

Proficiency In Medication Management (ProMed)

Promoting safer medication administration through on-line
proficiency assessment for all nurses

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NorthWestern Mental Health



History:

- In 2006 introduced a medication quality and safety initiative
- inclusive of the development of a Medication Administration Learning Package: **Orientation to Safe Medication Administration** (commended under best practice category in recent Aged Care Accreditation 2009)

For :

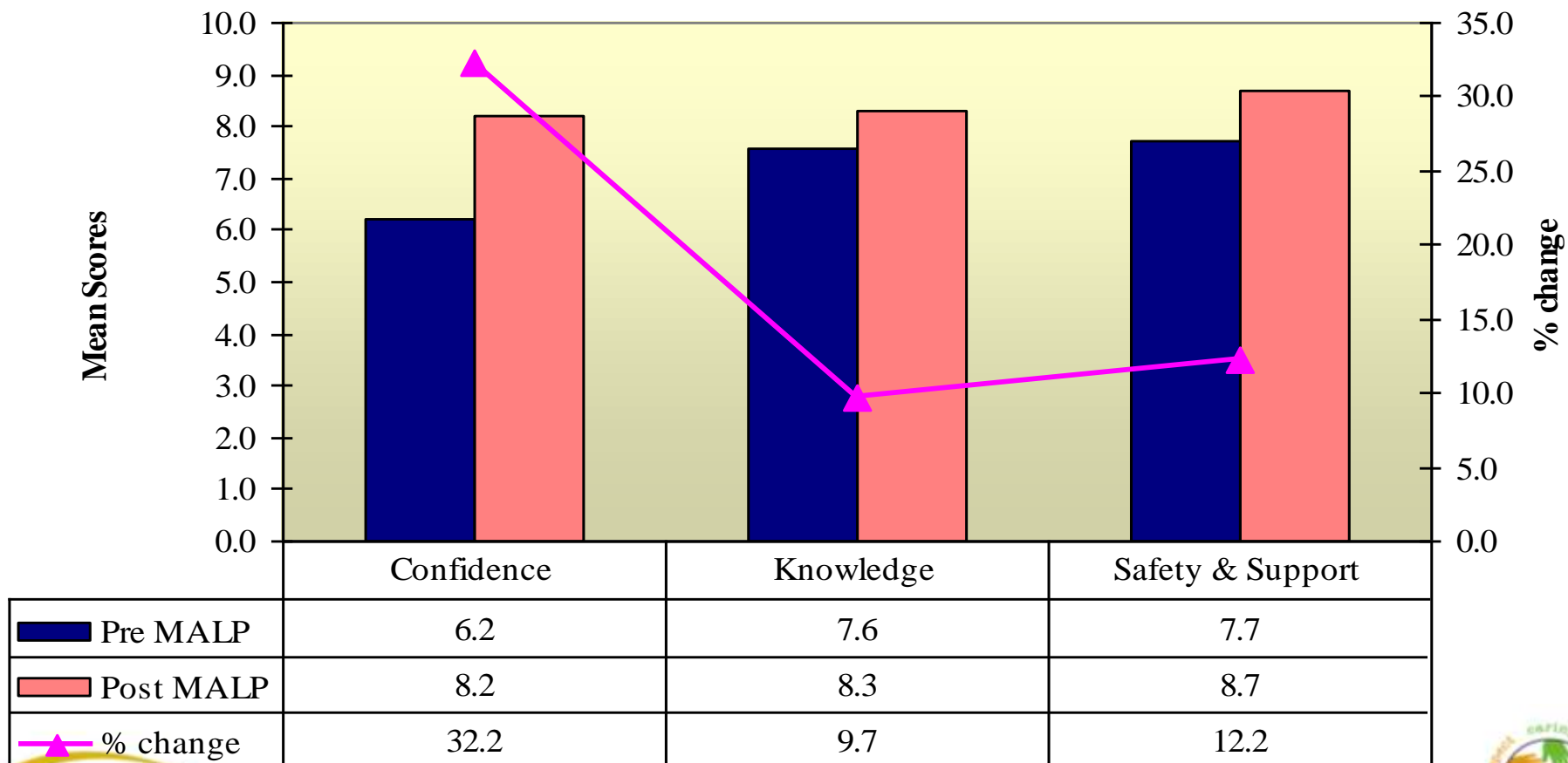
- NWMH Graduate Nurse Program
- a supportive formative 'refresher' learning package piloted in Aged Care
- nurses returning to clinical practice, moving from one clinical setting to another and nurses identified as at risk of medication error incidents.

ProMed in action

- ❑ Defined course level – assumption base level medication training(undergrad Div1/3, post grad Div 2)
- ❑ Repeat function – traffic light approach allows for supportive education
- ❑ Engaging presentation – easy navigation to Resource package and save function, Flexibility to learn when and where
- ❑ Hands on participation – learning by doing
- ❑ Evaluation – we don't know what we don't know
- ❑ Immediate feedback - % score out of 100

Graduate nurse's perception of their knowledge, confidence safety and support in relation to medication administration – pre and post MALP mean sub scale scores and percentage change (2007)

Chart 2: Confidence, Knowledge, Safety & Support



Current:

- Implementation of a mandatory annual learning and proficiency assessment for all nurses
 - o "*Proficiency in Medication Management*" (*ProMed*)

A rose by any other name...

□ Competency:

'A combination of attributes enabling performance of a range of professional tasks to the appropriate standards.' (Gonczi, Hager & Oliver, 1990: 62).

□ Proficiency:

well-advanced or competent in any art, science, or subject; skilled.

Aims

- ❑ Develop the nurse's knowledge and understanding of the responsibilities that accompany the registered nurse's authority to manage and administer medications.
- ❑ Educate whilst encouraging and supporting nurses to assume responsibility for their own practice.
- ❑ Safe outcomes for patients through competent nursing practice and decreased incidence of medication errors.

