MCCA Medication Certification Guide

Version 1.2

November 29, 2018

Overview:

Missouri law requires that anyone administering medication to children in a group setting earn a medication certification. The Missouri Coalition of Children’s Agencies is contracted by the state of Missouri to facilitate and administer the testing/certification process for individuals caring for children in this manner.

This guide is meant to assist with the web administration of our medication-certification (“med cert” for short) process. For the full manual, which serves as a guide for classroom instruction, please see the full med cert manual – which can be ordered online at (http://www.e-mcca.org/wp-content/uploads/2018/02/orderform.pdf).

Certification Process – Initial Certification

Individuals who:

a) Have never been certified before, or
b) Have been certified, but their certification has expired (certifications are good for 14 months)

... must take an eight hour course; pass an online exam (each student gets three attempts to pass with a score of 80 or higher); and demonstrate competencies (outlined in the med cert manual)

Certification Process – Certification Renewals

Individuals who have a current certificate may take a two hour course and demonstrate competencies.

Registering as a nurse-instructor and/or web administrator

For some organizations, the individual teaching med cert classes, ensuring students take exams and demonstrate competencies work with our web system. In other organizations, a nurse-instructor teaches the classes and ensures students demonstrate competencies, and a web administrator works with our online system. Either way is acceptable. For the purposes of this document, we use the term “nurse-instructor” to refer to the person receiving email alerts about classes and working with the online system.

To register as a nurse-instructor, please submit “Attachment 3”, which is a paper form that comes with the Med Cert manual. You can find attachment 3 here: http://www.e-mcca.org/wp-
content/uploads/2018/02/2016-Attachment-3-Med-Cert-Instructor-Registration.pdf. It must be faxed to MCCA at 573-635-9848 or scanned and e-mailed to jeanette@e-mcca.org.

Course costs (per student):

- Member recertification: $20
- Member initial certification: $25
- Non-member recertification: $40
- Non-member initial certification: $50

If you are interested in a membership with MCCA, please contact CEO Mary Chant at mary@e-mcca.org.

About smartphones

No smartphones, please! Setting up classes, adding students and certifying students can be a complex process. You will need a standard-size screen to work with this interface. It is very strongly recommended that, at the very least, you use a tablet-style device. Standard computers (laptops, desktops) are preferred.

Logging into the system

Once your nurse-instructor account is created (again, you will send the instructor form to MCCA), you will log in to your organization’s website with a web browser. You will need a reliable Internet connection. No smartphones or tablets, please – use a computer with a standard web browser. Common web browsers include:

- Internet Explorer
- Google Chrome
- Mozilla Firefox

Each organization has a URL. URLs are also called web addresses. For the purposes of med-cert, they all have the same format:

[organization code].lmscheckout.com

To access your website, open your web browser and type your URL into the navigation bar. Here is what the navigation bar looks like in Google Chrome.
URL guide (as of Aug. 30, 2018):

**Organization**
- Almost Home
- Annie Malone Children & Fam Svs
- Ashley House
- Boys Hope Girls Hope
- Children’s Haven of SW MO
- Children’s Home Society
- Cornerstones of Care
- Covenant House Missouri
- Covering House
- Crittenton Children’s Center
- DASE House of Compassion
- Division of Youth Services - Cabool
- Division of Youth Services - Forsyth
- Division of Youth Services - KC
- Division of Youth Services - Macks Creek
- Division of Youth Services - MTVTC
- Division of Youth Services - NE
- Division of Youth Services - New Madrid
- Division of Youth Services - PB2
- Division of Youth Services - RH
- Division of Youth Services - SE Region
- Division of Youth Services - SP
- Division of Youth Services - St Louis
- Division of Youth Services CG -
- Epworth
- Every Child’s Hope (ech)
- Fair Haven Children’s Home
- Faith Foundation Children’s Home
- Family Matters
- FamilyForward
- Farmer Grove Homesteads
- Farmington Children’s Home
- Footsteps
- Gateways Group Home for Girls
- Good Samaritan Boys Ranch
- Good Shepherd Children & Family Services
- Good Shepherd Children’s Home
- Great Circle
- Greene County Juvenile Justice Center
- HALO
- Heart Home for Children
- iFM Community Medicine

