



June 2025

## Medication Practices Bulletin

### Purpose

The purpose of this bulletin is to provide information and tips for Endeavour Foundation employees to review their current medication practices and implement process improvements to reduce medication mismanagement.

### Step 1 – Establish a baseline

- Review Riskman and run a report of medication incidents for the service.
- Review the data
  - Look at the data as a whole for the service to determine if there are any patterns to the medication incidents. For example, certain times, people we support, medication types, etc.
  - Review each person we support individually to determine if there are any patterns to medication incidents they are involved in.
- If you identify a pattern to medication mismanagement, raise this immediately with your supervisor and engage the Client Safeguarding team to assist with assessing the impact on the person we support. This may need to be reported to the NDIS Quality and Safeguard Commission.
- Consider if you need support from the Quality and Practice team as part of your improvement process.

### Step 2 – Observations

- The purpose of observing medication practices is to develop an understanding of the process used, what the environment is like at the time medications support is being provided, how people we support interact with the process, third parties or stakeholders, etc.
- Home Site Supervisor or Site Manager completes observations of medication practices in the service. When completing observations think about what could improve medication management practices through a person centered approach.
- The key is to approach this with an open mind, observe without bias, and where possible observe multiple people supporting with medication.
- The observer should not interfere unless there is a risk of harm.

### Step 3 – Review of observations

- Review the observation findings with the staffing team. This is a learning and sharing opportunity.
- Discuss any similarities, differences and points of risk as a team.

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- Ask for feedback from employees. This is an opportunity for employees to share their experiences, tips on what works for them, or things they found that didn't work.

## Step 4 – Review of training/supports

- Review employees training to ensure they are up to date and that they have a medication competency in place, QF 5301.09 Medication Competency Assessment.
- Leaders should add a prompt to their supervision and team meetings with employees to review best practice medication management, and use coaching to reinforce individual practices. Review any medication incidents to identify contributing causes and further practice improvements.
- Discuss medication practices routinely at employee meetings. Continue to use these meetings as an opportunity to look at what improvements can be made and share knowledge between the team.

## Further assistance

Please contact Quality and Practice Improvement team at [practiceimprovement@endeavour.com.au](mailto:practiceimprovement@endeavour.com.au) for any advice or further information regarding the content of this Practice Bulletin.

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