

# **SOUTHERN HIGHLANDS COMMUNITY MENTAL HEALTH CENTER**

## **POLICY AND PROCEDURE MANUAL**

**Date of Issue: 11/1/84**

**Section Number 150**

**Date Revised: 3/15/92; 9/26/00; 5/7/02; 4/1/03; 7/22/10; 4/4/11, 2/10/21**

### **Policy 150 – Medical and Behavioral Health Care**

#### **I. MEDICATION ADMINISTRATION**

##### **A. POLICY**

It is the policy of Southern Highlands Community Mental Health Center to provide accurate, safe and properly documented medication administration for designated consumers. All consumers receiving services from the Center have the right to be free from unnecessary or excessive medication. Consumers require consistent drug therapy between inpatient and outpatient environments. State owned psychiatric facilities have adopted a consistent formulary and SHCMHC will work cooperatively with these facilities to assist consumers in gaining access to needed medications. Medication shall not be used as punishment nor for the convenience of staff or as a substitute for programs or in quantities that interfere with the consumer's treatment program. All medication administration shall be done in compliance with established policies and procedures. Please refer to HIPAA Policy 507 – Designated Record Set for additional information.

##### **B. PROCEDURES**

1. All consumers shall be free of unnecessary or excessive medication.
2. SHCMHC will have dedicated staff to enroll individuals in pharmaceutical indigent care programs as available from the manufacturers.
3. The Center will work with inpatient facilities discharge planners to identify consumers at risk of returning to the hospital without medications and work with these consumers in preventing readmission to inpatient care.
4. Psychotropic medications shall be ordered only as part of a treatment plan with documentation of the diagnosis, specific behaviors that indicate a need for the medication, and the rationale for the choice of a particular medication.
5. The Center shall assure that consumers receive the minimum medication required to reduce symptoms or to maintain level of functioning.

6. The medical responsibility for all consumers shall be vested in a physician. For Medicaid reimbursement, service must be by or under the direction of a physician, by a licensed practitioner within the scope of his/her license under state law, or acceptable by other federal standards. Medical providers may participate in BHHF annual training on the clinical efficacy of drug therapies that can be beneficial and cost effective to consumers.
7. All prescription medications administered by consumers shall be authorized by written, dated, and signed orders of a physician or others authorized by state law to prescribe medications. Any order being transcribed needing clarification will be discussed with the prescribing provider by the transcribing nurse and documented as a verbal order from the medical provider and signed by the nurse. Otherwise, the medication must be administered as it was written by the provider.
8. All medications administered shall be recorded in each individual's consumer record showing drug, dosage, route, date, and time of administering, and shall be signed by the individual administering the medication. It is the responsibility of the licensed nurse to transcribe any medication being administered. This transcription is noted by the nurse writing "noted", signing and dating the physician order sheet and signing the medication administration record (MAR).
9. Changes in the consumer's condition as a result of receiving the medication, including adverse reactions, shall be noted in the consumer's record. The administering staff will complete an adverse incident report and in residential areas the Chief Nursing Officer and/or the Residential on-call RN will be notified immediately.
10. Consumers who are able to self-medicate shall do so. This provision shall include insulin injections. The Center shall provide these consumers secure areas in which to keep their medications, as needed.
11. Medications requiring stop order, and injectables except for insulin, shall be administered by a physician, a registered nurse, or other individual having a license to administer under state law.
12. Medications shall not be administered to any consumer other than the one for whom they were prescribed.

13. Individually prescribed medications shall be packaged by a pharmacist in accordance with state law unless administered by a physician or a registered nurse and shall be delivered directly to the Center in an unopened package that has been sealed by the pharmacist.
14. Each prescription medication shall have a separate container showing at least the individual's name, address, date filled, physician, dosage, route of administration, frequency, amount or number of drugs dispensed, DEA number, manufacturer's name and prescription number. Medications administered by a physician or a registered nurse are exempt from above criteria.
15. Medications subject to controlled substances regulations shall be in full compliance with state and federal law and regulations.
16. Drugs or biologicals to be administered shall be verified with the prescribing practitioner's orders and properly prepared for administration. The consumer shall be clearly identified prior to drug administration.
17. Medication errors, defined as a) failure to administer a drug ordered by a physician or b) the administration of a drug without a physician's order in the wrong dosage; in the incorrect form; by the incorrect method or that is incorrect itself, and adverse drug reactions are to be reported immediately by notifying the prescribing physician, consulting pharmacist by R.N., documenting properly in the consumer's record, and completing an incident report. The reason for not administering any medication is to be noted on the MAR. Each shift the nurse will review the MAR from the previous shift for errors and omissions.
18. All orders for medications shall be reviewed at least every ninety (90) days by the physician.
19. The consumer's program plan shall reflect the review and reconsideration of drug dosages and types and be explicit in the rationale for changes of continuation of psychotropic regimens.
20. Standing orders shall be used by the Center when authorized by the physician. A stop order means that the standing order cannot be repeated unless authorized by a physician. The consumer will be observed for a period of thirty (30) minutes after an injection. If any problems are noted, the consumer is referred to a hospital emergency room immediately. A standing order will be maintained in the nurse's office and will be reviewed and updated at least annually.

- 21 Prior to discharge from a state owned psychiatric facility the SHCMHC liaison representative to the hospital treatment team will provide the hospital attending physician the name of the Center medical provider who will be involved in the consumer's post discharge follow-up care. The liaison will be responsible for assuring that the hospital discharge summary and all other information shared by the hospital attending physician is disseminated to the appropriate person(s) at the Center prior to, or at the time of, the discharge of the consumer from the hospital.

## **II. MEDICAL PROCEDURES**

### **A. POLICY**

It is the policy of Southern Highlands Community Mental Health Center to arrange for medical and behavioral health diagnostic evaluations and services.

### **B. PROCEDURES**

1. Each behaviorally handicapped person served by SHCMHC shall be:
  - a. Referred for a complete annual physical and dental reviews.
  - b. All Hartley and Waiver Residential residents must have a complete annual physical.