

# CRMA: INTRODUCTION

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## **Department of Health and Human Services Mission Statement**

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**"Helping Maine People Live Safe, Healthy, and Productive Lives"**

**The Governor has set forth the goal of creating a system of human services that is cost effective, of the highest quality, and responsive to the needs of consumers. His commitment is to create the opportunity for every Maine citizen to realize his or her full potential through a health and human services delivery system that can and will support every Mainer in real need.**

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## DHHS Regional Offices

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Augusta	35 Anthony Avenue Augusta, ME 04330 624-8000 or 1-800-452-1926 TDD/TTY 624-8004	Houlton	11 High Street Houlton, ME 04730 532-5000 or 1-800-432-7338 TDD/TTY 532-5001
Bangor	396 Griffin Road Bangor, ME 04401 561-4100 or 1-800-432-7825 TDD/TTY 561-4403	Lewiston	200 Main Street Lewiston, ME 04240 795-4300 or 1-800-482-7517 TDD/TTY 795-4595
Biddeford	208 Graham Street Biddeford, ME 04005 286-2400 or 1-800-322-1919 TDD/TTY 286-2402	Machias	13 Prescott Drive Machias, ME 04654 255-2000 or 1-800-432-7846 TDD/TTY 255-6866
Calais	88A South Street Calais, ME 04619 454-9000 or 1-800-622-1400 TDD/TTY 454-3415	Portland	161 Marginal Way Portland, ME 04101 822-2000 or 1-800-482-7520 TDD/TTY 822-2293
Caribou	14 Access Highway Caribou, ME 04736 493-4000 or 1-800-432-7366 TDD/TTY 493-4034	Rockland	360 Old County Road Rockland, ME 04841 596-4200 or 1-800-432-7802 TDD/TTY 596-4201
Ellsworth	17 Eastward Lane Ellsworth, Me 04605 667-1600 or 1-800-432-7823 TDD/TTY 667-1639	Sanford	890 Main Street, Suite 208 Sanford, ME 04073 490-5400 or 1-800-482-0790 TDD/TTY 490-5466
Farmington	114 Corn Shop Lane Farmington, ME 04938 778-8400 or 1-800-442-6382 TDD/TTY 778-8439	Skowhegan	98 North Avenue Skowhegan, ME 04976 474-4800 or 1-800-452-4602 TDD/TTY 474-4891
Fort Kent	137 Market Street Fort Kent, ME 04743 834-7900 or 1-800-432-7340 TDD/TTY 834-7702	South Paris	243 Main Street, Suite 6 South Paris, ME 04281-9901 744-1200 or 1-888-593-9775 TDD/TTY 744-1224

## **Acknowledgements**

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### **Practitioners**

Beth Murphy, RN  
(Retired)

Cynthia Ranco, RN, BSN  
Good Neighbors, Inc.

Donald C. Johnson, RN, BSPA, MS  
Support Solutions  
Rainbow Consulting

Ila Mae, RN, BSN, LNC  
Healing Spirit Healthcare and Trade  
School

ShirleyAnn Davison, RN, BSN, BA,  
MA  
Fortiter Inc.

### **Department of Health and Human Services**

Catherine Cobb, Director  
Division of Licensing and Regulatory Services

Carol Davis, BS Ed, BSN, RN, LSW  
Health Services Consultant  
Division of Licensing and Regulatory Services

Peter Mauro, Jr., BS Ed, BSPA, MS  
Assistant Director (Past)  
Division of Licensing and Regulatory Services  
Present

Administrator, Bolster Heights Residential Care  
Facility

## **Purpose for the CRMA Course**

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The purpose of the *Certified Residential Medication Aide Course* is to provide standardized training for designated employees. **This curriculum has been designed to be taught in 24 – 45 hours. The minimum being 24 hours and the maximum being 45 hours (with the hours flexibility, there are NO exceptions). Instructors must document proof of student competency in all areas according to the “Medication Skills Checklist”.**

These designated employees, upon completion of this course, will be certified to provide medication administration in the residential setting.

