) Finalize the new policy and submit it to ISMP Canada by email at Shirley.drever@ismpcanda.ca by **April 28th, 2023**.





5. Keep Going – Complete the Implementation **Approximate timeline: mid-April/May**

- a) Implement the new policy in the whole home for 1 month.
- b) Gather feedback after implementation is complete from all parties.
- c) Audit the process (observation) to ensure implementation is accurate and complete after months. Audit template is provided in Appendix A.
- d) Provide audit feedback to staff, prescribers, and pharmacists.
- e) Regularly review the policy to ensure it reflects the latest evidence, including standards and legislation (suggest annually at minimum).

6. Share – Provide your feedback on the ISMP Canada Model Policy

Approximate timeline: June 2023

- a) Based on your implementation and testing in the home, provide your feedback on how the Model Policy can be enhanced to incorporate your learnings from the adaptation and implementation process in your home.
- b) Submit feedback by email to Shirley.drever@ismpcanada.ca by **June 30th, 2023**.

7. Celebrate!!!!

*****Refer to Appendix B for meeting schedule for this stream*****





Appendix A – New Policy Implementation Audit

1. Has there been a reduction in incidents related to this medication management process since the implementation? Y/N

Compare results for past year and identify trends.

2. Has the implementation of the new policy made the medication management process?

Less time-consuming? Y/N

Less prone to errors? Y/N

Less confusing for front-line staff? Y/N

3. Have the gaps identified in the former policy been addressed? Y/N

4. Have any new concerns developed as a result of the implementation of the new policy? Y/N

Please describe:

5. Have any upstream or downstream issues resulted from the implementation of the new policy. Y/N

Please describe:

Action Plan to address audit concerns.

Please describe:



Appendix B- Scheduled Meetings Template



Meeting Description	Who Attends?	Timeframe	Proposed Date and Time
Policy selection meeting	Team Lead and Working Group	1-2 hours in November	
Process Mapping Workshop Facilitated by ISMP Canada Faculty	Team Lead and Working Group	2 hours in November or December after policy selection	
Working Group Model Policy Feedback Meeting – Facilitated by ISMP Canada	Team Lead and Working Group	1-2 hours early January after 2 week review of model policy by Working Group	
Draft Policy Review Meeting with ISMP Faculty	Team Lead	1-2 hours Last 2 weeks of January	
FMEA Workshop Facilitated by ISMP Faculty	Team Lead and Working Group	2 hours first 2 weeks of February	
Finalize Draft Policy with ISMP Faculty	Team Lead	1-2 hours last 2 weeks of Feb Submit Draft Policy by Feb 28th	
Plan, Do, Study, Act – designing tests of change Workshop Facilitated by ISMP Faculty	Working Group	2 hours first 2 weeks of March	
Working Group Meeting to finalize policy	Team Lead and Working Group	1-2 hours first 2 weeks of April	
Meeting to discuss final policy with ISMP Faculty	Team Lead	1 hour last 2 weeks of April Submit Final Policy by Apr 28th	
Meeting to gather feedback after implementation of new policy	Working Group	1-2 hours May	
Meeting to discuss changes to final policy with ISMP Canada Faculty	Team Lead	1 hour last 2 weeks of May	
Completion meeting with ISMP Canada Faculty	Team Lead and Working Group	1 hour 1 st 2 weeks of June	
Share feedback on Model Policy discussion with ISMP Faculty	Team Lead	1 hour in June Submit feedback on Model Policy by June 30th	



Appendix C – PDSA Template





Plan, Do, Study, Act (PDSA) Worksheet



Project Title: [Click here to enter text.](#)

PDSA Cycle No.: [Click here to enter text.](#) **Start Date:** [Click here to enter text.](#) **End Date:** [Click here to enter text.](#)

Aim/Objective: [Click here to enter text.](#)

Describe the Test of Change (ToC)	Who (responsible)	When (completion date)	Where (location)

Plan

List the tasks needed to set-up the ToC	Who (responsible)	When (completion date)	Where (location)

Predict what will happen when the ToC is carried out	Measures to determine if predictions succeed

Do – Describe what [actually happened](#) during the [ToC](#). Capture data/measurements, document problems and unexpected observations.

- Enter text here

Study – What were the results of the [ToC](#). Analyze data/measurements, compare to predictions & summarize learnings.

- Enter text here

Act – Describe what modifications to the plan will be made for the next cycle from what you learned. Are you going to adopt, adapt or abandon?

- Enter text here

PDSA Template

