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# Introduction to the Medication Assistance Program (MAP)

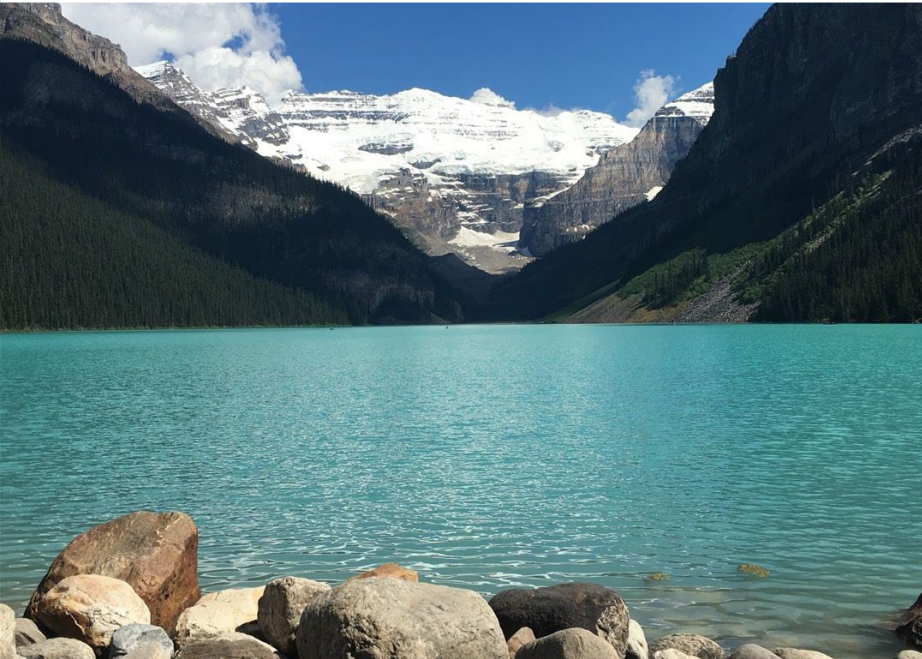


**Seniors Health &  
Continuing Care**



Policy, Practice, Access  
& Case Management

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# Land Acknowledgement

Provincial Seniors Health and Continuing Care would like to recognize that our work takes place on historical and contemporary Indigenous lands, including the territories of **Treaties 6, 7 & 8** and the homeland of the Métis.



This education is intended for all continuing care health care providers involved in medication support services



# Learning Objectives

By the end of this session, the learner will:

- Know the goals and key principles of MAP
  - Explain medication support services and differentiate between medication assistance and administration
  - Be familiar with MAP team member roles and responsibilities
  - Recognize the importance of care planning and documentation
  - Describe MAP levels
  - Identify the medication rights and safety checks
  - Understand the differences between medication assistance, restricted activities, activities of daily living, and complex medication activities
  - Identify the importance of observing & reporting medication effects
  - Follow foundational medication safety practices
-

# What is the MAP?

- MAP= Medication Assistance Program:  
<https://www.albertahealthservices.ca/info/Page10406.aspx>
- MAP promotes client independence and optimal level of functioning