### **◆ Course Content**

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This course will cover State of Maine regulations, some standard residential facility policies, basic anatomy and physiology of the human body, common medications in the majority of drug classes, and the practice of safe medication administration procedures. Additionally, participants will be provided the opportunity to practice taking vital signs, transcribing physician orders, administering medications in the classroom setting and completing medication cards/worksheets or some other type of learning tool.

Discussions in this class will focus on the many uses of medications, some common side effects of medications, as well as the client’s response to the medication side effects.

## **Objectives of the CRMA Course**

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At the completion of the standardized *Certified Residential Medication Aide Course*, individuals will be able to:

- Understand the role of the CRMA.
- Understand the regulations which govern the responsibilities of the CRMA.
- Discuss the systems of the human body.
- Discuss the basic drug effects on the human body.
- Recognize the physical and emotional changes associated with the aging process.
- Use common medication abbreviations.
- Recognize medication measurements.
- Read and use symbols related to drug therapy.
- Explain medication classifications.
- Use infection control practices.
- Explain the medication administration process.
- Access resources.
- Handle medication emergency situations.
- Taking vital signs.
- Transcribing practitioner orders.
- Understanding common side effects of medications.
- Understanding common reactions and interactions of medications.
- Complete a minimum of three (3) medication passes observed by an RN according to the identified standards. A facility policy may require more than the 3 minimum med passes; however, only the required med passes need be sent in to the Department.

## **Expectations for the CRMA Course**

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### **◆ Recommended (NOT required) Prerequisites**

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- High School Graduate or equivalent
- 18+ years of age
- 10<sup>th</sup> Grade or higher Reading Level (TABE Test)
- Speak, Read, and Write English
- Free of communicable diseases
- State Bureau Investigation (SBI) Check
- CNA Registry Check

### **◆ Participants**

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Once enrolled in the *Certified Residential Medication Aide Course*, participants must complete all classroom and clinical components of the course in order to obtain certification. Arrangements will be made at the discretion of the Instructor on an individual basis for any missed time.

### **◆ Class Participation**

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In order to obtain certification for this course, participants must complete all the classroom and clinical components under the supervision of the Instructor and/or the clinical supervisor.

## **Expectations for the CRMA Course (continued)**

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### **◆ Homework and Outside Class Work Expectations**

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Although the majority of this course is completed within the context of the classroom or clinical setting, additional work outside these settings may be required of the participants and must be completed prior to certification.

### **◆ Instructors**

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Instructors for the standardized CRMA Curriculum **MUST** attend a 3-day “train-the-trainer” session conducted by the Department of Health and Human Services, Division of Licensing and Regulatory Services. This session will include the following:

- Adult Learning Methods.
- CRMA Course Expectations.
- Paperwork Requirements and Forms
- CRMA Medication Administration Skills Checklist and Procedures.
- CRMA Certificate Procedures
- Curriculum Assessment and Activities

### **◆ Division of Licensing and Regulatory Services**

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- Class enrollment will be limited to 12 participants.
- Quality Assurance visits will be conducted by the Division of Licensing and Regulatory Services.
- Facility complaints about course and/or Instructors will be reviewed by the Division of Licensing and Regulatory Services.
- The Division will maintain a list of “approved” CRMA Course Instructors.
- The Division will ask Instructors for course feedback.
- The Division will ask Assisted Housing Programs for feedback regarding the competency of the new CRMAs.

## **Expectations for the CRMA Course (continued)**

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- The Division will provide opportunities for approved CRMA Instructors to get together periodically to discuss best practices, concerns, etc.

### **◆ CNAs Working for Home Health Agencies**

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CNAs, who complete the CRMA Course and are working in the home health agency, *can only perform* tasks as delegated by his/her RN Supervisor.

PSS's who complete the CRMA course and are working for a PCA Agency may administer medications if this is determined as a service need.

### **◆ Certification Procedures**

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- Information to be included on the Certificate issued by the Division of Licensing and Regulatory Services to include:

- DHHS Information
- DHHS Signature(s)
- Name of Course taken
- Participant's Name
- Instructor's Name
- Date Issued
- Expiration Date

- All CNA-Ms must take the entire CRMA course.
- **Instructor Reminder Note: Bridge Course:** Any current CRMA who has a 24 or 40 hour limited certificate issued by the Department of Health and Human Services, Division of Licensing and Regulatory Services for less than must complete the Bridge course and required medications passes with an R.N. to be issued a full 40-hour certificate.