Objectives

Understanding of role

Policy & legislation

Resource utilisation

Psychopharmacology
knowledge

Assumptions

- ❑ ProMed relates to “real life” nursing practice
- ❑ Scores measure nursing knowledge of medication management within a mental health setting, including:
 - Most widely used medications
 - Policy
 - Legal issues
 - Practical issues
 - Most test questions assess knowledge at the application and analysis, rather than recall
- ❑ Test questions are clear and unambiguous
 - Test questions written by practicing experts with multiple reviews to ensure quality
- ❑ Item analysis calculates data judging the overall performance of each question.
 - Discrimination coefficient

Essentials for successful e learning

- ❑ Suitable learning environment – dedicated reasonable PC and allocated time slots, Well lit and quiet area.
- ❑ Dedicated time – negotiated blocks of time to complete the test within a reasonable period
- ❑ Focus – knowledge test for nurses to refresh retention(see aims for specifics)
- ❑ User profile – follow on from 2007 fire training on line package

E Learning Philosophy

- ❑ Object of teaching is to provide knowledge of a given subject
- ❑ Key to learning is retention – remembering and understanding the material in order to implement it

Online Proficiency in Medication Management (ProMed)

– What’s underneath the hood?

Technologies and all that jazz



Our options

- ❑ Variety of options technology for ProMed.
- ❑ Simple ASP.NET application with an MS Access Database
 - Does not allow for scalability.
 - Extensive research determined Moodle to be an ideal tool to use for a number of reasons, in short it is:
 - *Free/Open Source*
 - *Highly Adaptable*
 - *Highly Scalable*

Moodle: Course Management System

In a nutshell Moodle is:

- a course management system (CMS)
- free, [Open Source](#) software package
- designed using sound [pedagogical principles](#),
- helps create effective online learning communities.
- download and use on any computer (including webhosts),
- can scale from a single-teacher site to a University with 200,000 students. (extracted from Moodle website)
- Educational institutions using Moodle include:
 - o **University of Melbourne** with the Specialist Certificate in Clinical Research (Oncology)
 - o **Monash University** - Faculty of Medicine, Nursing and Health Sciences/Information Technology/Victorian College of Pharmacy
 - o **Australian & New Zealand College of Anaesthetists** – Modules 2 and 12 of the Curriculum Modules of the Anaesthetics Training Program

Trainingspace

Trainingspace ▶ Login to the site

You are not logged in. (Login)

English (en) ▼

Returning to this web site?

First time here?

If this is the first time you are here please login using your Melbourne Health login username and password, which is your surname followed by the first initial of your firstname:

For example: John Smith **username: smithj password: johnspassword** If you have any problems with your login please email the Administrator - [by clicking here](#)

(Cookies must be enabled in your browser) ?

Username

Password

Login

Forgotten your username or password?

Yes, help me log in

What is Trainingspace?

The Trainingspace platform aims to provide a structured practice approach to enhance the clinician's knowledge and skills in competent clinical practice. The modules are grounded in legislation and policy requirements whilst being informed by contemporary literature. The objective for Trainingspace approval is to provide knowledge of a given subject through the following principles:

- Key to learning is retention- remember and understanding the material in order to implement it.
- Dedicated time – negotiated blocks of time to complete the learning sets/ test within a reasonable period support ongoing learning on the job.
- Focus – knowledge test for clinicians to refresh retention.
- Professional development – confirms with certain when both learning set/ test completed successfully.

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English (en)

Registered Courses

- [Proficiency in Medication Management 2010](#)
- [Proficiency in Management of Clinical Aggression 2010](#)
- [Basic Life Support](#)
- [Dual Diagnosis](#)
- [Hand Hygiene](#)

Calendar

March 2011

Mon	Tue	Wed	Thu	Fri	Sat	Sun
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

Search courses:

[LIST OF ALL THE COURSES AVAILABLE](#)

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Trainingspace ▶ ProMed

Registered Courses

- Basic Life Support
- Dual Diagnosis
- Hand Hygiene
- Proficiency in Management of Clinical Aggression 2010
- Proficiency in Medication Management 2010

[LIST OF ALL THE COURSES AVAILABLE ...](#)

Administration

Profile

Topic outline

1 The Proficiency in Medication Management

Introduction

Welcome to ProMed - The Proficiency in Medication Management program designed to support you in your practice.

North Western Mental Health, a clinical division within Melbourne Health is committed to the provision of patient focused quality nursing care and recognises that safe medication administration is integral in this process. The acquiring of knowledge and skills in relation to pharmacology is ongoing. Nurses must take responsibility for their ongoing education to ensure they remain up to date and current in their practice knowledge.

NWMH hopes you find the activity helpful in achieving these goals and welcomes any feedback you may have to help us improve the program.

- [Learn more about this program \(New Window\)](#)
- [Go to the Resource Pack \(New Window\)](#)
- [PROMED QUIZ -2010](#)

Please fill out this survey on completion of the ProMed test

[PROMED FEEDBACK -2010](#)

***PLEASE MAKE SURE YOU COMPLETE THE PROMED 2010 FEEDBACK AFTER COMPLETING THE PROMED QUIZ.**

Medication Administration Defined

Medication administration, as with all clinical interventions, requires expert assessment and the exercise of clinical judgment with regard to the appropriateness and safety of the intervention. It includes pre & post-administration assessment the health status and compliance of the individual and the response to treatment including efficacy, side effects and adverse reactions in addition to client education in respect to the prescribed treatment.

Medication administration is the undertaking of an active role in the giving of a medication at a specific time as prescribed. Administration includes any or all of the following: the identification, measuring out, removal and/or distribution of a dose from its container or medication administration aid for the purpose of that dose being ingested; or the introduction of a medication by injection, insertion, topical application or any other route.

The Proficiency in Medication Management (ProMed) is an e-learning approach, which provides a structured practical approach to enhance the nurse's knowledge and skills in safe medication administration. The ProMed is grounded in legislative and policy requirements and is informed by contemporary literature. In addition the package provides a resource section for Registered Nurses to identify knowledge requirements for safe medication management administration.

At the core of safe practice is the expectation that each nurse will take responsibility for his or her own learning and development. This dedication to the profession is exemplified in the self-declaration signed by all Division 1, 2, 3 registered nurses as part of their annual Nurses Board of Victoria registration renewal.

Aims

- Aims to develop the nurse's knowledge and understanding of the responsibilities that accompany the registered nurse's authority to manage and administer medications.
- The structured, self-directed approach aims to educate the nurse in this fundamental nursing role whilst encouraging and supporting the nurses to assume responsibility for their own practice.