**Note:** the term client also refers to a resident or patient.



# Goals of the MAP

Support safe medication management

Enhance client abilities

Maintain or improve client health



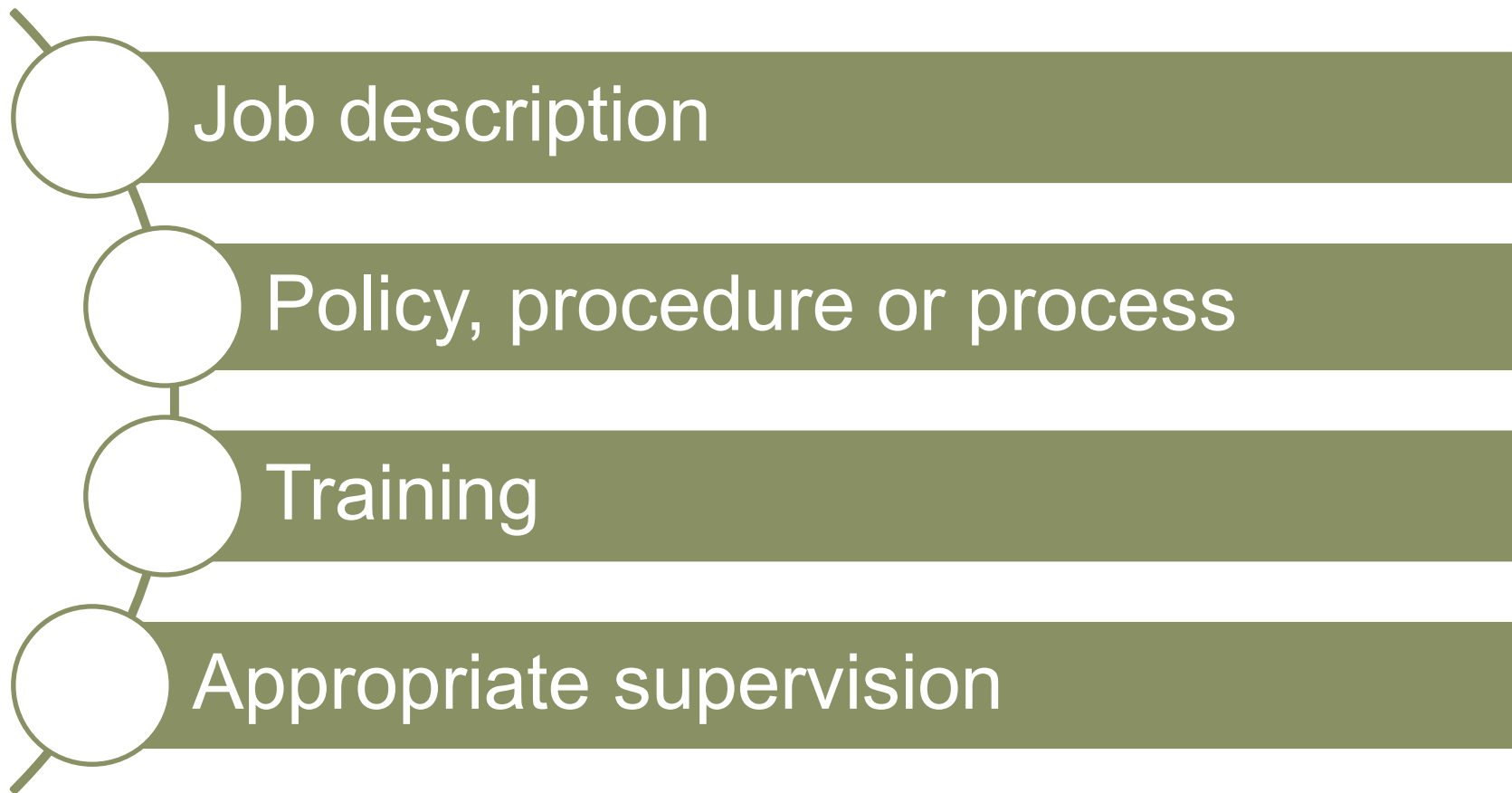
# Key Principles of the MAP

1. Based on client assessed unmet need(s)
2. Medication assistance assigned based on four conditions
3. Regulated health care providers that assign and supervise medication assistance work within role and scope of practice
4. Adherence to legislation, service agreements, standards and policy/process