**Instructor Reminder:** All participants are to have a personal copy of the manual for reference and note taking.

## **Expectations for the CRMA Course (continued)**

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CRMA Course Instructor procedures include:

- Complete the following forms and submit to DHHS
  - Trainer Form on initial class and then with any changes
  - Training Notification Form no later than 30 days prior to the training start date
    - ◆ If an emergency class is necessary due to staffing needs or expiring certificates the 30 day submission period may be waived however, the Department must receive notification with the class packet.
- Distribute and have students complete the Course Evaluation Form on the last day of the Classroom Component.
  - Evaluations are not required for the Bridge or Re-Cert classes as teaching is not being done
- Within 45 days of each participant successfully completing the Classroom Component, the instructor will fill out and send the following to DHHS:
  - Training Validation Form for each student upon completion of the Course and Clinical Medication passes
  - Student Information Forms
  - Course Evaluation Forms

The participant must complete the medication passes within 45 days of successfully completing the Classroom Component, then the following must be submitted within 60 days of the last day of the class by the instructor:

- Training Validation form
- Original of the CRMA Medication Administration Skills Checklist and Discussion Sheet
- 

**(NOTE: if passes are not completed within the time allotted, the course must be retaken)**

- CRMA Course Instructors **MUST** maintain a copy of the following participant information for a period of three (3) years after the course completion date:
  - CRMA Medication Administration Skills Checklist
  - Participation Checklist
  - Unit and Final Exams
  - Validation Forms
  - Student Information Forms
  - The 6 Classroom Transcription and Med pass forms
- CRMA certification is valid for two full years as specified on the certificate.
- The CRMA must obtain education in the form of an 8-hour CRMA re-certification prior to or within 30 days of expiration.
- Should the CRMA certificate expire prior to re-certification, the CRMA **cannot administer** any medications until the Re-certification is completed and the new certificate is received. If more than 30 days has elapsed since the expiration of the CRMA certificate, the entire CRMA Course must be retaken.
- Note: CRMA Course participants will be instructed to set up a 90-day tickler regarding the CRMA certification expiration and scheduling the 8-hour Re-certification. **(60 days prior to and 30 days after.)**
- Note: **Incomplete forms will not be processed.**
- **45 days from the last day of class the student must have the clinical checklist to the instructor.**

**The instructor shall have 60 days from the last day of class to get the checklist and validation form into the Department.**

- **EXTENSIONS FOR THESE TIME FRAMES MUST BE REQUESTED BY THE INSTRUCTOR, IN WRITING, TO THE DEPARTMENT AND MUST BE APPROVED IN WRITING FROM THE DEPARTMENT.**

**THE REQUEST AND APPROVAL OF THE REQUEST MUST ACCOMPANY THE PAPER WORK SENT IN TO THE DEPARTMENT INDICATING COMPLETION OF THE COURSE.**

## Course Assessment

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### ◆ Exams

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- Quiz after each Unit
  - ✓ 25 Questions
  - ✓ Pass at 80%
  - ✓ One retake may be allowed; participant can only earn a maximum of 80 for the retake.
- Final Exam
  - ✓ 100 answers
  - ✓ Pass at 80%
  - ✓ One retake may be allowed; participant can only earn a maximum of 80 for the retake.

Retake may be done at the discretion of the Instructor with a new version of the Quiz/Exam.

### ◆ Overall Course

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- Classroom – Must complete at a minimum grade of 80%:

Participation	25% (refer to CRMA Course Participation Checklist)
Module Quizzes	50%
Final Exam	<u>25%</u>
	100%
- Clinical – Pass/Fail (Refer to Demonstration of Medication Administration Skills information on the next page.)