Objectives

- An increased understanding of the role of the nurse in relation to medication administration, medication orders, and medication storage.
- A developing knowledge and understanding of the policy and legislative frameworks that guide nursing practice in the domain of medication management.
- The ability to utilise and become familiar with resources in relation to medication management.
- Knowledge of psychopharmacology and an understating of medications commonly used in psychiatric clinical settings.

Who should complete this package

- All Division 1, 3 registered nurses, Division 2 nurses with medication endorsement who are responsible for the administration/ supervision of medications within North Western Mental Health.
- Nurses employed within NWMH Graduate Nurse Program and all newly endorsed Division 2 nurses will complete the Orientation to Safe Medication Administration Package. After 6 months they will complete the on-line ProMed.

Time Frame for completion

- For all new employees the ProMed must be completed within their orientation period (no greater than 4 weeks).
- For pre-existing employees the ProMed must be completed annually.
- Staff will be notified annually via email 2 weeks prior to the required date of completion.

Successful Completion

- Nurses applicable must all achieve **100% correct answers** to meet the proficiency standard.
- An inability to complete the package to the required standard will be managed as per proficiency guidelines (appendix i)

Review of ProMed results

- A score out of 25 will be generated automatically once the ProMed is completed on-line.
- The Area Senior Nurse and Direct manager will be responsible for reviewing the scores of the completed ProMed.

Monitoring

- A register of all staff that completes the ProMed will be maintained.
- Bi-annually, the Senior Nurses group will forward a summary report of progress to the Program and Clinical Standards Committee.
- The Area Manager will support programs in undertaking the ProMed and compliance reporting as per Melbourne Health Policy.



Resource Pack

This Resource Pack should be used to assist you with completion of the PMM.

You are required to be familiar with the attached Melbourne Health Medication Policies and included in the Resource package are Weblinks and Documents that will provide a structure practical approach for you to enhance your nursing knowledge and skills in safe medication administration.

Policies

[Controlled Drugs and Other Medications With Potential For Misuse](#)

[Drug Prescribing](#)

[Drug Administration](#)

[Drug Administration - Endorsed Division 2 Registered Nurse](#)

NURSE INITIATED MEDICATION

[Telephone and Verbal Orders](#)

[CC3.20a Administration of Benzodiazepines](#)

[CC3.20c Prescribing To Manage Clinical Aggression](#)

[CC3.20c \(i\) Prescribing Management](#)

[CC3.20c \(ii\) Acuphase Guidelines](#)

[CC3.20c \(iii\) Acuphase Flow Chart](#)

[Melbourne Health Policy and Procedure Manual](#)

Drug Calculations

[School of Nursing and Midwifery - Basic Drug Calculations](#)

Legislation



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[Trainingspace](#) ▶ [ProMed](#) ▶ [Quizzes](#) ▶ PROMED QUIZ -2010

PROMED QUIZ -2010

The **Proficiency in Medication Management (ProMed)** is an e-learning approach, which provides a structured practical approach to enhance the nurse's knowledge and skills in safe medication administration. The ProMed is grounded in legislative and policy requirements and is informed by contemporary literature. In addition the package provides a resource section for Registered Nurses to identify knowledge requirements for safe medication management administration.

Attempts allowed: 3

Grading method: Highest grade

Summary of your previous attempts

Attempt	Completed	Grade / 25	Feedback
1			

[Continue the last attempt](#)

[Trainingspace](#) ▶ [ProMed](#) ▶ [Quizzes](#) ▶ PROMED QUIZ -2010

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[Click here to go to the Resource Pack at anytime \(New window\)](#)

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[Trainingspace](#) ▶ [ProMed](#) ▶ [Quizzes](#) ▶ [PROMED QUIZ -2010](#) ▶ Attempt 1

PROMED QUIZ -2010 - Attempt 1

1 Lithium therapy requires regular blood monitoring. Which of the following is correct

Marks: 1

- Choose one answer.
- a. Blood levels are taken before the dose of lithium in the morning to ensure compliance, therapeutic range and toxicity
 - b. Blood levels are taken after the dose of lithium in the morning to ensure therapeutic range
 - c. Blood levels are taken before the dose of lithium in the morning to assess renal function, therapeutic range and metabolism

2 The side effect profile of Amisulpride includes which of the following

Marks: 1

- Choose one answer.
- a. Foot ulcers, agranulocytosis, mouth ulcers
 - b. Priapism, hair loss, drowsiness, increased blood pressure
 - c. Neuroleptic malignant syndrome, prolonged QT wave, extra pyramidal side effects, insomnia, impotence

3 A Registered Nurse approaches you with a kidney dish containing medication drawn up in a syringe as well as an empty ampoule and the medication chart. The Registered Nurse delegates to you the administration of the medication. The CORRECT action is

Marks: 1

- Choose one answer.
- a. Decline to participate in the checking or administration of that drug



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Click here to => (Logout)

[Trainingspace](#) ▶ [ProMed](#) ▶ [Quizzes](#) ▶ [PROMED QUIZ -2010](#) ▶ Review of attempt 1

PROMED QUIZ -2010

Review of attempt 1

Finish review

Started on	Wednesday, 4 August 2010, 12:15 PM
Completed on	Tuesday, 1 March 2011, 02:23 PM
Time taken	209 days 1 hour
Grade	2 out of a maximum of 25 (8%)
Feedback	RED <div style="border: 2px solid red; padding: 10px;"><p>An urgent alert will activate an assertive response by the Area Senior Nurse or nominated delegate and the Program Manger.</p><p>1:1 education and Support will be provided to ensure the competency is achieved</p><p>You will remain in the red until a Green result is achieved and the Area Senior Nurse and the Program Manger will review regarding your ongoing ability to continue to administer medication</p></div>

1 Lithium therapy requires regular blood monitoring. Which of the following is correct

Marks: 1

- Choose one answer.
- a. Blood levels are taken before the dose of lithium in the morning to ensure compliance, therapeutic range and toxicity ✓
 - b. Blood levels are taken after the dose of lithium in the morning to ensure therapeutic range

The ProMed Test

The **Proficiency in Medication Management (ProMed)** is an e-learning approach, which provides a structured practical approach to enhance the nurse's knowledge and skills in safe medication administration. The ProMed is grounded in legislative and policy requirements and is informed by contemporary literature. In addition the package provides a resource section for Registered Nurses to identify knowledge requirements for safe medication management administration.