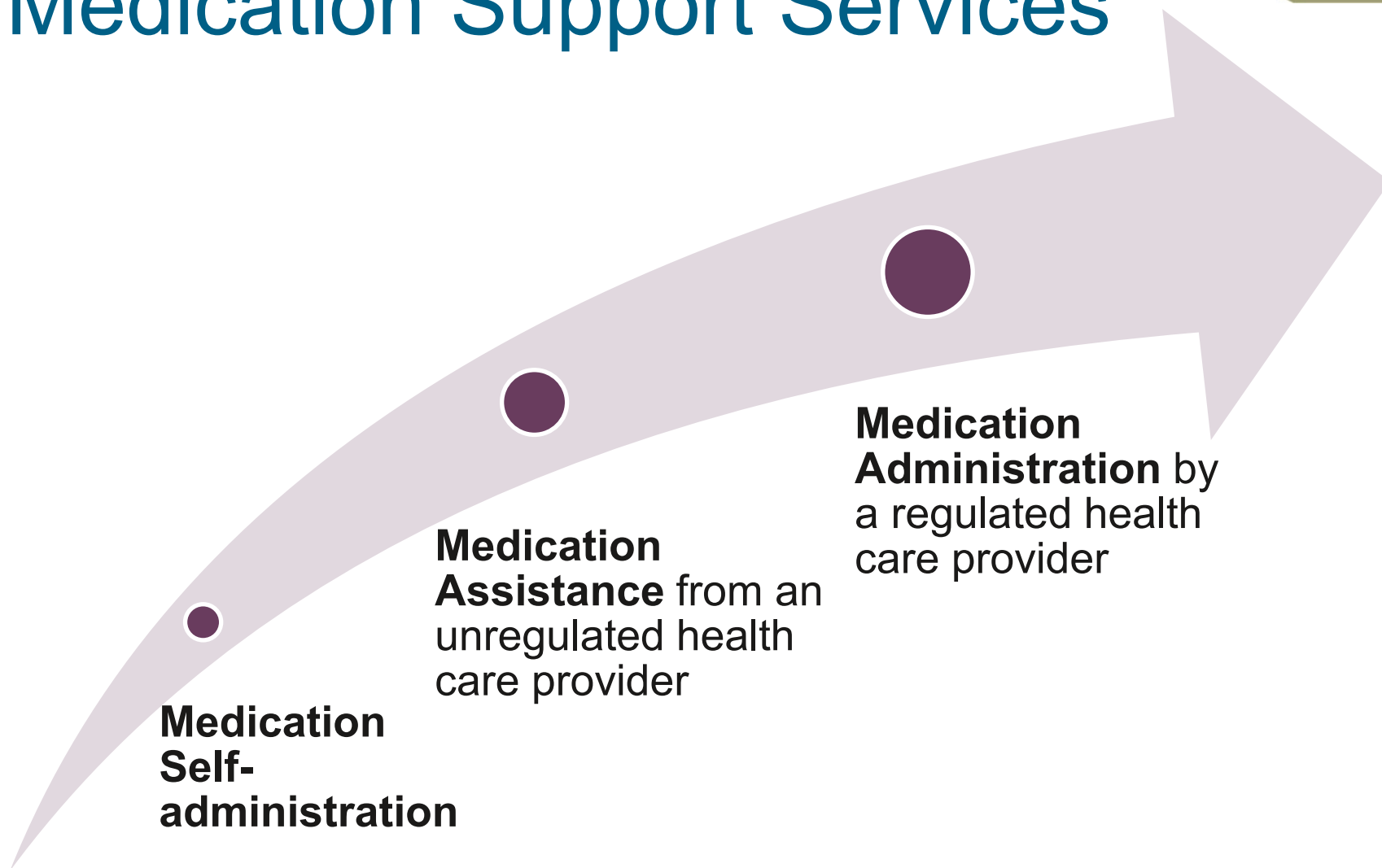


# Four conditions: Medication Assistance





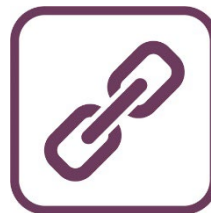
# Medication Support Services





# Medication Administration

A cognitive and interactive aspect of care that requires the skills of a regulated health care provider.



Continuing Care [Medication Administration](#) Policy



# Medication Assistance

Includes providing verbal reminders, opening packages of medication, and/or providing physical assistance.

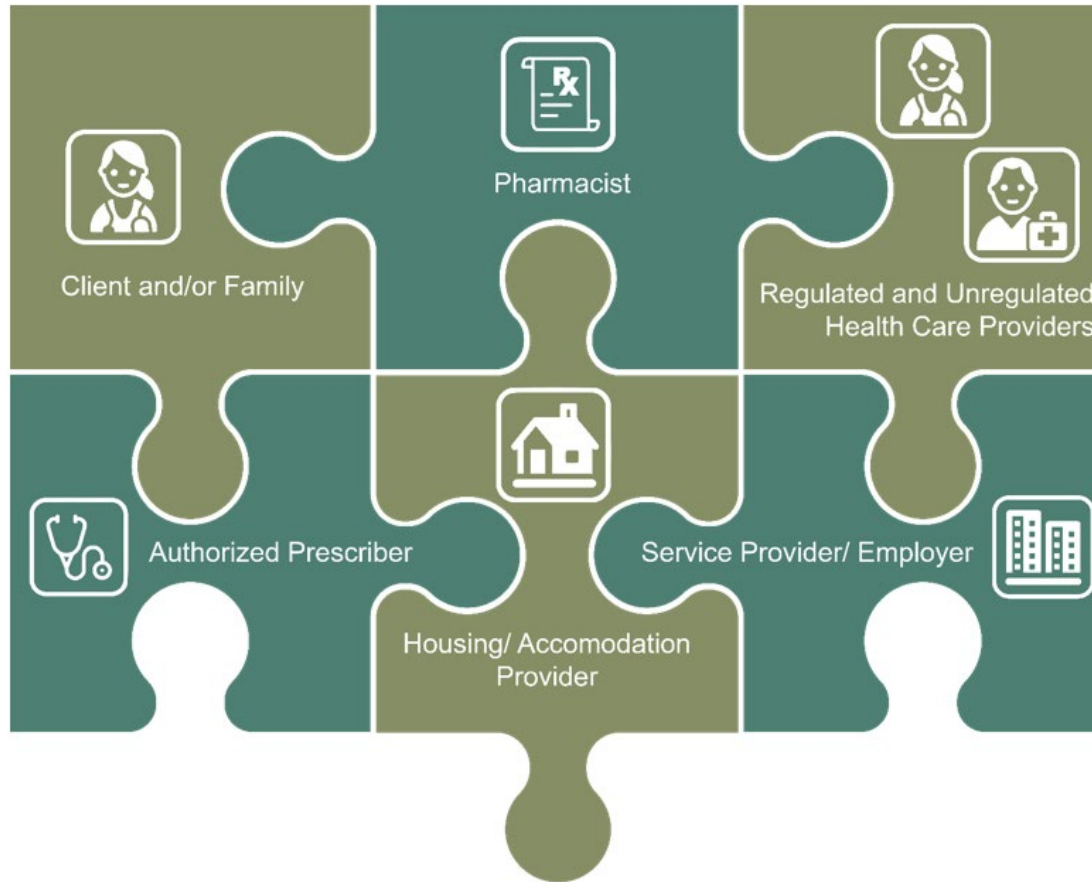
- May be performed by a regulated health care provider
- May be assigned to an unregulated health care provider