## **Demonstration of Medication Administration Skills**

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[Observed by an RN or CRMA (with at least 1 year of experience) ]

### **◆ Pre-Clinical (in the classroom)**

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- Demonstration by RN
  - Review all Routes of Administration
  - Review new physician order (minimum of 6 different medications – samples on next page).
    - ◆ Review classification of each medication
    - ◆ Review therapeutic effects
    - ◆ Review side effects
  - Transcribe physician order onto MAR
  - Pour Medications
  - Pass Medications
  - Document Medication Pass
  - Vital Signs
  
- Refer to the CRMA Medication Administration Skills Checklist

At this point the Instructor will have a minimum of six (6) transcription exercises for the students to transcribe and note.

These exercises will be designed to coincide with actual orders that the student population being taught will see in the actual work place.

- **Participants demonstrate the taking of vital signs and the Medication Administration Process to Instructor – minimum of 6 medication administrations ( 1 person; 6 orders; 1 MAR) at 100% accuracy.**
  
- **Medication Administration Scenarios MUST include:**
  - **Refusal.**
  - **Schedule II, III, IV, and/or V Controlled Substances documentations.**
  - **Splitting scored medications.**
  - **Crushing Medications.**
  - **Holding meds for BP or Pulse out of parameters, blood work and/or Doctor's order.**

**Leave of Absence (LOA) and/or Out-of-Building Procedures – For less than 72 hours and/or over 72 hours.**

- **Physician Order Samples for In-Class Demonstration**

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**Directions:** The following “sample” Physician Orders and Scenarios are for your use in demonstrating and practicing medication administration in the classroom. More practice is encouraged as needed.

### **Orders**

1. Schedule II.
2. Holding Meds for BP or Pulse out of parameters, blood work and/or Doctor’s order.
3. Time limited order (e.g., Keflex)
4. Taper Dose (e.g., Prednisone)
5. PRN Psychotropic (Ativan)
6. Hold (e.g. Digoxin, Doctor may order “hold” times 3 days)
7. Dosage change (e.g., Lasix 40 mgs. Increased to 80 mgs.)
8. Dose ranges (e.g., ASA 325 mgs. 1 - 2 tabs p.o. as needed for mild pain/severe pain)
9. Stat Order (Lasix)
10. Liquid measure (Roxinol 20 mgs/ml give 10 mgs every 3-4 hours prn)

### **Scenarios**

1. Refusal.
2. Calculations – split scored medications; participant determine amount of medication to administer (e.g., resident needs 300 mg; pills come in 200 mg).
3. Leave of Absence (LOA) and/or Out-of-Building Procedures – For less than 72 hours and/or over 72 hours.
4. New medication beginning the middle of the month.
5. Discontinued medication.

**THE IN CLASS MEDICATION PASS CHECKLIST MUST BE SIGNED OFF BY BOTH THE INSTRUCTOR AND THE STUDENT. ORIGINAL FORMS MUST BE UTILIZED. PHOTOCOPIED FORMS WITH SIGNATURES ARE NOT ACCEPTABLE.**

## ◆ Clinical (in a licensed facility)

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- The CRMA Course Instructor may or may not be the RN assigned to observe each participant conduct the Clinical Medication Administration component.

Alternative arrangements (due to geographic and/or other issues that arise) may be made by the CRMA Instructor or the Participant with other facilities for an assigned RN to observe the CRMA Course participant.

If the RN observing the Medication Administration is not the Instructor, the RN must forward a signed copy of the CRMA Medication Administration Skills Checklist along with a copy of his/her RN license to the course Instructor to verify completion of the Clinical portion of the class.

- Assigned RN needs to be familiar with the facility's policies regarding Medication Administration and ensure medications are passed according to the CRMA Medication Administration Skills Checklist.
- Participant must be oriented to the facility medication administration procedures.
- Administer medications under the observation of an RN or CRMA with a minimum of 1 years experience (minimum of 3 passes) according to the CRMA Medication Administration Skills Checklist.
- 3 passes = Complete medication pass to a minimum of 1-3 residents a minimum of one time with 100% accuracy (for all 3) in accordance with the CRMA Medication Administration Skills Checklist. (Clinical Instructors may request more than 3 passes for a more accurate assessment of skills.)

