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Aged Care Quality and Safety Commission

Engage
Empower
Safeguard

A photograph showing a young woman with long brown hair, wearing a white lace top, pushing an elderly woman with short grey hair in a wheelchair. They are outdoors in a park-like setting with green grass and trees. The elderly woman is wearing a light pink top and a white cardigan. The scene is bathed in warm, golden light, suggesting late afternoon or early morning.

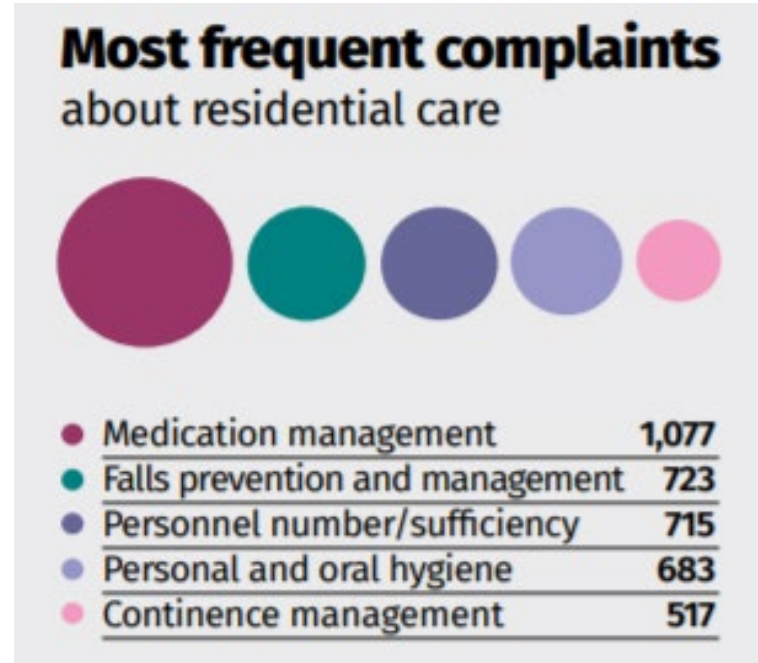
Medication-related complaints in residential aged care

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agedcarequality.gov.au

Medication-related complaints in residential aged care

Residential aged care complaint Issues - 2018-19¹



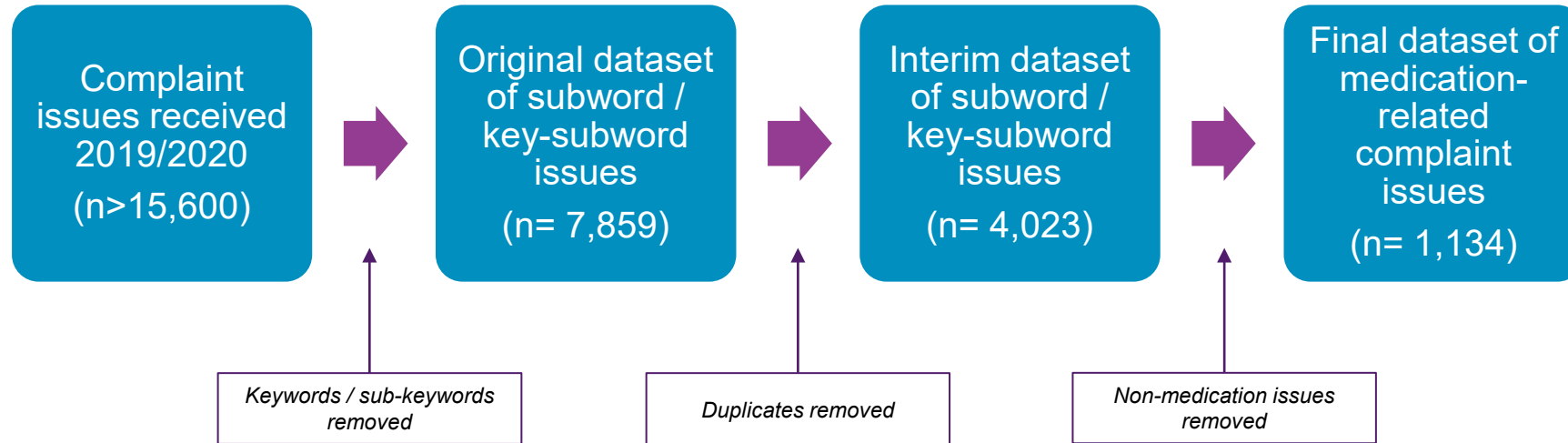
¹Aged Care Quality and Safety Commission Annual Report 2018-2019 - <https://www.agedcarequality.gov.au/media/86747>