Continuing Care  
[Medication Management](#)  
Policy

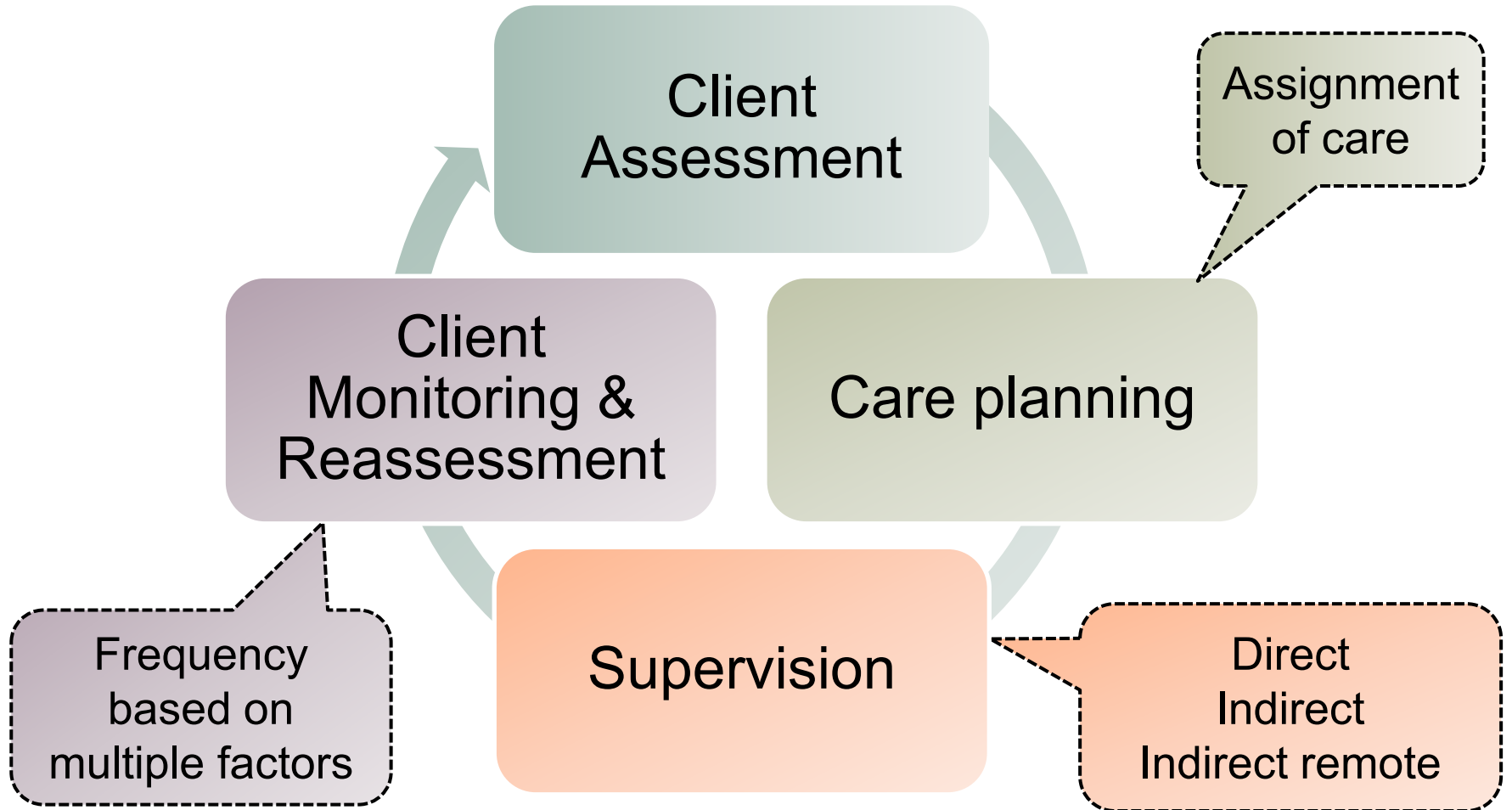


# MAP Team Members





# Coordinating Care





# Importance of Documentation

## Care Plan

- Provides details about client abilities and what supports are needed, such as medication assistance

## Medication Record

- Documents medication assistance provided



MAP Levels	Client Abilities & Support Needs
<b>Level 1: Reminder</b>	<ul style="list-style-type: none"><li>• Client can self-administer medication with verbal reminder only.</li><li>• Client knows what medication to take and self-directs PRN medication.</li><li>• The need for controlled dosage system is determined by client assessment.<ul style="list-style-type: none"><li>○ Client or family may prepare dosette or other medication for client to self-administer.</li></ul></li><li>• Client does not need to be supervised taking medication.</li></ul>
<b>Level 2: Some/partial assistance</b>	<ul style="list-style-type: none"><li>• Client can self-administer own medications with minimal assistance, including PRN medication.</li><li>• Client needs assistance in opening containers or stand-by/hands-on assistance.</li><li>• Client does not need to be supervised taking medication.</li></ul>
<b>Level 3: Full Assistance</b>	<ul style="list-style-type: none"><li>• Medication must be removed from packaging and/or prepared.</li><li>• Client requires hands-on assistance to take medication, including PRN medication.</li><li>• Client needs supervision to ensure medications are taken.</li></ul>





# Medication Rights

## Know the Medication Rights!

\* **Note:** Unregulated health care providers are not required to know the “right reason” for the medication when providing medication assistance; directions on the care plan are followed.

## Medication Rights

when providing Level 2 or 3 medication assistance or medication administration



Right Medication



Right Route



Right Client



Right Reason\*



Right Dose



Right Documentation



Right Time



Right to Refuse



# Medication Safety Checks

**First Safety Check:** done by the regulated health care provider (e.g., dispensing pharmacy or nurse) who verifies the completeness and appropriateness of the prescriber's order.

**Second Safety Check:** done just before preparing the medication, while it is still in the package.

- medication label is verified with the care plan or medication record