**\*\*\*\*\* A medication pass consists of all medications due to be given at one scheduled time to one person. \*\*\*\*\***

- Participant may repeat this component twice for a total of three attempts of three passes before failing the Clinical component of the CRMA course and requiring the participant to retake the entire CRMA Course.

- **NO COACHING IS ALLOWED.** RN is to observe only and **IMMEDIATELY STOP** the medication administration process if something incorrect is about to happen.
- If the RN stops the medication administration process, the participant will be allowed to regroup and begin a new medication administration (perhaps the next day) up to no more than three times before a “fail” grade will be assigned.
- RN is to observe only one participant at a time. This will assist in reducing the anxiety of the participant and the residents.
- During the Clinical Medication Pass, if an item is not available to perform, the R.N. will discuss the item once and place a “D” under all 3 passes. The actual medication passes must be done.

## CRMA Medication Administration Skills Checklist

Date: \_\_\_\_\_ Participant: \_\_\_\_\_ RN Evaluator: \_\_\_\_\_

= Completed

D = Discussed/Documented

**Directions:** The RN Evaluator will observe the Participant perform each of the following tasks and place a checkmark in the appropriate column. Both the Participant and the Instructor will sign and date this checklist to verify completion. Use one column for each medication pass.

Task	Performed Task					Task	Performed Task				
<b>A. Verify Medication</b>						<b>F. Record, Count, and Sign for Controlled Substances</b>					
1. Compares MAR with Practitioner's order						1. Write Schedule II in Bound Book					
2. Identify types of orders*						2. Write in Individual Count Record					
<b>B. Special Considerations</b>						<b>G. Store Medications*</b>					
a. Verify of instructions on label, shake, take before eating, etc.						1. Medication Storage					
b. Review parameters, i.e. time frames, usage etc						2. Locked					
c. Check for contraindications/drug interactions, food, drug, or latex allergies						3. Double Locked					
d. Preparation of medication for leaves of absence*						4. Refrigeration					
e. Check for expiration dates/med lifespan*						<b>H. Vital Signs</b>					
<b>C. Order and Reorder Medications*</b>						1. Temperatures					
<b>D. Transcribe orders to Medication Administration Record (MAR)</b>						2. Radial pulse					
						3. Apical pulse					
						4. Respirations					
						5. Blood Pressure					
<b>E. Identification/Approach to resident</b>						<b>I. Medication Deliveries*</b>					

**\*Participants may not have the opportunity to practice these skills during the Clinical component of the CRMA course. Therefore, discussion, observation, or demonstration of these skills by facility personnel is appropriate. If a task is discussed in clinical it only needs to be discussed once. Three Actual Medication passes must be done including all areas applicable to the pass.**

Task			Performed Task			Task			Performed Task		
<b>J. Standard Precautions</b>						<b>O. Utilize Eight (8) rights</b>					
<b>K. Antipsychotic/Psychotropic*</b>						1. Right resident					
<b>L. Compare label with MAR – Three Checks</b>						2. Right medication					
1. Pull-when reaching for med						3. Right Dose					
2. Pour-Before pouring						4. Right Route					
3. Put away-Before administration						5. Right Time					
<b>M. Prepare Medications</b>						6. Right to Know					
1. Count*						7. Right to Refuse					
2. Score*						8. Right Documentation					
3. Pour/Pop liquid or solid						<b>P. Document Medication Administration</b>					
4. Crush*						1. Document a medication on an MAR					
5. Mix*						2. Transcribe a standing order PRN medication					
6. Measure topical/liquid						<b>Q. Document Medication Errors</b>					
<b>N. Disposal of Medications</b>						1. Define medication error*					
1. Schedule II*						2. Document drop/contaminated medication					
2. Non-Schedule*						3. Complete Medication Error Report					
<b>R. ADMINISTRATION OF MEDICATIONS</b>											
1. Oral pill/liquid						4. Vaginal/Rectal*					
2. Ear/Eye Drops*						5. Topical/Trans-dermal*					
3. Nose Sprays/Drops*						6. Inhaler*					

Participant's Signature

Date

Date

RN Evaluator's Signature

**DISCUSSION SHEET**



## CRMA Course Participation Checklist

Participant: \_\_\_\_\_

Instructor: \_\_\_\_\_

**Purpose:** Participation is a critical component of the CRMA job duties and 25% of your grade in this class.

**Directions:** You and the Instructor will go over the components listed below on the beginning of day 3 and day 5 of the class. You will be asked to assess your own performance on these participation components as well as receive feedback from your Instructor. Give the student a score of 1 to 4 in each of the identified traits. Add the total of the columns together for a final score.

