



HCA Medication Assistance Program

Enhancements in Medication Management

Sienna

Senior Living

May, 2024

HCA Medication Assistance Program



Address nursing
shortage

Enhance resident
outcomes & experience

Improve quality of care

Increase team
engagement

Defining the Roles in Medication Management



Defined HCA Medication Assistant Role



Defined clear Nursing accountabilities



Developed job routines and workflows

Medication Assistant Approved Medications



Strip Medications



Eye Drops



Ear Drops



Topical Treatments

- Creams
- Ointments
- Gels
- Lotions
- Medicated Shampoos



Nasal Sprays



Inhalers



Sachets and Single-Dose Laxatives/fibres

All other medications are administered by the nurse.

Nurse Administered Medications

High Alert Medications

Warfarin, Cytotoxic Medications, Insulin

Injectable medications

Insulin (and diabetes monitoring), injectable narcotics

Patch medications

Fentanyl, Nitroglycerin

Contingency Medications

Rivastigmine

Oral liquid medications

Residents Own Supply

Tube Feeds or Medications Into Tube Feeds

Or any type of parenteral medication administration

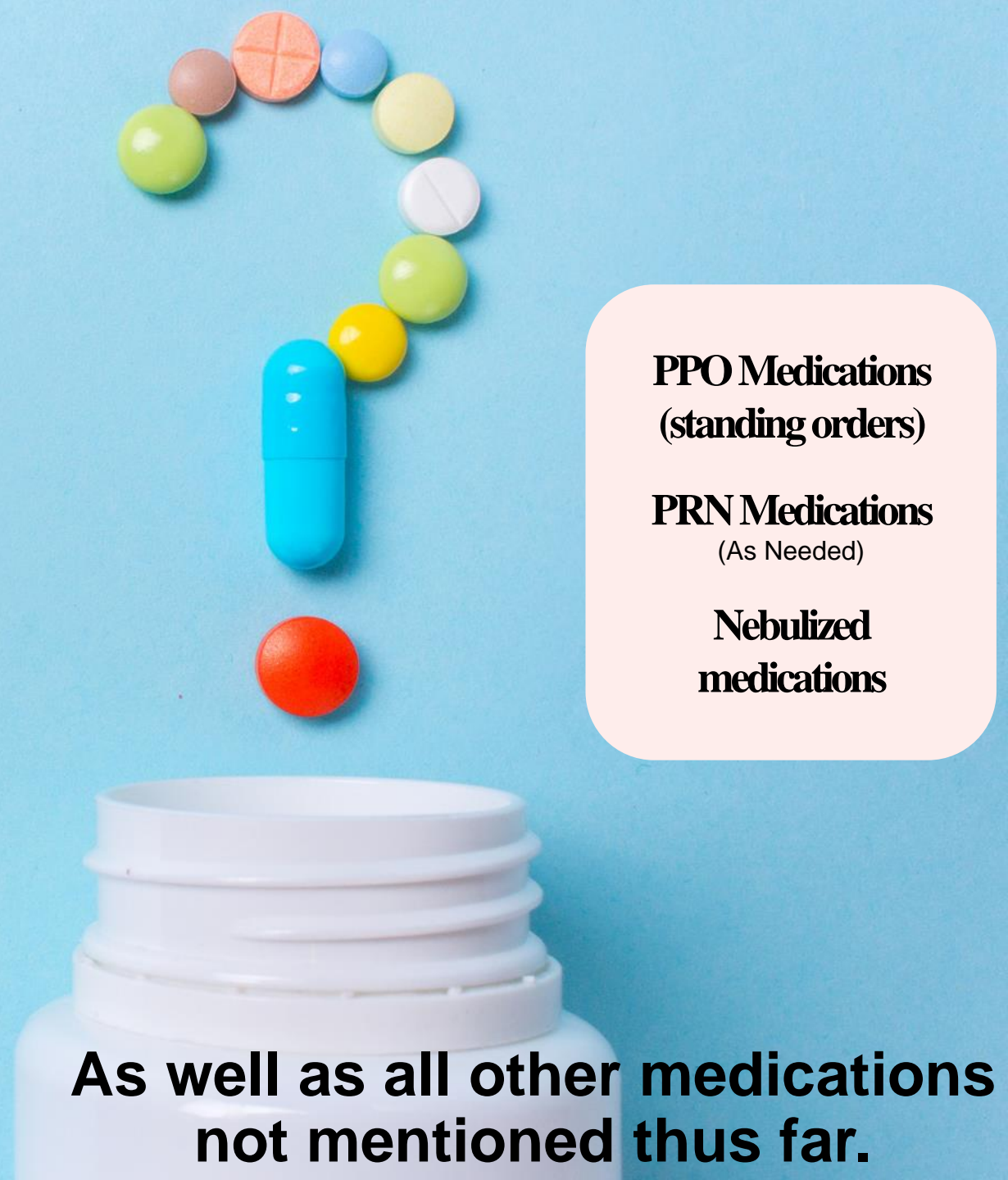
Medications Requiring Assessment

Digoxin with monitoring of pulse in directions