To open up the Resources Page in a New Window please [CLICK HERE](#).

Grading method: Highest grade

Summary of your previous attempts

Attempt	Completed	Feedback
1	Tuesday, 7 October 2008, 09:12 AM	

Re-attempt quiz

You are logged in as [Student User](#) ([Logout](#))

ProMed

Upon re-attempts the program identifies previous attempts and outcomes.

Email Triggering and Reporting

- After completion of the package an automatic email is sent to the Area Senior Nurse Consultant and the Line Manager. A link is displayed within the body of the email which they can click on and login to check the results - (the same login instructions apply as stated above)

Visible groups All participants

Attempts: 3 (3 from your groups)

Showing graded and ungraded attempts for each user. The one attempt for each user that is graded is highlighted. The grading method for this quiz is **Highest grade**.

First name / Surname	Started on	Completed	Time taken	Grade/25	Feedback
<input type="checkbox"/> 😊 Hanina Rind	7 October 2008, 09:55 AM	7 October 2008, 09:55 AM	33 secs	0	<p>RED</p> <p>An urgent alert will activate an assertive response by the ASN/ Nominated delegate and the Program Manager or nominated Delegate.</p> <p>ASN or nominated delegate will provide 1:1 education and support to ensure competency achieved.</p> <p>You will remain in the Red level until a Green result is achieved.</p> <p>Attempt 3: AMBER</p> <p>ASN/Nominated delegate and the Program Manager will be notified via e-mail of unsuccessful third attempt.</p> <p>ASN/Nominated delegate will provide 1:1 education and support to ensure proficiency achieved.</p> <p>ASN/Nominated delegate and the Program Manager will review regarding ongoing ability to continue medication administration.</p> <p>GREEN</p> <p>Congratulations!</p> <p>Proficiency Achieved – Continue with Medication Administration</p> <p>Online Medication Proficiency to be completed again in 12 months!</p>
<input type="checkbox"/>	7 October 2008, 09:56 AM	7 October 2008, 10:04 AM	8 mins 4 secs	16	
<input type="checkbox"/>		ber 2008, 09:12	28 mins 57 secs	24	
				20	<p>Attempt 1: AMBER</p> <p>Further revise resource learning package.</p> <p>Reattempt after 24 hours and within a 2-week period.</p> <p>Continue to administer medication.</p>

Manager / Senior Nurse can review staff progress and outcomes and take actions according to protocol (red, green, amber response)

Who completes the ProMed

- All Division 1, 3 registered nurses, Division 2 nurses with medication endorsement.
- Nurses employed within NWMH Graduate Nurse Program and all newly endorsed Division 2 nurses will complete the Orientation to Safe Medication Administration Package. After 6 months they will complete the on-line ProMed.

Time-frame for completion

- ❑ New employees complete ProMed within orientation period (no greater than 4 weeks).
- ❑ Pre-existing employees complete ProMed annually.
- ❑ Staff will be notified annually via email 2 weeks prior to the required date of completion.

Review of ProMed results

- ❑ A score out of 25 will be generated automatically once the ProMed is completed on-line.
- ❑ Upon completion of the PMM an email will automatically be sent to the Area Senior Nurse and Manager who will be responsible arranging supportive follow-up if required.

Response to ProMed result

- ❑ Must achieve 100% correct answers to meet the proficiency standard.
- ❑ Nurses requiring additional assistance, to satisfactorily complete the package will be supported as per ProMed response guidelines
- ❑ Traffic light monitoring system



**GREEN
Congratulations!**

- Proficiency Achieved – Continue with Medication Administration
- Online Medication Proficiency to be completed again in 12 months!

Attempt 1: AMBER

- Further revise resource learning package.
- Reattempt after 24 hours and within a 2-week period.
- Continue to administer medication.

Attempt 2: AMBER

- Seek assistance from your Area Senior Nurse Consultant (ASN) or nominated delegate prior to third attempt.
- Continue to administer medication.

Attempt 3: AMBER

- ASN/Nominated delegate and the Program Manager will be notified via e-mail of unsuccessful third attempt.
- ASN/Nominated delegate will provide 1:1 education and support to ensure proficiency achieved.
- ASN/Nominated delegate and the Program Manager will review regarding ongoing ability to continue medication administration.

RED

- An urgent alert will activate an assertive response by the ASN/ Nominated delegate and the Program Manager or nominated Delegate.
- ASN or nominated delegate will provide 1:1 education and support to ensure competency achieved.
- You will remain in the Red level until a Green result is achieved.

Score Guide:

GREEN	25
AMBER	20-24
RED	0-19



Score Guide:

GREEN	25
AMBER	20-24
RED	0-19

GREEN
Congratulations!

- Proficiency Achieved – Continue with Medication Administration
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Score Guide:

GREEN	25
AMBER	20-24
RED	0-19



Score Guide:

GREEN	25
AMBER	20-24
RED	0-19

RED

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- ASN or nominated delegate will provide 1:1 education and support to ensure competency achieved.
- You will remain in the Red level until a Green result is achieved.



Proficiency in Medication Management Monitoring

- ❑ A register of all staff that complete the ProMed will be maintained.
- ❑ Available to the Area Senior Nurse, Line Manager for their respective clinical team.
- ❑ Bi-annual reporting to Program and Clinical Standards Committee.
- ❑ Medication Safety Committee receives annual summary report for quality and evaluation purposes
- ❑ The Area Manager will support programs in undertaking the ProMed and compliance reporting as per Melbourne Health Policy

Evaluation - Sloan Consortium quality framework for online education

Five key pillars

- Access
- Student Satisfaction
- Learning Effectiveness
- Faculty Satisfaction
- Cost Effectiveness

Moore, J. (2002). Elements of Quality: The Sloan-C Framework. Needham, MA :Sloan Center for Online Education.



