



Troubleshooting Routine Medication Room Audits

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Correct
PHARMACY SERVICES

Disclosure

We do not have any relevant financial relationships
with any commercial interests

OBJECTIVES



Summarize medication room audit standards

State goals for a medication room audit

Analyze reasons behind common noncompliance findings

NCCHC Standards for Health Services

P-D-01 Pharmaceutical Operations Standards

- Pharmaceutical operations meet the needs of the facility and conform to legal requirement

Definitions

- Dispensing: placing of dose(s) of a prescribed medication into containers that are correctly labeled to indicate the name of the patient, the contents of the container, and all other vital information.
- Administering: the act in which a single dose of an identified drug is given to a patient
- Procuring: the act of ordering medication for the facility
- Disposing: the destruction of medication after its expiration date or when retention is no longer necessary or suitable
- Distribution: the system for delivering, storing, and accounting for medication from the source of supply to the nursing station or point where they are administered to the patient
- Accounting: the act of recording, summarizing, analyzing, verifying, and reporting medication usage
- DEA-controlled substances: the medication that come under the jurisdiction of the federal Controlled Substance Act

P-D-01 Pharmaceutical Operations Compliance Indicators

Complies with state and federal regulations regarding licensing, prescribing, dispensing, administering, procuring and disposing of pharmaceuticals.

Maintains procedures for timely procurement, dispensing, distribution, accounting and disposal

Record keeping to ensure adequate control and accountability for all meds except for OTC

Maintains max security storage and accountability for controlled-substances

Drug storage areas are devoid of outdated, discontinued, or recalled med, except in a designated area for disposal

A staff or consulting pharmacist documents inspections and consultations of all sites, including satellites, at least quarterly

P-D-01 Pharmaceutical Operations Compliance Indicators-Cont'd

Meds are stored under proper conditions of sanitation, temperature, light, moisture, ventilation, segregation and security

Antiseptics, external meds and disinfectants are stored separately from internal and injectable meds. Meds requiring special storage are so stored.

Antidotes and other emergency meds (ie. Naloxone, epinephrine) and related information are readily available

Poison control number is posted in areas where overdoses or toxicologic emergencies are likely

All aspects of the standards are addressed by written policy and defined procedures



Security



Storage



Documentation and
Record Keeping



Controlled
Substances



Emergency
Medications



Five Key Areas in Medication Room Audits



Security

To safeguard pharmaceutical agents from theft and diversion

The background of the slide is a light gray surface covered with a dense, overlapping pattern of various keys. The keys are in different colors, including silver, gold, and bronze, and have different shapes and sizes, some with circular heads and others with more complex, notched heads. They are scattered across the entire background, creating a textured, patterned effect.

Security - Standards

Maintains procedures for timely procurement, dispensing, distribution, accounting and disposal

Meds are stored under proper conditions of sanitation, temperature, light, moisture, ventilation, segregation and security

All aspects of the standards are addressed by written policy and defined procedures

Security – Failures and Fixes

Failures

- Physical security not maintained
- Lacking double-lock for controlled substance
- Leaving medication room door open
- Meds not secured when clinic is not in session (ie. door left open)
- Leaving medication carts unlocked
- Broken medication carts
- Leaving keys in an unlocked drawer

Fixes

- Physical security: maintained regardless of presence of staff
 - Secure door / medication carts
- Staff responsibility
 - Locking the door and medication carts when not in use
 - Key assignment
 - Stock medication use log
- Technological tools
 - Automated dispensing machines
 - Fingerprint access
 - Badge access



Medication Storage

To properly store medication and optimize inventory

Storage Standards

Drug storage areas are devoid of outdated, discontinued, or recalled med, except in a designated area for disposal

Meds are stored under proper conditions of sanitation, temperature, light, moisture, ventilation, segregation and security

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Antiseptics, other meds for external use, and disinfectants are stored separately from internal and injectable meds. Meds requiring special storage (ie. Refrigeration) are so stored.