Traits and Characteristics	Date:				Date:				Comments
	4	3	2	1	4	3	2	1	
Arrives to class on time.									
Contributes to group and class dynamics.									
Participates actively and regularly in class and group work by offering ideas and asking questions. (staying on task, focused)									
Listens respectfully when others talk, both in group work and class work. (example=rudeness, side conversations, swearing)									
Offers thoughtful comments and is able to articulate constructive criticism as needed.									
Takes initiative in class and group work by taking on tasks and follows through with these commitments.									
Completes class work and homework assignments on time.									

Total of check marks on each row of individual dates: (transfer total to grade grid) \_\_\_\_\_

\_\_\_\_\_  
Participant Signature

<p>4 = Excellent            3 = Above Average            2 = Satisfactory            1 = Needs Improvement</p>
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\_\_\_\_\_  
Instructor Signature

## **Job Description**

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CRMAs utilize safe and acceptable procedures in the administration of medications and treatments as assigned (directly or indirectly) by the Administrator and in accordance with Maine's Regulations Governing the Licensing and Functioning of Assisted Housing Programs. CRMA's are accountable for performing these functions in accordance with accepted standards.

## **Key Responsibilities**

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The Certified Residential Medication Aide will

- Order and reorder medications.
- Receive and count medications.
- Practice quality assurance procedures.
- Administer medications.
- Take vital signs.
- Obtain, document, and report weights.
- Communicate with health care providers regarding health care issues.
- Transcribe medication and treatment orders.
- Complete documentation for medication records.
- Maintain confidentiality.
- Maintain cleanliness and order.
- Assist licensed nurses and other staff as needed.
- Obtain nurse coordination, oversight, and training as needed.
- Obtain technical training from other health care professionals as needed.

In addition to the above Key Responsibilities, it is anticipated that each facility will have specific responsibilities that pertain to that location's work environment.

# **Competency Model Outline**

## **I. Generic Competencies**

### ***WORK MANAGEMENT SKILLS***

#### **Collaboration**

- Establishes and maintains effective working relationships with all levels of personnel.
- Identifies and understands what resources are available and seeks guidance when needed.
- Uses own support network (including supervisor) appropriately to get feedback and process issues.

#### **Organization**

- Plans work activities to ensure medication and treatment practices are followed.
- Gathers supplies and materials needed to facilitate medication and treatment administration.
- Maintains medication work area and equipment in a neat and orderly fashion.

#### **Role Clarity**

- Understands roles and responsibilities of staff.
- Clarifies responsibilities and boundaries of the CRMA.

### ***CONCEPTUAL KNOWLEDGE and SKILLS***

#### **Observational Skills**

- Recognizes difference between what is usual and unusual for each person. (“What’s wrong with this picture?”)
- Utilizes objective language to describe what is observed without using subjective language such as, “I feel,” “I believe,” or “I think.”

- Identifies changes in a person over time.

## **Judgment**

- Thinks through a situation's cause and effect prior to taking an action.
- Recognizes when to seek advice or assistance.
- Maintains perspective on what is urgent and what can wait, what is important, and what is not.
- Recognizes when a situation requires emergency response.

## **CRMA Competency Model Outline, continued**

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### ***INTERPERSONAL KNOWLEDGE and SKILLS***

#### **Sensitivity**

- Demonstrates sensitivity towards others.
- Interprets verbal and non-verbal cues to determine what people are thinking and feeling.
- Discovers and respects the preferences and unique aspects of each person.
- Can view situations from others' perspectives and empathize with their feelings.

#### **Communication Skills**

- Listens and lets people know they have been heard and their feelings considered.
- Tailors communications to the individual's level of understanding (without talking down to them).
- Maintains a non-judgmental and open attitude in all communications.
- Asks questions to gather information needed to make decisions.
- Prepares clear, accurate, factual, and appropriate documentation that may be understood by others.

