

## CHS74 Manage an individual's medication to achieve optimum outcomes

### OVERVIEW

This standard covers managing an individual's medication regime in order to ensure that the optimum outcome is achieved. Users of this standard will need to ensure that practice reflects up to date information and policies. Version No 1

### KNOWLEDGE AND UNDERSTANDING

You will need to know and understand:

- 1.human anatomy and physiology
- 2.the limitations of your scope of practise and when to refer to others
- 3.types and routes of administering different medications
- 4.medicines including:
  - 1.doses including dose optimisation
  - 2.side-effects
  - 3.adverse reactions
  - 4.monitoring required
  - 5.action of drugs on the body including their specific target and breakdown and excretion processes
  - 6.maximising outcomes from using medications
  - 7.drug – drug interactions
  - 8.drug – food interactions
- 5.how the medication regime treats or maintains an individuals health
- 6.your responsibilities under the current national and European legislation, national guidelines and local policies and protocols, within the environment in which you work
- 7.where to access information regarding the impact of different cultures and religions on medication, timing, eating
- 8.organisational policy on data protection and patient confidentiality
- 9.the policies and guidance which clarify your scope of practice and the relationship between yourself and other health care practitioners in terms of delegation and supervision
- 10.the importance of monitoring and evaluating an individual's progress in relation to managing individuals medication to achieve optimum outcomes
- 11.legislation and legal processes relating to valid consent
- 12.methods of obtaining valid consent and how to confirm that sufficient information has been provided on which to base this judgement

- 13.the actions to take if valid consent cannot be obtained
- 14.the importance of involving individuals in discussion and how this can be achieved
- 15.how to create a suitable environment for frank and confidential discussion
- 16.the importance of encouraging individuals to ask questions
- 17.how to motivate and encourage individuals and give constructive feedback if required
- 18.the importance of psychological care
- 19.ascertaining the individual's health beliefs
- 20.the importance of obtaining full and accurate information about individuals and their progress, and how this can be achieved
- 21.record keeping practices and procedures in accordance with organisational policies and professional standards

## PERFORMANCE CRITERIA

You must be able to do the following:

- 1.confirm the individual's details and their medical diagnosis at the start of the consultation
- 2.create an environment suitable for open and confidential discussion with the individual and/or carer
- 3.obtain valid consent, written or verbal, according to protocol
- 4.check drug formulation does not contradict cultural and religious directives
- 5.confirm that relevant investigations have been performed and the results are available
- 6.confirm the medication currently being taken by or being given to an individual. where a current list of medications cannot be established, this needs to be documented
- 7.assess and interpret specified monitoring markers in accordance with your scope of practice
- 8.ask the individual to explain their experiences and any problems or difficulties with the medication regime
- 9.clarify the individual's perception of the optimum outcome and identify the level of compliance with their treatment plan
- 10.discuss with the individual their experiences and report adverse reactions according to protocol
- 11.review the effectiveness of the medication in meeting the objectives of the treatment plan and whether the medication is still required. If no longer required it must be discontinued
- 12.suggest modifications where appropriate and consistent with the individual's treatment plan to achieve optimum outcomes
- 13.explain the treatment and potential side effects and their management to the individual and/or carer and accurately answer any questions at a level and pace that is appropriate to their:
  - 1.level of understanding
  - 2.culture and background
  - 3.preferred ways of communicating
  - 4.needs
- 14.check that the individual (and/or carer) understands the medication and monitoring regime and any potential side effects together with their management

- 15.ensure that the individual is given written information and instructions regarding their medication
- 16.support the individual to take their medication as prescribed
- 17.reaffirm the benefits of adhering to the medication regime and the potential consequences of non compliance on their health
- 18.set further review dates, if required
- 19.refer if necessary to an appropriate person for further review
- 20.ensure that the individual has details of who to contact should they be concerned about their condition
- 21.maintain clear, accurate and legible records in accordance with organisational policies, your scope of responsibility and practice

## **ADDITIONAL INFORMATION**

This National Occupational Standard was developed by Skills for Health.This standard links with the following dimension within the NHS Knowledge and Skills Framework (October 2004):Dimension: HWB7 Interventions and treatments