All aspects of the standards are addressed by written policy and defined procedures

Storage – Failures and Fixes

Failures

- Expired stock medication cards
- Open multi-dose injectable vials without opening date
- Medication containers not properly labeled
- Refrigerator temp out of range
- Refrigerator temp log missing
- medication room not kept clean
- Food found in refrigerator

Fixes

- Lean inventory management
 - Organize storage / refrigerator and set up maximum inventory level
- (Re-)Write expiration dates in visible spots
- Staff education and audits
- Assign tasks
 - Monthly exp (ie. Emergency meds and stock)
 - Daily / weekly beyond-use-date (ie. Open insulin vials, IV bags)
 - Cleaning log; Temp log
- Policy and procedure (ie. on temperature excursion)



Documentation and Record Keeping

To improve accountability and record keeping

Documentation and Record Keeping Standards

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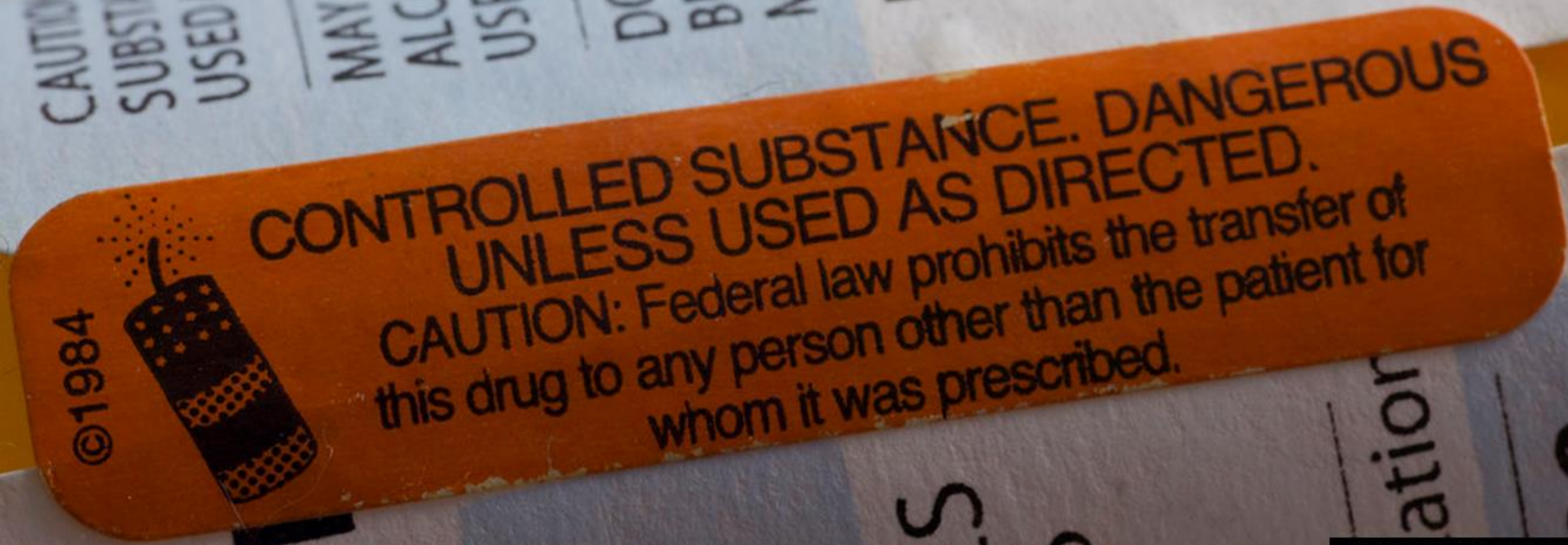
Documentation and Record Keeping – Failures and Fixes

Failures

- Manual MAR record
 - Administration / refusal record
 - Nurse initial / signature; allergies
 - Transcription errors
- Inventory accountability
- Stock medication inventory / dispensing record
- Medication disposal / Return record
- Medication room audit record
- Refrigerator temperature log
- Policy and procedures for medication handling

Fixes

- Manual MAR - Staff training and audits
- E-MAR
- (Re-)Organize reference / record keeping binders and re-educate staff
- Documents needed for:
 - All controlled substance inventory management processes including disposal
 - Non-OTC inventory accountability (ie. Prescription stock meds for STAT doses and clinic use; return documents)



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Controlled Substance

To improve security, accountability and diversion risk

Controlled Substance Standards

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Controlled Substance – Failures and Fixes

Failures

- DEA certificate
- State's controlled substance certificate
- Double-lock
- Shift count requirements
- Disposal records
- DEA 222 copy
- Reconcile delivery quantity and the date
- Controlled substance requiring refrigeration
- Policy and Procedures

Fixes

- Set up alert for certificate due dates and start early
- Shift counts - Staff training and audits
- (Re-)Organize reference / record keeping binders and re-educate staff
- Documents for inventory management processes including disposal (ie. Waste, destruction, reverse distribution)
- Write expired dates outside the lock boxes for refrigerated meds