- expiry date and beyond-use date is checked
- medication rights are reviewed

**Third Safety Check:** done just before medication assistance is provided.

- medication is prepared according to instructions (e.g., crush and mix with applesauce)
  - medication rights are reviewed
-



# Medication Assistance Activities

- oral medication (e.g., solid, liquid, powder)
  - sublingual and buccal medication (e.g., solid, spray, liquid)
- transdermal medication (e.g., medicated patches)
- topical medication including lotion, cream, shampoo, spray, ointment and powders
- ophthalmic medications (e.g., drops, ointment)
- otic medication (e.g., drops, ointment)
- nasal medication (e.g., drops, spray)
- inhaled medication (e.g., Metered Dose Inhaler [MDI], dry powder, nebulized)
- assisting the client with self-administration of prepared insulin



# Assigning Medication Assistance Activities

- Assessment determines:
  - activity is appropriate to assign
  - client is in **stable health with predictable outcomes**
  - actual or potential risks/hazards in the situation



# What is a Restricted Activity?

- Regulated health services that by law can only be performed by individuals authorized to perform them
- Examples:
  - Inserting a rectal suppository
  - Instilling vaginal cream
  - Injecting subcutaneous insulin
  - Instilling medication through an enteral feeding tube



# Assigning Restricted Activities

“Unregulated health care providers may only provide restricted activities if they are assisting or working under appropriate supervision, with the consent of an authorized, regulated professional, and are authorized by their supervisor's regulation.”  
(p. 20)



[Alberta Health \(2019\) Health Professions Act Handbook](#)



# Rectal and Vaginal Medication

- Are restricted activities
- The three nursing colleges have agreed that **Health Care Aides** (HCAs) may be assigned these two restricted activities
- The activity must be:
  - appropriate to the client needs
  - within the competencies of the HCA
  - supervised by the regulated nurse
  - supported by employer policy