**URL**
- almosthome.lmscheckout.com
- amcfs.lmscheckout.com
- ashleyhouse.lmscheckout.com
- bhgh.lmscheckout.com
- chswmo.lmscheckout.com
- chs.lmscheckout.com
- cornerstones.lmscheckout.com
- covenant.lmscheckout.com
- thecoveringhouse.lmscheckout.com
- crittenton.lmscheckout.com
- dase.lmscheckout.com
- dyscabo0l.lmscheckout.com
- dysforsyth.lmscheckout.com/
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- dyssw.lmscheckout.com
- dyssw.lmscheckout.com
- mccaepworth.lmscheckout.com
- ech.lmscheckout.com
- fairhaven.lmscheckout.com
- faithfoundation.lmscheckout.com
- familymatters.lmscheckout.com
- familyforward.lmscheckout.com
- fgh.msccheckout.com
- pchasfarmington.lmscheckout.com
- footsteps.lmscheckout.com
- gghglmscheckout.com
- gsbr.lmscheckout.com
- gscfm.lmscheckout.com
- gscfm.lmscheckout.com
- greatcircle.lmscheckout.com
- greenecojuvjust.lmscheckout.com
- halo.lmscheckout.com
- hearthomeforchildren.lmscheckout.com
- ifm.lmscheckout.com
Isabel's House Crisis Nursery
Jefferson County Juvenile Center
Juvenile Detention Ctr - Mtn Grove
Light House
Lives Under Construction
Marygrove
MBCH Children & Family Ministries
Miriam Foundation
Mississippi Co Juvenile Det Ctr
Missouri Girls Town
Mother's Refuge
Niles Home for Children
Normile Family Center
Noyes Home for Children
Ozark Center Turnaround Ranch
Piney Ridge Center
Presbyterian Children's Home
Shelterwood
Sparrows Nest
St Francois Co Juvenile Det Center
St Louis Co Family Court
St Louis County Dept of Health
St Louis County Government
St Louis County Youth Programs
St Vincent Home For Children
St. Louis County Family Court
St. Louis Crisis Nursery
Stepping Stone
Synergy Services
The Bridge Home for Children
Wright County Children's Home
Youth In Need

ihcn.lmscheckout.com
jeffcojuv.lmscheckout.com
juvdetmtngrove.lmscheckout.com
lighthouse.lmscheckout.com
luc.lmscheckout.com
marygrove.lmscheckout.com
mbch.lmscheckout.com
miriam.lmscheckout.com
misscojuvdet.lmscheckout.com
mgt.lmscheckout.com
mothersrefuge.lmscheckout.com
niles.lmscheckout.com
normile.lmscheckout.com
noyes.lmscheckout.com
octr.lmscheckout.com
pineyridge.lmscheckout.com
pchas.lmscheckout.com
shelterwood.lmscheckout.com
sparrowsnest.lmscheckout.com
stfrancoiscjdt.lmscheckout.com
stfamcourt.lmscheckout.com
stlouisjuvenile detention.lmscheckout.com
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stvincenthfc.lmscheckout.com
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stlouiscn.lmscheckout.com
steppingstone.lmscheckout.com
synergyservices.lmscheckout.com
bridgehome.lmscheck.com
wrightco.lmscheckout.com
yin.lmscheckout.com

Logging in

The typical MCCA med cert site (sometimes called an LMS site) looks like this (see below). Log in by clicking the “Log in” link at the top-right.
To use the online med cert system, you will need an account with a username and password. For everyone - nurse-instructors and students – your account username will be your email address. For this reason, it is **critical** that:

- Email addresses are spelled correctly. A single typo can lock someone out of the system.
- Email accounts are set up BEFORE attempting to create an account in our Med Cert system.

**Account creation**

When creating an account for a student, if the proper steps are followed (see “Class Creation”), the student should receive an email from the system.
Note that a password is not assigned to you – you must click the link in the email message and be directed back to the site, to the create password form.