#### **Diversity**

- Demonstrates respect for others.
- Complies with relevant laws and policies (e.g., Civil Rights, ADA, licensing regulations, etc.).
- Understands and appreciates the diverse views, needs, expertise, and experience of others; understands the perspectives and limitations of other individuals and systems.
- Understands and is sensitive to differences in culture, ethnic and spiritual values, disability, gender, sexual orientation, perceptions, customs, and behaviors.

## **CRMA Competency Model Outline, continued**

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### ***SELF-MANAGEMENT SKILLS***

#### **Job Commitment**

- Models high standards of personal conduct.
- Gives extra attention when needed and demonstrates patience when interacting with others.
- Committed to the welfare of others.
- Models a professional and positive attitude.
- Genuinely likes people, shows enthusiasm, and is energetic when interacting with others.
- Admits mistakes and is willing to correct them.

#### **Flexibility**

- Adjusts to a change in plans at the last minute.
- Juggles attention to people and tasks effectively.
- Willing to work with others.
- Accepts changes in policies and procedures affecting their work environment.

#### **Self-Control and Responsibility**

- Accountable for one's own actions.
- Responds to emergency situations in a calm and professional manner.
- Maintains composure in difficult situations.
- Takes appropriate safety precautions in situations that may place self and others in danger.

#### **Self-Development**

- Obtains knowledge about new medications and treatments.
- Pursues training and other learning opportunities.
- Recognizes one's own limitations, seeks/gives feedback, and improves personal performance.

## **CRMA Competency Model Outline, continued**

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### **Stress Management**

- Identifies the causes and effects of stress and utilizes techniques for stress management and self-care.
- Knows when to take time out, to step back from a situation, to calm down, and think things through.

## **CRMA TECHNICAL SKILLS**

### **Role of the CRMA**

- Explains the role of the CRMA.
- Defines the key responsibilities of the CRMA.
- Defines the characteristics of the CRMA.
- Works within the State of Maine regulatory limits for a CRMA employed in a residential facility.

### **Body Systems**

- Describes the anatomy and function of various body systems.
- Identifies both the physical and emotional changes that are associated with the aging process.

### **Pharmacology**

- Explains the difference between a prescribed and a non-prescribed medication.
- Describes the difference between drugs and medications and the effects of these on the body systems.
- Utilizes medical measurements, symbols related to medication administration, and common medication abbreviations.
- Explains the different medication classifications.

## Medication Administration

- Utilizes infection control practices.
- Administers medications in accordance to the State of Maine standards and procedures for facilities licensed by DHHS, Division of Licensing and Regulatory Services, Community Services Programs including, but not limited to, ICF-MR Group Homes, Children's Residential Homes and Licensed Programs.
- Accesses and utilizes a variety of medication resources (e.g., *pharmacist*, *drug handbooks*, etc.) as needed.
- Ability to handle medication emergency situations in a calm and professional manner.

## **Suggested Training Agenda**

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**PLEASE DO NOT conduct this training in 5 consecutive days, if at all possible.** It is just too much information to absorb and retain for the participants. Additionally, it is highly recommended that the training be provided in no more than 8-hour days.

### **Day One:**

Morning:

- Introductions
- DHHS Role
- Course Purpose, Overview and Expectations
- Course Objectives
- Course Components – Classroom and Clinical

Afternoon:

- Unit 1: Role of the CRMA
- Vital Signs

### **Day Two:**

Morning:

- Testing
- Unit 2: Pharmacology

Afternoon:

- Unit 2: Pharmacology (continued)
- Optional Medication Passes

## **Day Three and Day Four:**

Morning:

- Testing
- Pharmacology continued
- Unit 3 Body Systems, Medications and Medication Administration

Afternoon:

- Unit 3 Body Systems, Medications and Medication Administration (continued)
- Optional Medication Passes

## **Day Five:**

- Testing
- Unit 3 Body Systems, Medications and Medication Administration (continued)
  
- In class medication pass demonstrations as needed
- Return medication pass demonstrations as needed
- Testing
- Evaluations