ProMed

Scores Completion Activity commenced 2010

Stage 1 Pilot – Orygen Youth (46 Nurses successfully completed)

Stage 2 – Adult Acute and Specialist services (213 Nurses successfully completed)

Stage 3 – Community and Aged Care 13th July

ProMed Evaluation

Access	Student Satisfaction	Learning effectiveness	Faculty Satisfaction	Cost Effectiveness
526 nurses successfully completed proficiency test	114 Nurses completed satisfaction rating questionnaire	N191 completed pre test N142 completed post test confidence questionnaires	Riskman Incident Reporting Trends compared over three year period	Value for money – small capital expense for e learning hubs

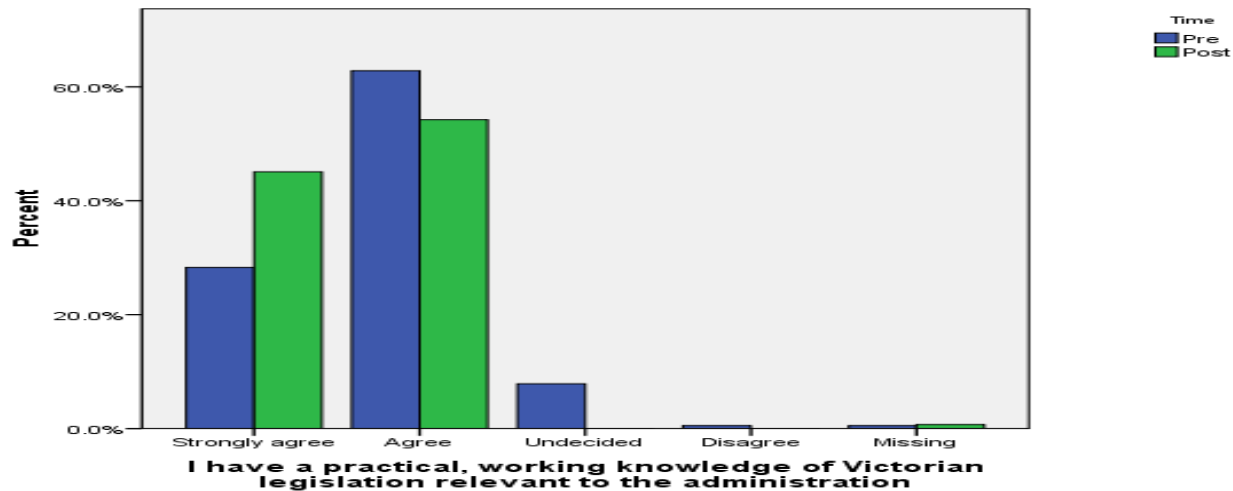
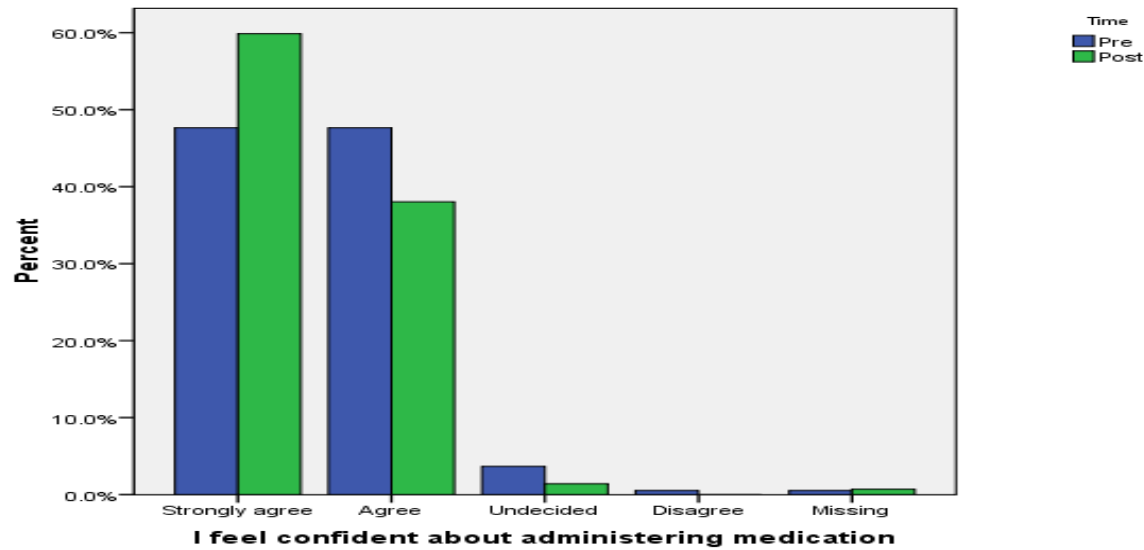
Evaluation

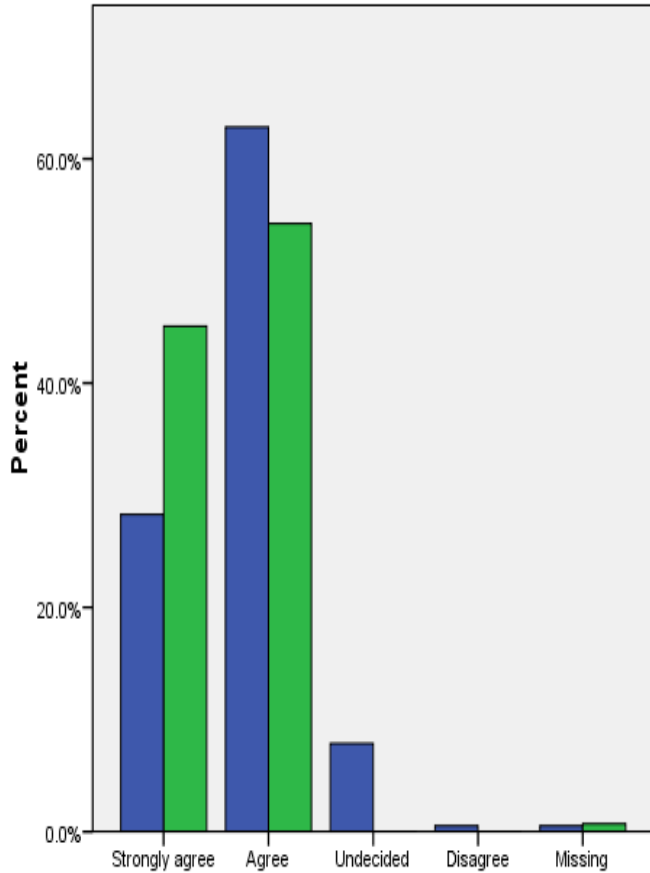
- ❑ Access – 526 Nurses (98%) successfully completed ProMed from 26 different geographical sites across the Northern and Western Suburbs of Melbourne within 9 month period.
- ❑ Student satisfaction and retention: In order to promote an environment of continuous improvement Nursing developed an anonymously completed survey (10 questions) to be completed at the end of the proficiency test to assess their learning and improvement. This provided valuable feedback with 114 nurses completing surveys which essentially aimed at "evaluating product and process".

