

ODP Communication

PA Department of Human Services Medication Administration Training Program Scheduling of September/October 2016 Sessions and New Help Desk Ticket System

ODP Communication Number: Announcement 061-16

The mission of the Office of Developmental Programs is to support Pennsylvanians with developmental disabilities to achieve greater independence, choice and opportunity in their lives.

AUDIENCE: All Interested Parties, Agency/Entity Administrators, Medication Administration Primary Contacts, Agency/Entity Training Directors, Existing and Prospective Medication Administration Trainers employed by one of the following applicable Department of Human Services (DHS) or Department of Aging licensed environments:

Department of Human Services	Department of Aging
<ul style="list-style-type: none"> ☐ Chapter 2380: Adult Training Facilities ☐ Chapter 2390: Vocational Facilities ☐ Chapter 2600: Personal Care Homes ☐ Chapter 2800: Assisted Living Residences ☐ Chapter 3800: Child Residential and Day Treatment Facilities ☐ Chapter 6400: Community Homes for Individuals with an Intellectual Disability ☐ Chapter 6600: Intermediate Care Facilities for Other Related Conditions (ICF/ORC) ☐ Chapter 6600: Intermediate Care Facilities for Individuals with an Intellectual Disability (ICF/ID) 	<ul style="list-style-type: none"> ☐ Title 6 Aging, Chapter 11: Adult Day Services <div style="border: 1px solid black; padding: 10px; text-align: center;">  <p>Medication Administration: Getting it right!</p> </div>

PURPOSE: The Office of Developmental Programs would like to announce the face-to-face Medication Administration classroom training sessions scheduled for September and October 2016. We would also like to introduce a more streamlined Help Desk Ticket System.

DISCUSSION: Temple University Harrisburg began managing the Medication Administration Program June 1, 2015. The following table contains details regarding the current process for accessing relevant recorded information, how to register for the courses and a listing of the locations for the September and October classes.

PROGRAM FACET	NEW VENDOR TRANSITION ACTIVITIES
Website	The Medication Administration Program website, https://medsadmin.tiu11.org/cms/ , continues to be used for information related to the program, registration for the online Train the Trainer course, completing the online coursework and classroom registration. There is no change to how registration is accessed.
Online Train the Trainer Coursework	The registration for the online Train the Trainer Medication Administration coursework has been re-opened and available since May 27, 2015.
Online Medication Administration Student Course	No impact. The Student Course will continue to be open and available to certified trainers and students.
Medication Administration Support Line	All inquiries regarding the Medication Administration Program should be made using the following phone number and e-mail address: (717) 221-1630 ; https://matp.on.spiceworks.com/portal
Recertification Curriculum	If you are due for recertification in 2016, trainers will be required to take the online Train the Trainer coursework, testing and classroom training using the current course requirements.
Classroom Training	<p>Registration for the classroom trainings can be found on the next page.</p> <ul style="list-style-type: none"> • Registrants who have already completed the online component: If you have already completed the online component of the Train the Trainer curriculum, the system has a record of this. Once the registrant logs into the website, the system will prompt the registrant to schedule classroom training. After classroom training has been scheduled, the trainer candidate will receive information, via e-mail, related to the classroom training and a presentation assignment. Each trainer candidate receives a presentation assignment that he/she will present during the classroom training. • Registrants who have <u>not</u> completed the online component: Trainer candidates are required to complete the online curriculum before scheduling the classroom training. This includes completing the registration process and submitting a payment. Once a trainer candidate registers, the primary contact they entered during the registration process will be notified via e-mail. The e-mail will instruct the primary contact to confirm the trainer candidate's registration and submit payment.

PROGRAM FACET	NEW VENDOR TRANSITION ACTIVITIES
	<p>The payment processing component of the registration process will be slightly different than in the past. The system will prompt the primary contact to click the “Pay for Course” button and redirect them to a payment area. Once in the payment area, there will be payment instructions to guide the primary contact through payment processing. The payment may take up to 24 hours to process. Once successfully processed, an e-mail response indicating that payment was successfully processed by the payment system will be sent to the e-mail listed on the registration profile. Within 24 hours of payment processing, the trainer candidate will be able to begin the online component of the Train the Trainer Medication Administration curriculum.</p> <p>Registration instructions can be found at:</p> <p>https://medsadmin.tiu11.org/cms/assets/Medication-Administration-Train-the-Trainer-Registration-and-Payment-Instructions1.pdf</p>
	<p>NOTE:</p> <ul style="list-style-type: none"> • Training candidates from agencies with no certified Medication Administration staff are required to complete the online coursework before they are permitted to attend the classroom training. • There is a classroom capacity limit associated with the training sessions below. Once the classroom capacity has been reached, registration will be closed for that date’s training session. If registration has been closed for a particular site, you have the option to register for a different training site/session.

CLASSROOM TRAINING DATES	REGION
9/26/2016	Monroeville, Allegheny County
9/27/2016	Mercer, Mercer County
9/28/2016	Uniontown, Fayette County
10/3/2016	State College, Centre County
10/5/2016	Dubois, Clearfield County
10/7/2016	Williamsport, Lycoming County
10/10/2016	Wyomissing, Berks County
10/11/2016	Philadelphia, Philadelphia County
10/12/2016	Harrisburg, Dauphin County
10/19/2016	Easton, Northampton County*
10/20/2016	Scranton, Lackawanna County
10/24/2016	Franklin, Venango County

10/25/2016	Monroeville, Allegheny County
10/26/2016	North Huntingdon (Irwin), Westmoreland County

Please arrive between 8:30 AM and 8:45 AM for a 9:00 AM start time.

***Easton Class – Please arrive between 9:00 AM and 9:15 AM for a 9:30 AM start time.**

New Help Desk Ticketing System:

Medication Administration at Temple Harrisburg is offering a new help desk system that will allow you to more easily submit support requests.

The goal was to not only make it easier to submit support requests to make managing the requests in a much more efficient way, ensuring everyone receives support as quickly as possible. There is now a new help desk portal that will allow you to easily submit & check the status of your help requests.

Now, instead of leaving a generic phone call or sending a general email, you can go directly to the Temple University Medication Administration portal, select the category which best outlines the problem and then you can fill in the blanks. This new process should allow the help desk to address issues more quickly.

To access the help desk and complete a ticket, you may go to:

<https://matp.on.spiceworks.com/portal>