May be  
**transferrable**



# Other Restricted Activities

No other restricted activity can be assigned to a health care aide (HCA) by a regulated nurse unless the activity is considered an **activity of daily living** for that client

Examples:

- Injecting subcutaneous insulin
- Instilling medication through an enteral feeding tube



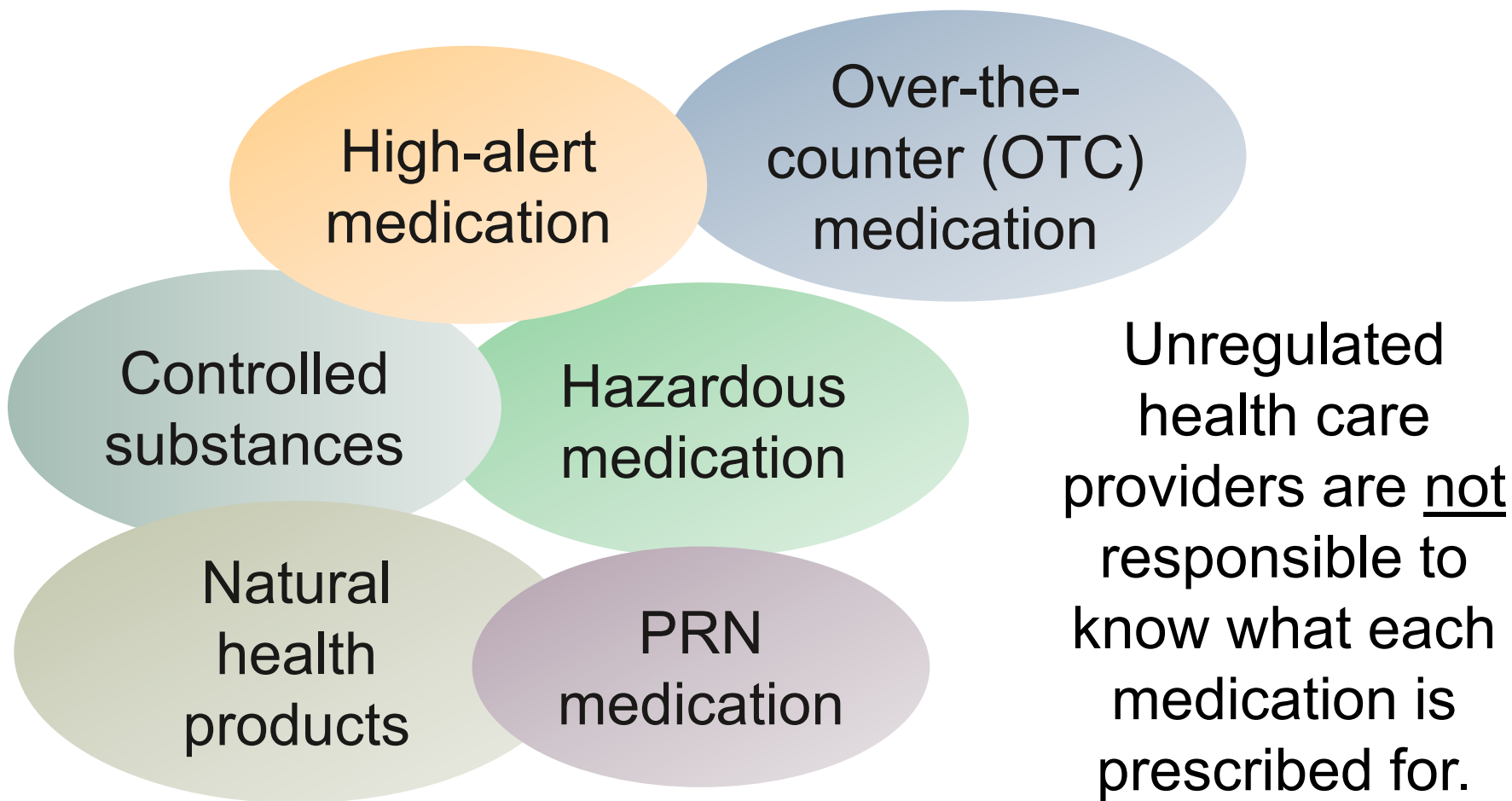
# Activity of Daily Living (ADL)

- Means activities that individuals normally perform on their own behalf to maintain their health and well-being, and include:
  - Routine and invasive self-care activities and
  - Specifically taught procedures, which generally result in predictable and stable responses