Evaluation

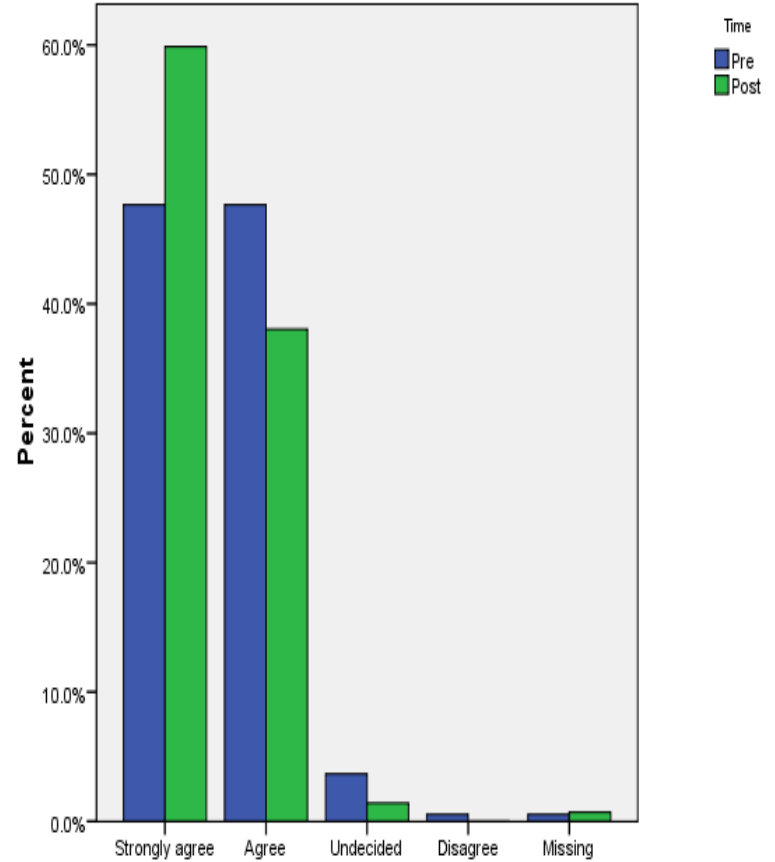
- Highly favourable scores were scored with questions relating to 'ProMed as an effective tool to improve patient safety': 'relevant to real life clinical nursing practice', and less favourable with 'questions in the ProMed test are clear and easily interpreted
- Learning Effectiveness: A questionnaire was developed on medication administration to be administered to nurses at the NWMH selected health facilities pre and post ProMed completion. The Questionnaire consisted of seven questions of which six of them worded positively and one negatively and used a five point Likert scale. For a period of 3 months, data was collected from the pre-group of nurses (n191). Data from the post-group (n142) of nurses were collected for a period of 6-months (Table 2 in appendix and sample Chart 2&3 below).

Sample charts

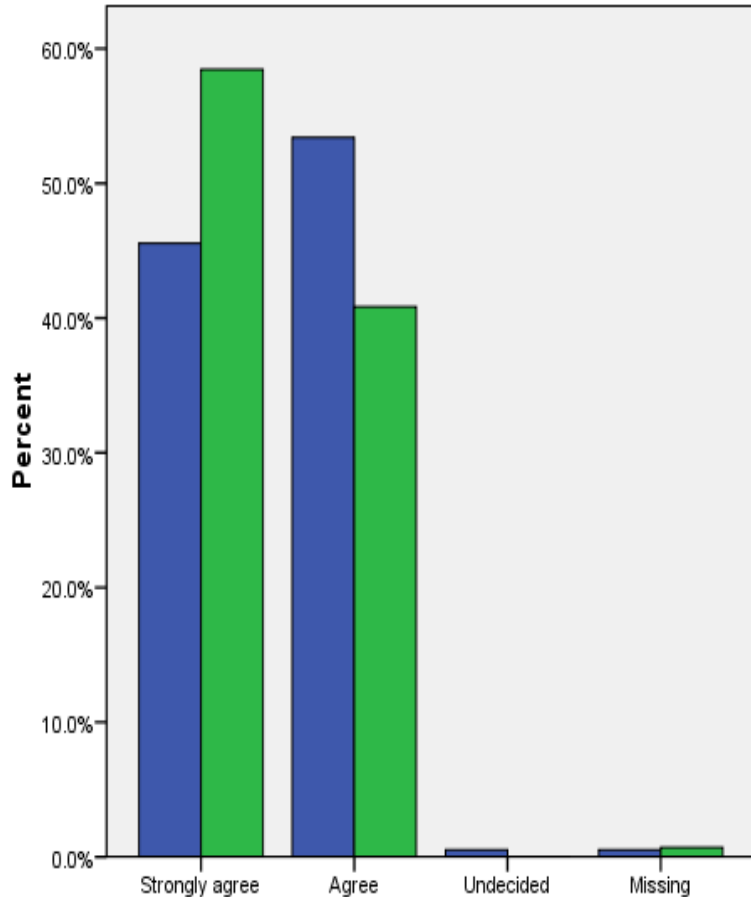




I have a practical, working knowledge of Victorian legislation relevant to the administration