PPO Medications (standing orders)

PRN Medications (As Needed)

Nebulized medications



As well as all other medications not mentioned thus far.

Training

Comprehensive 2-day training; mix of virtual and in-person facilitated training

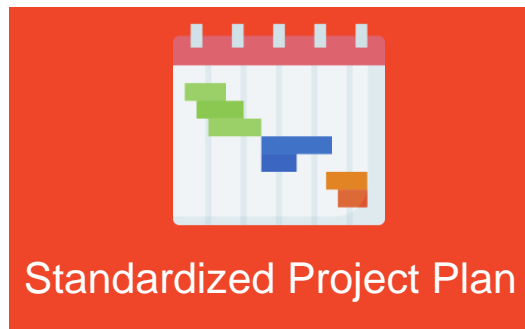
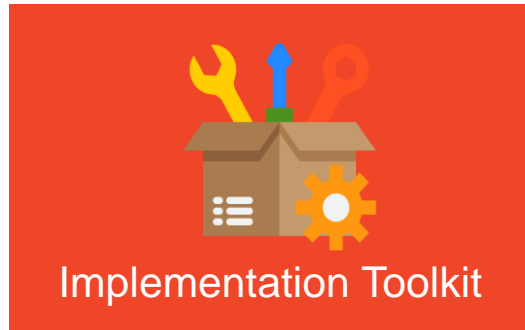
Competency test to ensure knowledge transfer

Training at medication cart and demonstration of competency



Implementation

Implementation Approach



Interdisciplinary Team



Change Management

Robust communication plan addressing all stakeholders



Residents



Families



Nurses



Team Members



Unions



Physicians

Strategy included town halls, team huddles, letters, resident council, family council, team meetings



Sienna
Senior Living

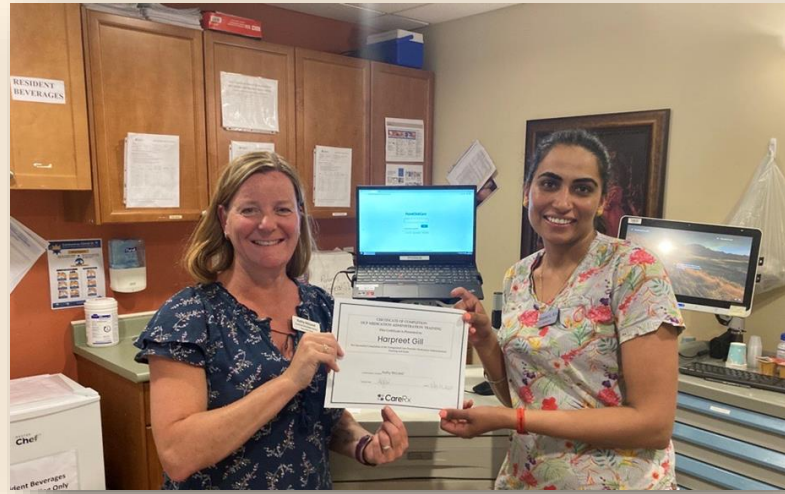
Cultivating happiness in daily life.

March 20, 2024

Dear Residents, Families and Friends of Community,

We are happy to announce a new development that will enhance the level of care and support we provide to residents. Thanks to a change announced by the provincial government, some of our dedicated team of Personal Support Workers (PSWs) will now be able to administer some medications to residents, working in collaboration with our registered nursing staff.