If you ever forget or lose your password, you can use the site to recover it. First, go to the site, click “Log In” in the upper-right, and on the next page, click “Forgot Password”

![Log In](image1)

Enter your email address and you should receive a message detailing how to reset your password within a few minutes.

**Email Troubleshooting**

If you do not receive an email when your account is created – or using the “forgot password” page does not work, please try the following:

- Almost all email systems have a way of blocking spam, or nuisance emails. All emails from the system will be sent from noreply@lmscheckout.com. If this address is “blocked” by your email server, you will be unable to access the med-cert system. One of the first things to try is looking in your email system’s “junk” or “spam” folder. In Gmail, that looks like this:
- If you are using your work email address, you may also need to contact your organization’s IT department and ask to make sure emails from noreply@lmscheckout.com are not being blocked.
- If the above methods fail, you can contact MCCA staff directly (jeremy@e-mcca.org or jeannette@e-mcca.org). We may ask you to use a different email account.
Med Cert Class Creation

This section will go through the steps of creating a med cert class. Before you begin:

- Determine your class type. Again, there are two class types – initial certification and re-certification (see p. 1 “Certification Process”). Avoid mixing the two student types in a single class.
- Determine who your students are, and your probable class size.

Step One: Log into the site using your nurse-administrator account. If you do not have an account, review and follow the instructions on page 1 in the section titled “Registering as a nurse-instructor and/or web administrator”.

The site may or may not immediately launch the admin panel. If it does not, click the link that says “Admin Panel,” near the top right:

In many cases, upon logging in, your web browser will load up the Admin Panel (or if not, follow the step above). It looks like this:
To begin, click “Manage Courses” (see above), then “Live Classes” (toward the left, pictured below):
About the Live Classes interface: Manage Courses->Live Classes is where you see all of the classes created for your organization.

- The New Class button begins the class-creation process.
- The View Archive/View Active link toggles between recently created classes and your organization’s full list of classes.
- The class listing shows the classes you’ve chosen to view. Each class should have a PLUS sign by it. Click the PLUS to see the expanded class record.

To access Step 1 of the class-creation process, click the New Class button.

NOTE: In the following steps, look for the ARROWS in each screenshot. Arrows are meant to show you information that must be entered, options to be chosen, or buttons to be clicked. PAY CAREFUL ATTENTION TO THESE.
Class Creation Form, Step 1

(See remaining steps for this part of the form on the next page.)

Note: After clicking “Choose from Library,” you should see at least one option that lists a “course” with a name identical to that of your organization. Please choose that one. Specific course names will vary by organization, of course.

IMPORTANT! In this step, ALWAYS click “Choose from Library” and select your organization name. NEVER type a class name in the box!
NEW as of June 2018: Set Assign Certificate to “MCCA Certificate Final”
This will allow you to download print-friendly certificates on demand!

New rule (Nov 2018): For cost, enter $25 if you are teaching initial-cert students, $50 if you are teaching re-cert students. (You will still be charged normal rates detailed on p. 2 of this guide in the section “Course Costs”; this is just a way for us to know what kind of class it is.

P.S. You may be asked a question similar the one pictured above after selecting “Choose from library” for your class name. This is normal. Click Yes/Confirm.
Class Creation Form, Step 2

The above screenshot is Step 2 of the form. Here, again, you want to Choose a Class Location from the Library. But if there is not an option to do so, you may type in a New Location. This is distinct from the Class NAME step above in Step 1.

Also on this form, you are asked the Class Type (always choose “Face to Face” and the number of students you expect. Fill this in with the number of students you expect in the class.

On to Step 3.
Class Creation Form, Step 3

Here you also “Choose from [the] library” when asked for an instructor. You may type in a name if you do not have the appropriate instructor in your library, but this is rare. If you need to register a new instructor for your organization, please use Attachment 3 of the manual, which can also be found in the Medication Certification section of our main website, e-mcca.org. Nurse-instructors must be licensed nurses in Missouri. Fill out the form and send to the MCCA office (fax: 573-635-9848).

Type in the instructor’s email address (if necessary), click the boxes shown above and click Next.