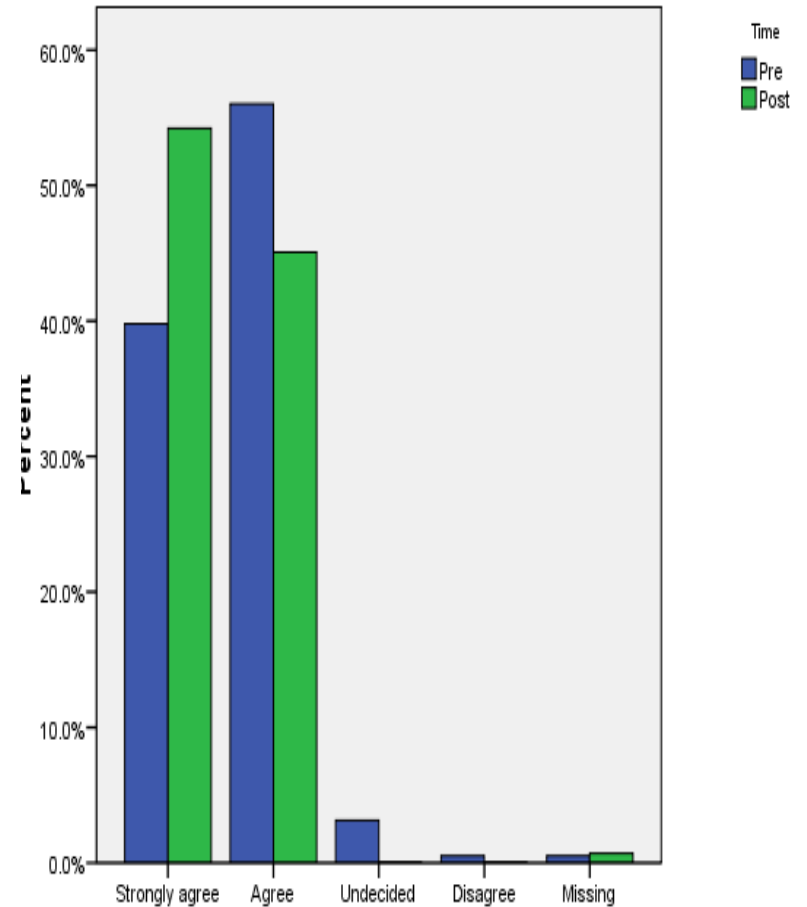


I feel confident about administering medication



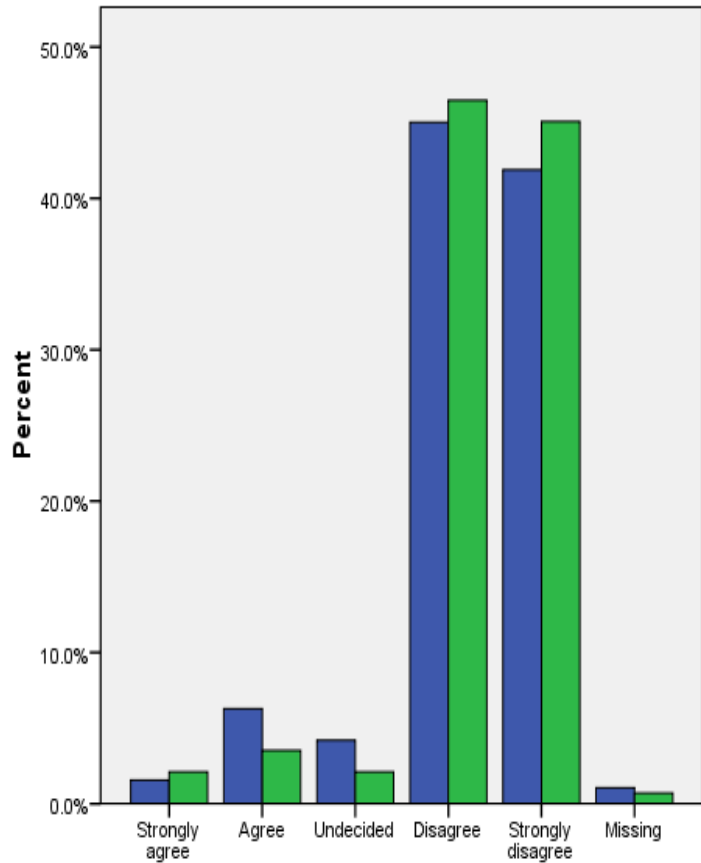
I have a practical knowledge and understanding of safe practice in relation to medication ...

Time
 Pre
 Post

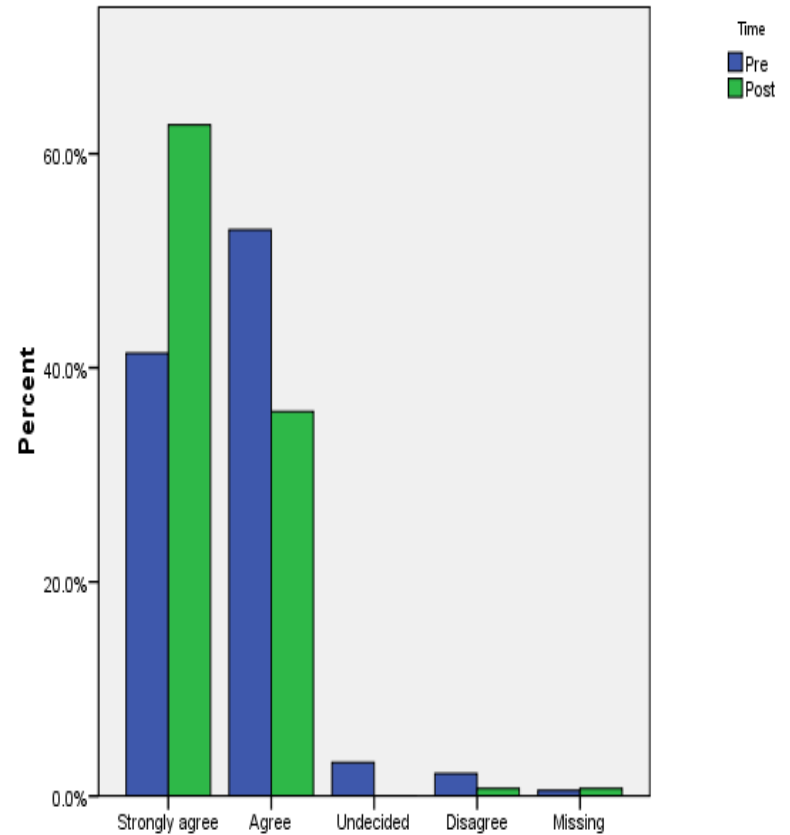


I have the ability to access NWMH policy and legislation relevant to medication management and administration