Established Sector Precedence



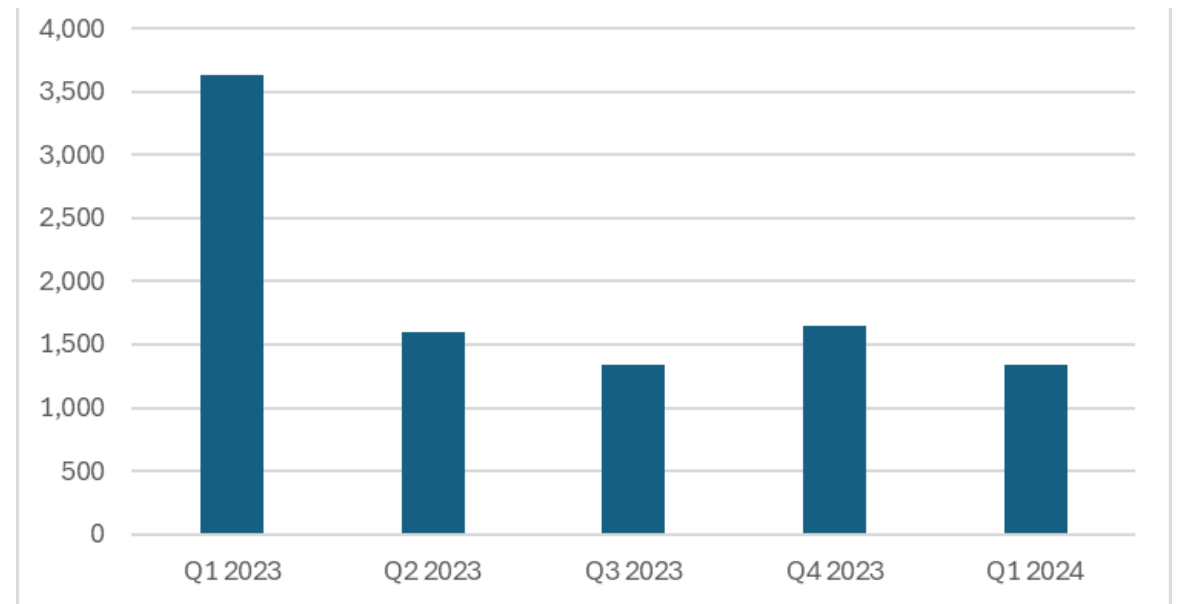
Measuring Success: Team Engagement

- Improved team member engagement
- Improved retention of nurses
- Overall improvement in attendance
- Reduction of agency nursing hours