Non-transferrable



# Complex Medication Assistance Activities





# Observing & Reporting

- **Why?** Provides important client information
  - **Who to report to?** Supervising regulated health care provider
  - **When to report?** As directed on the care plan, and as soon as possible in an emergency
  - **What to report?** As specified on the care plan, for questions/concerns and when there is a change in client behaviour or abilities
  - **How?** Follow established processes
-



# Medication Effects

**Therapeutic effect:** the intended or predicted response to the medication

- Example: blood pressure reduced to normal range

**Side effect:** unintended effect ranging from mild to life-threatening reaction

Examples: nausea, bleeding, hives, difficulty breathing



# Monitoring & Reassessment

- Responsibility of regulated health care providers
- Frequency varies based on individual client need
- Reassess for:
  - medication effectiveness
  - effectiveness of medication support
- Contribute to medication review



# Obtaining Medication

- Client/family in home living or supportive living
  - Medication obtained or pharmacy delivers
  - Housing/accommodation provider may accept medication deliveries
- Health care team collaborates in designated supportive living & long term care
  - DSL: Pharmacy provides medication (site or client preferred pharmacy) or client/family obtain
  - LTC: Pharmacy provides medication



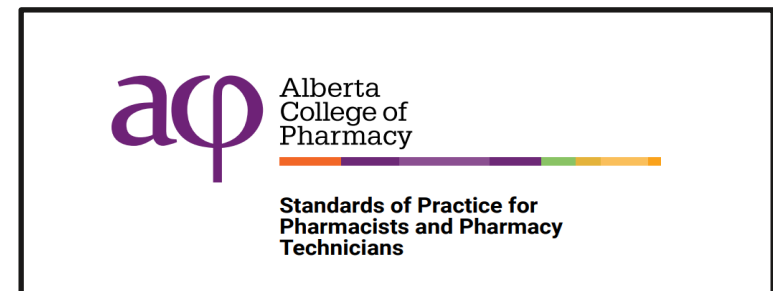
# Medication Labelling

## MAP level 1 (reminder)

- Pharmacy label
- Manufacturer label (OTC and natural health products)
- Dosette prepared by client/family may not be labeled

## MAP level 2 & 3 (some/partial or full assistance)

- All medication labeled by Pharmacy or Manufacturer



[Alberta College of Pharmacy Standards of Practice for Pharmacists and Pharmacy Technicians](#)



# Oral Solid Medication Packaging

## MAP level 1 (reminder)

- Packaging based on client assessed unmet need
- Dosette may be filled by client/family or pharmacy

## MAP level 2 & 3 (some/partial or full assistance)

- Controlled dosage packaging required
- Packaged by pharmacy or manufacturer







# Non-Controlled Dosage System

- Provided in multi-dose container or unit dose; cannot be put in a controlled dosage system



High-alert medication in liquid format should be provided as unit dose.



# Medication Storage & Security

Pharmacy storage instructions



Secure storage to reduce risk to others:

- Recommendations for clients in home and supportive living
- Required in all other settings to comply with legislation and standards in the care setting



# Medication Disposal or Return

- Responsibility varies based on care setting
  - Client/family in home living or supportive living
  - Health care team in designated supportive living (DSL) & long term care (LTC)
- De-identify empty packaging before disposal
- Return to pharmacy
  - “discard drug box”  
DSL & LTC
- Hazardous medication and PPE disposal



# Clinical Adverse Events

- Reporting timeline
- Client assessment
- Follow-up actions
- Documentation
- Notifications
- Review of event

Close calls &  
hazards  
should also be  
reported!