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How the medication-related complaint dataset was developed



The Coding Framework to demonstrate the types of medication-related complaints

Keyword	Sub-keyword (and description)	Categorisation	Issue Code (The person's complaint may be about:)	No. of issues
Health Care	Medication administration and management Concern about the appropriate identification, handling, timing and management of medication	Right resident	- Giving a resident someone else's medicine	25
		Right medicine	- Concerns that staff administer wrong medication	36
			- Giving a medicine that someone is known to be allergic to	10
		Right dose	- Staff give the wrong dose of a medication	53
		Right time	- Concerns that the medication is given late	113
			- Concerns medicine is completely missed or withheld	119
		Right route	- Concerns treatment is delayed or not started	80
			- Concerns medication is given incorrectly (e.g. medication not crushed or mixed with food to facilitate administration)	27
		Right documentation	- Concerns that medication charts are not accurate, doses recorded, or up to date.	38
			- Concerns that medications are given without prescription or against legislation	44
Monitoring for effect and/or adverse effects	- Concerns that residents are not being monitored for effect	22		
	- Concerns that adverse effects are overlooked or missed	30		
Appropriate systems, processes and policies in place	- Concerns about the service provider's processes and policies around medication administration and management	116		
	- Concerns about storage, management and accountability for medication (e.g. overordered, goes missing, trolley unlocked and left on floor)	30		
	- Concerns over use of prn medication	16		
		- Tablets handled incorrectly (found on floor, untaken)	13	



The 6 rights of safe medication administration

1. Right patient ✓

- Ask the patient their first and last name
- Does the order match the patient?

2. Right medication ✓

- Does the medication label match the order?
- Be vigilant with look-alike and sound-alike medications

3. Right dose ✓

- Does the strength and dosage match the order?
- Is it half, whole or multiple tablets?

4. Right time ✓

- Does the administration time match the order?
- Before administering a PRN medication, ensure specified time interval has passed

5. Right route ✓

- Does the route match the order?
- Can this be crushed or mixed in other substances?
- Have any transdermal patches been removed?

6. Right documentation ✓

- Document immediately after the medication is administered



The right time

Accounted for over 27% of all medication-related feedback in 2019-2020

- Medications given late
- Medication start delayed
- Medications not started at all

The medical conditions that consumers were most concerned about relating to timing were:

1. Pain management/palliative care
2. Infections – especially UTIs
3. Diabetes management – especially insulin
4. Parkinson's Disease



Consequences of unmanaged pain

- Poor sleep
- Impaired cognitive processes and brain function
- Lowered mood/mental health
- Reduced cardiovascular health and overall quality of life.

Chronic pain *“has significant consequences for patients, as well as for their families, and their social and professional environment, causing deterioration in the quality of life of patients and those close to them.”*



PARKINSON'S MEDICATION IS TIME CRITICAL

- If Parkinson's medications are delayed or omitted, patients can deteriorate very quickly in terms of their ability to move, to speak and to swallow.
- Each patient will have a different regimen of PD medications - the timings are critical
- Consequences of delayed or missed PD medication include falls, pressure ulcers, rapidly deteriorating swallow, aspiration pneumonia and neuroleptic malignant like syndrome.

This can be life threatening.



RCEM FOAMED

Thank you

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