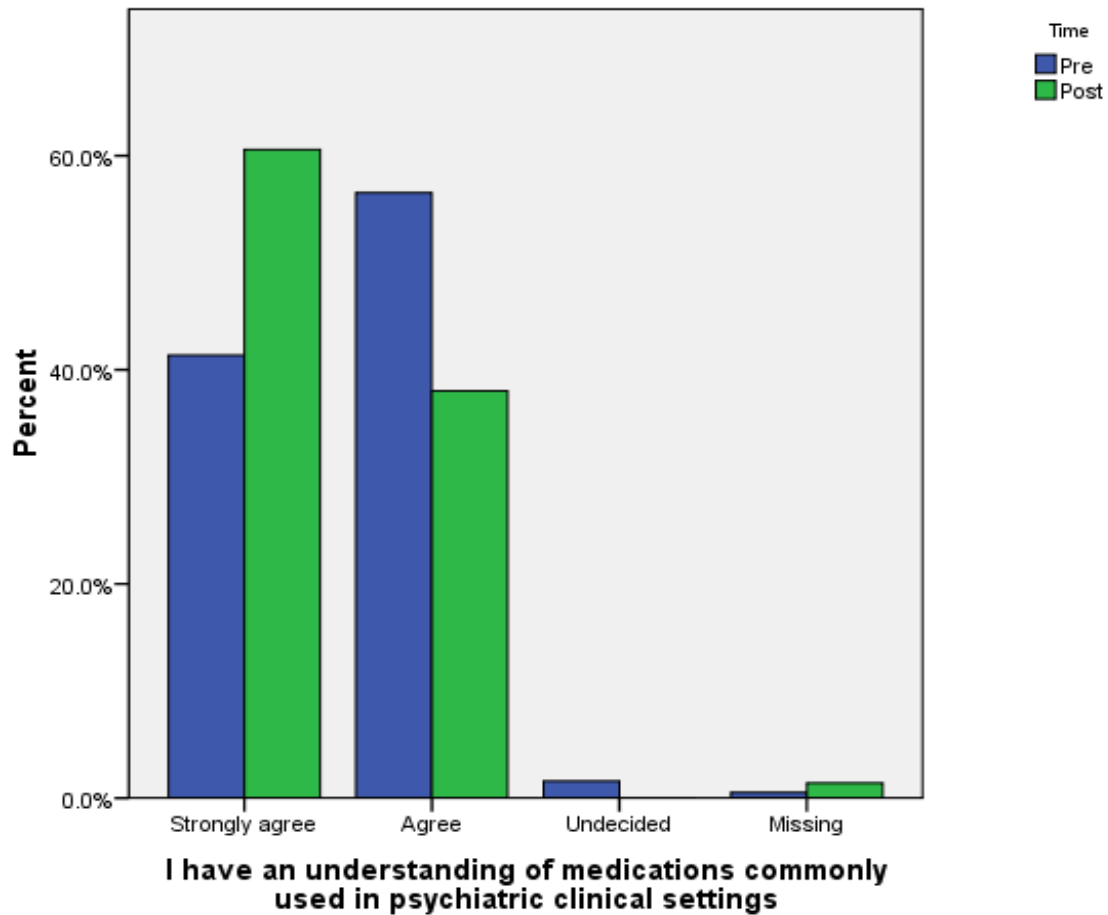
Time
 Pre
 Post



I feel anxious about medication administration



I know how to access support in relation to medication administration



- Faculty satisfaction – Riskman is the incident reporting system for Melbourne Health and NWMH. The implementation of ProMed is within the third year (08-09) of the three year trend data (Table 1 in Appendix). The results indicate higher reporting numbers overall in the 08/09 but significant improvements in areas such as:

Conclusion

The ProMed implementation promoted a safe environment for our patients.

For the first time 526 nurses completed a proficiency test on medication that linked to 'real life' scenario's.

They reported high student satisfaction, increased confidence and knowledge retention.

Riskman reporting increased as a result of the project.

Riskman analysis 2009-10

Areas that have improved since last financial year

- * Documentation related - decrease of 4% (18% to 14%)
- * Failure to sign for medication - decrease of 4% (9% to 5%)
- * Delayed dose - decrease of 3% (5% to 2%)
- * Duplicated dose - decrease of 1% (6% to 5%)
- * Known allergy - decrease of 1% (1% to 0%)
- * Wrong route - decrease of 1% (1% to 0%)
- * Self administering - decrease of 1% (7% to 6%)

Areas of increase in percentage of incidents since last financial year

- * Wrong drug - increase of 4% (6% to 10%)
- * Omitted dose - increase of 2% (10% to 12%)
- * Missing medication - increase of 2% (8% to 10%)
- * Not specified - increase of 2% (6% to 8%)
- * IV therapy and site issues - increase of 1% (0% to 1%)
- * Wrong dose - increase of 1% (17% to 18%)
- * Wrong patient - increase of 1% (5% to 6%)
- * Wrong rate - increase of 1% (0% to 1%)

Achieving quality, excellence, innovation

- The object of teaching is to provide knowledge of a given subject. The evaluation of Promed revealed that nurses were using their past experiences and the context of their present online environment as a key to learning. The retention of information relating to medication management is remembering and understanding the material in order to implement it.

Achieving quality, excellence, innovation

- One of the important innovative achievements was the "community of practice" built on consensus and common sense whereby the Senior Nurses Advisory group generated ideas and build knowledge and expertise through collaboration. The senior nurses share and benefit from each other's expertise, and jointly committed to developing better practices.

- ❑ Clinical Governance Framework
- ❑ AHPRA Continuing Professional Development
- ❑ Accreditation Criterion 1.5.1 Medications are managed to ensure safe and effective consumer / patient outcomes.