

Staff Training

General Discussion:

Staff training is a vital component in the delivery of safe resident care. While regulations may differ according to provider type, it remains essential that sufficient staff training is provided to establish a successful medication management system. Inadequately trained staff increases the risk of medication errors that can lead to negative outcome, including death.

Relevant regulations:

ADC:

Standard I.F.(1) The adult day care program shall have a written policy for medication management and shall designate which staff are authorized and trained to administer medications in accordance with (3).

FAMILY ADC:

Standard I.D.(1) The adult day care program shall have a written policy for medication management and shall designate which staff are authorized and trained to administer medications in accordance with (3).

AFH:

DHS 88.04(5)(a) The licensee and each service provider shall complete 15 hours of training approved by the licensing agency related to health, safety and welfare of residents, resident rights and treatment appropriate to residents served prior to or within 6 months after starting to provide care. This training shall include training in fire safety and first aid.

DHS 88.04(5)(b) Except as provided in [pars. \(c\)](#) and [\(d\)](#), the licensee and each service provider shall complete 8 hours of training approved by the licensing agency related to the health, safety, welfare, rights and treatment of residents every year beginning with the calendar year after the year in which the initial training is received.

RCAC:

DHS 89.23(4)(a)1. Residential care apartment complex services shall be provided by staff who are trained in the services that they provide and are capable of doing their assigned work. Any service provider employed by or under contract to a residential care apartment complex shall meet applicable federal or state standards for that service or profession.

DHS 89.23(4)(a)2. Nursing services and supervision of delegated nursing services shall be provided consistent with the standards contained in the Wisconsin nurse practice act. Medication administration and medication management shall be performed by or, as a delegated task, under the supervision of a nurse or pharmacist.

CBRF:

DHS 83.20(1)(a) Training for standard precautions, fire safety, first aid and choking, and medication administration and management shall be approved by the department or designee and shall be provided by trainers approved by the department or designee. Approvals for training plans and trainers for standard precautions, fire safety, first aid and choking, and medication administration and management issued before April 1, 2009, shall expire April 1, 2010.

DHS 83.20(2)(d) Any employee who manages, administers or assists residents with prescribed or over-the-counter medications shall complete training in medication administration and management prior to assuming these job duties.

DHS 83.24(2) A practitioner, licensed pharmacist, registered nurse or licensed practical nurse is exempt from training specified in ss. DHS 83.20 (2) (a), (c) and (d), 83.21 and 83.22.

DHS 83.24(6) Except as stated under subs. (1) and (2), the following individuals are exempt from medication administration and management training:

DHS 83.24(6)(a) Nurse aides who have completed a medication aide training program and are in good standing on the Wisconsin Nurse Aide Registry.

DHS 83.24(6)(b) Student nurses currently enrolled in a nursing program that has successfully completed a medication administration course.

DHS 83.24(6)(c) Other licensed health care persons whose licensure and scope of practice allows medication administration.

DHS 83.25 The administrator and resident care staff shall receive at least 15 hours per calendar year of continuing education beginning with the first full calendar year of employment. Continuing education shall be relevant to the job responsibilities and shall include, at a minimum, all of the following:

DHS 83.25(1) Standard precautions.

DHS 83.25(2) Client group related training.

DHS 83.25(3) Medications.

DHS 83.25(4) Resident rights.

DHS 83.25(5) Prevention and reporting of abuse, neglect and misappropriation.

DHS 83.25(6) Fire safety and emergency procedures, including first aid.

Relevant DQA Memos:

[BQA Memo 01-037 CBRF/AFH February 2001
ETN Medication Management Question and Answer](#)

Other Resources:

[Eyedrop Administration Procedure \(Med-Pass, Inc.\)](#)

[Eardrop Administration Procedure \(Med-Pass, Inc.\)](#)

[Nasal Medications Administration Procedure \(Med-Pass, Inc.\)](#)

[Eye Ointment Administration Procedure \(Med-Pass, Inc.\)](#)

[Inhaled Medicine Administration Procedure \(Med-Pass, Inc.\)](#)

[Department \(DHFS\) Approved CBRF Training Programs](#)

Best Practice, Tools & Forms:

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