On to Step 4.
Class Creation Form, Step 4

Here, simply make sure that “Send Mail to Instructor” is checked and Choose “Save & Exit”.
Class Roster Management

Assuming the site does not re-direct you, choose “Manage Courses” and “Live Classes.” You should see your new class instance here now.

Expand the class record by clicking the PLUS sign, and choose Class Roster, toward the bottom left.
If your students have already been added to your site, clicking “Add Users”, atop the class roster, should allow you to add them. If not, you will need to create accounts for these students. We will go over that...
Managing your students

We highly recommend that each student have a valid e-mail address. This is especially required for those who must take the online test (meaning new students or students whose certificates have expired). To create new student users: Go to “Users and Groups”->Users. Here you can search for existing accounts. If the student does not have one, choose Users and click Create New. (screenshot atop the next page).
Again, you should use the “Create New” button on the main users page, as shown above. It’s a good practice to search the existing users to see if the student is already in the system first, though.

When creating a new user account, the most important things are the name (spelled correctly) and the email address (very important to spell correctly). Designation should be “New Student” (do not attempt to create a nurse-instructor account on your own – we do this for you 😊) You can edit users later if you make a mistake. The form looks like this:
Once you’ve created the new student accounts you’ll need, it will be time to add them to your Class Roster.

Go to Manage Courses->Live Classes

Click the PLUS sign beside your class to expand the class record.

Once again, choose “Class Roster,” toward the bottom left.

Click “Add Users”

(See pp. 13-14 of this walkthrough document for screenshots on these steps)

The Add Users interface will look like this:

![Add Users Interface](image)

With the class roster complete, the next steps depend on the type of class:

- For initial certifications, the students should receive emails telling them the system has prepared their online test. If they have not received an email:
  - Ask the student to check their Junk or Spam email folder
  - Student usernames are always the email address of the student. The student can visit the LMS site for your organization, choose “Log In” and then “Reset Password”
The Med Cert Exam

Once students who are enrolled in a class logs in, they should see a “Launch” button allowing them to test. Clicking this button should result in the web browser going to the exam site. The screen should look similar to the screenshot below.

After the students test, the scores will be uploaded to the class roster, usually on the Friday of the week they test. A score of 80 or higher is required to pass. Students get three attempts to pass.

Remember, only initial students need to do this! Renewal students do not need to take the exam at all.

Competencies

Whether renewing or earning initial certifications, students must demonstrate competencies to the nurse-instructor. The med cert guide covers how to do this in a live setting. This guide will explain how to record the fact that your students have accomplished this part of the process.

Initial students should be demonstrating competencies after the exam has been passed. Renewal students can do so after finishing their two-hour course.
To certify a student, go into the class roster for the class in question. You will see there is a column titled “Competency Completed”. (Notice how in a renewal class, there will be no test scores under the “result” header; in an initial class, there will.)

Simply check the box(es) for the students who have demonstrated competencies and click the Save Changes button. This effectively certifies the student.

**IMPORTANT:** MCCA staff cannot certify students for you! Only nurse-instructors can do this under Missouri law. It is critically important to remember to check off on competencies for this reason.

**Ensuring a student is certified**

In all cases, it is best practice to make sure the certification “saved” properly. After saving the Class Roster, visit Reports->Certifications on the LMS site and search for the student(s) in question. Ensure that their latest certificate (expand the student record by clicking the PLUS sign by her name) is 14 months from the date of certification. If not, contact the MCCA office at 573-635-7226.
For a more detailed explanation on checking student expiration dates, see our guide on the topic.

Printing and emailing certificates

Once a student is certified, you can use this system to generate printer-friendly certificates for him or her.

Go back to the class in question, and make sure the drop-down control for Assign Certificate is set to MCCA certificate final. Note how there is some text under the drop-down control – “View Issued Certificates”. This is a hyperlink. Click it.

You should now see a list of all students in this class who are certified. Each name should have two buttons beside it – one of these will display a printer-friendly version of the student’s certificate, the other will send this certificate to the student’s email address.
Thank you for your service to Missouri’s children. Please contact MCCA staff with any questions. If you have suggestions for improving this guide, please contact us with those as well.