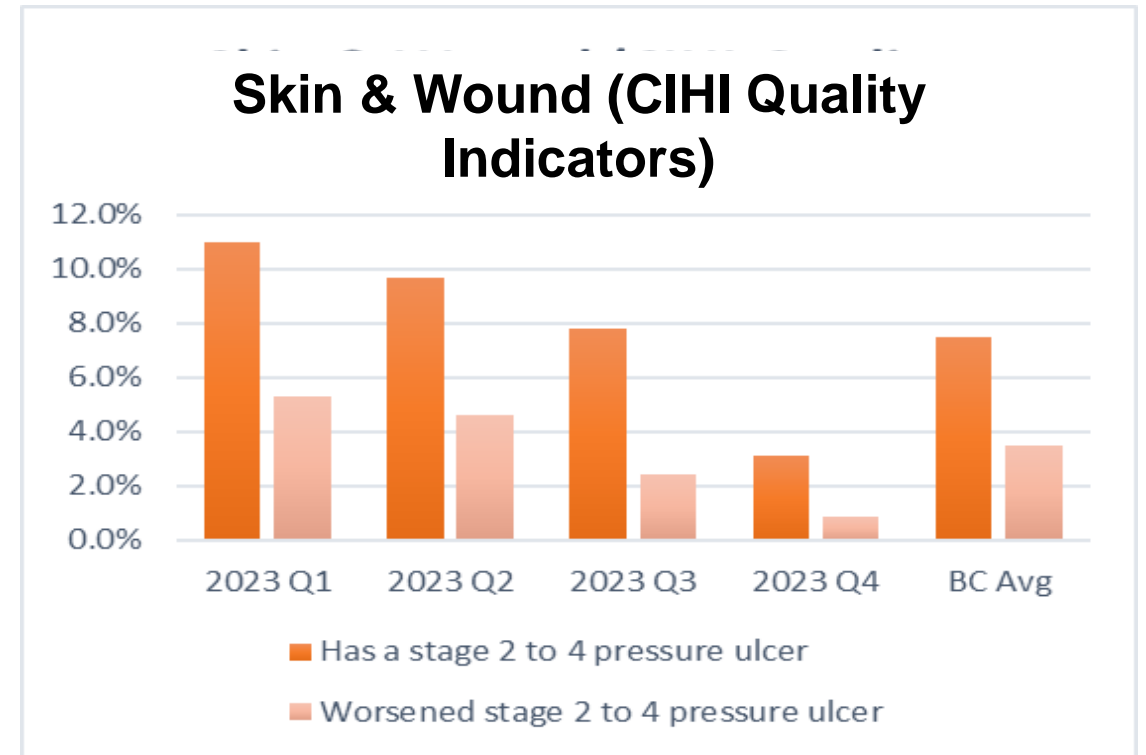
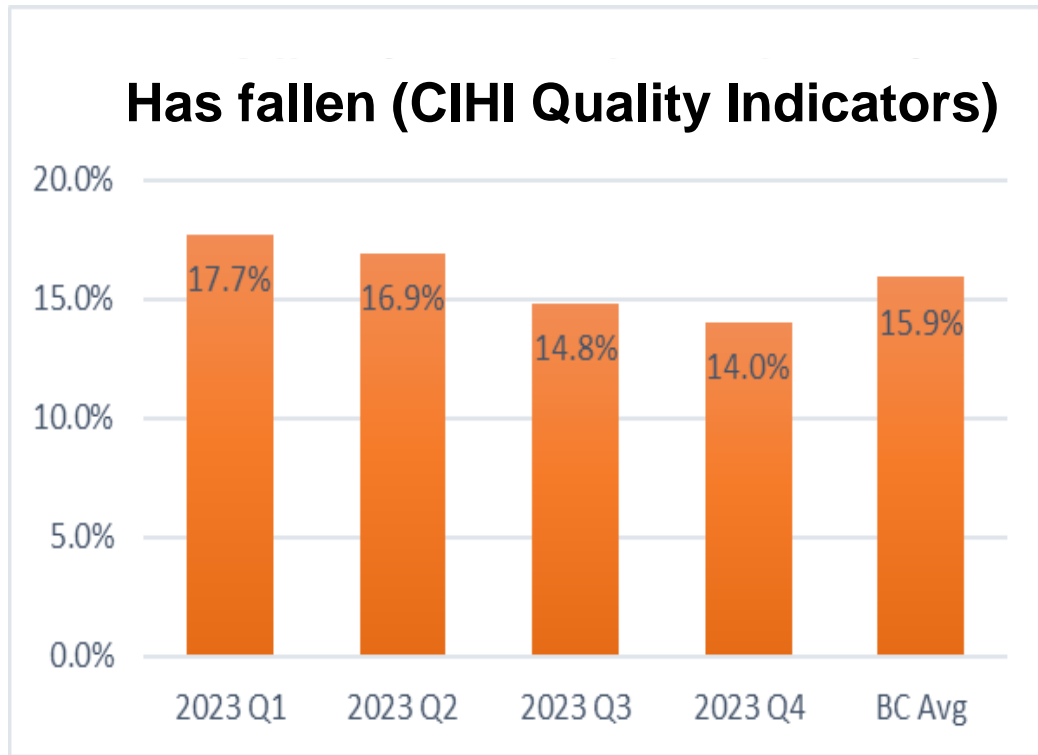
Employee Engagement Scores

2021	2022	2023
6.6	6.8	7.5

Agency Usage



Measuring Success: Clinical Indicators



- Significant improvement in Nursing Teams attendance at Care Conferences
- Index of Social Engagement improved from 2.65 at the start of the project to 2.92 by end of Q4 2023.
- Increase in clinical assessments completed by Nursing Team
- Improved adherence to interdisciplinary care plan reviews and MDS assessment timelines.

Progress to-date

115 HCA/PSW Medication Assistants

12 LTC Communities implemented

60-65% residents receiving medications from HCAs/PSWs

Overwhelming response to job postings



Key learnings

- Fulsome understanding, enthusiasm and accountability by community leadership
- Early, transparent and frequent communication with all stakeholders
- Solid workflows focused on safety and resident experience
- The devil is in the details – in depth pre-implementation analysis
- Development of Sienna training program, integrating the education with internal systems & pharmacy subject matter expert



Thank you