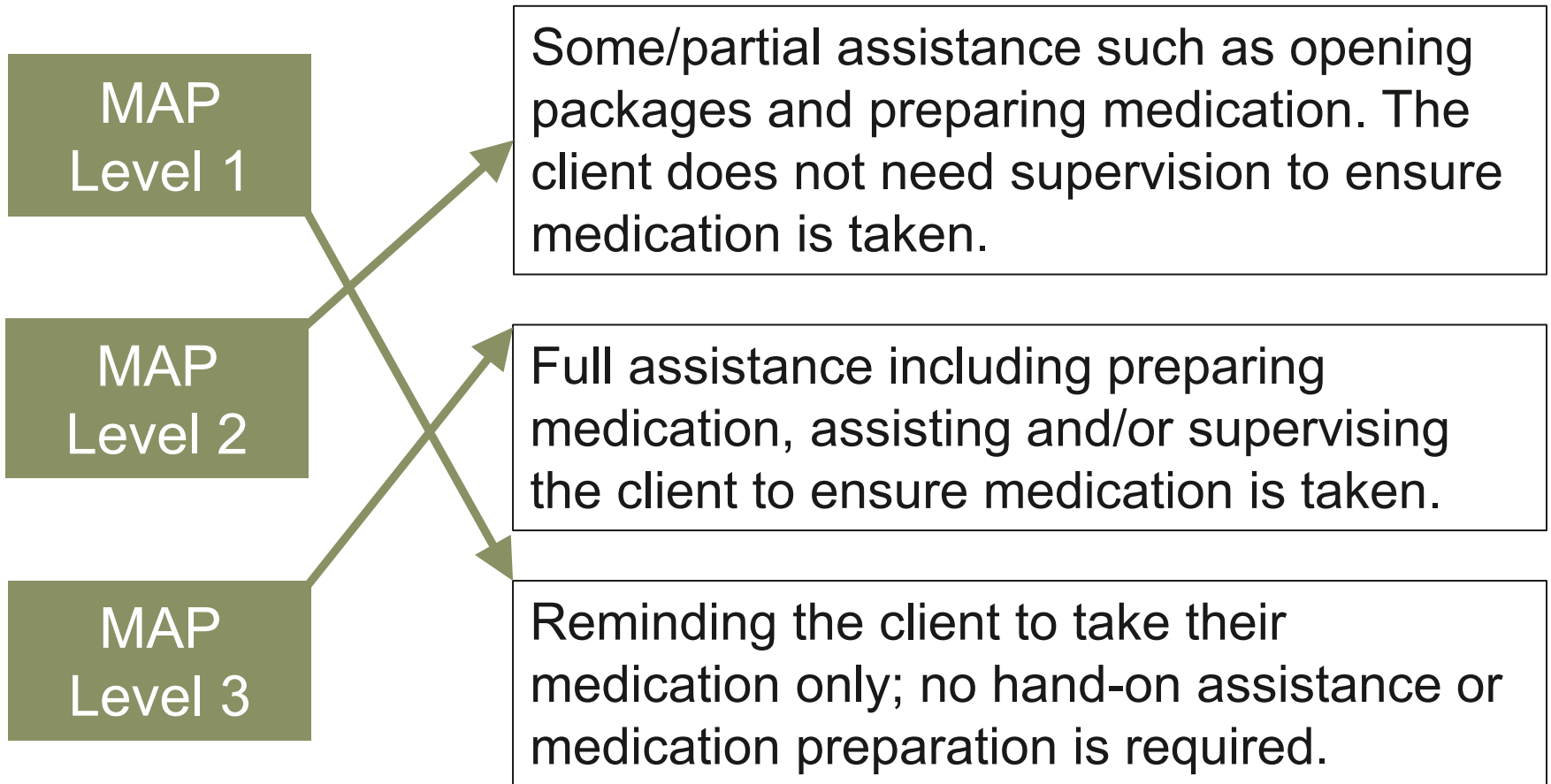
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# Knowledge Check





# Match the MAP Levels





# What are the Medication Rights?

Choose all that apply

- Right medication
- Right to leave
- Right client
- Right dose
- Right to choose
- Right time
- Right route
- Right to stay up late
- Right reason\*
- Right documentation
- Right to refuse

*\*Note:* Unregulated health care providers are not responsible to know what medication is prescribed for. They are accountable to follow directions on the client care plan.

## Medication Safety Checks: True or False

The unregulated health care provider must complete medication safety checks when providing MAP Level 1.

**True or False?**

**False**

The unregulated health care provider must complete medication safety checks when providing MAP Level 2 and 3.

**True or False?**

**True**



## Next Steps: Unregulated Health Care Providers

MAP Basics

Restricted  
Activities for  
HCAs

Zone/Program  
education  
and/or  
Competency  
Assessment



## Next Steps: Regulated Health Care Providers



MAP  
Essentials

Zone/Program  
education

# References

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# Image Attributions

- Slide 30:
  - Pills. Author: Brett\_Hondow. <https://pixabay.com/photos/pills-amoxicillin-capsules-1190217/>
  - pouch pack and blister pack) *Health Care Aide Provincial Curriculum: Course 6-Module 1: Assisting with Medication Delivery* (2013); Alberta Health & Wellness
- Slide 31:
  - (eye drops): [https://commons.wikimedia.org/wiki/File:Eye\\_drop.jpg](https://commons.wikimedia.org/wiki/File:Eye_drop.jpg) "Applying Eye Drops" by National Eye Institute (licensed under CC BY 2.0)., CC BY 2.0 <https://creativecommons.org/licenses/by/2.0>, via Wikimedia Commons.
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# Questions?

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