Emergency Medication

To have emergency medications readily available

Emergency Medication Standards

Drug storage areas are devoid of outdated, discontinued, or recalled med, except in a designated area for disposal

Record keeping to ensure adequate control and accountability for all meds except for OTC

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Emergency Medication – Failures and Fixes

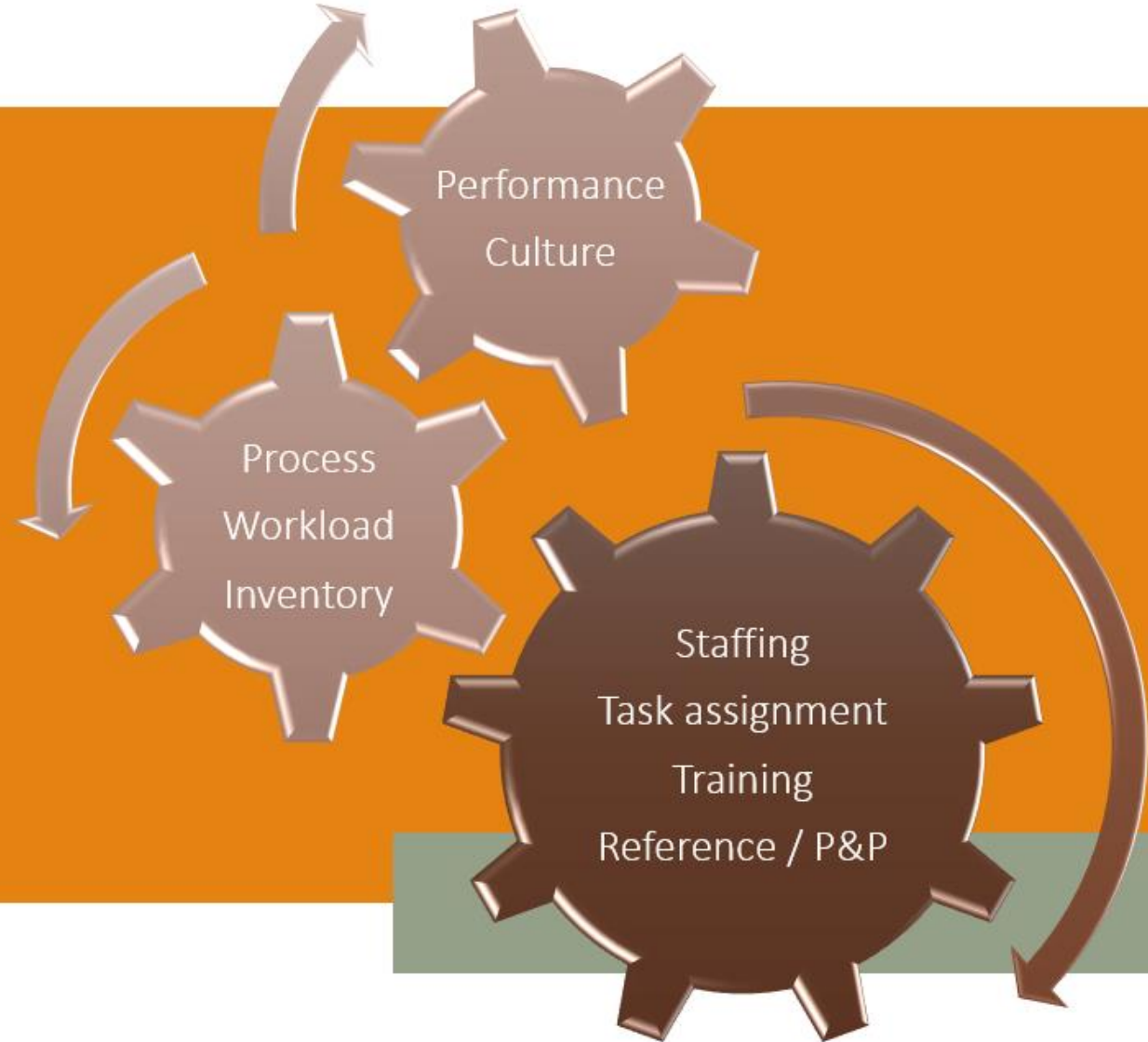
Failures

- Expired medications
- Wrong medications
- EC aspirin instead of IR aspirin
- Incomplete kit
- Inspection log
- Physical inventory mismatch
- Utilization log missing

Fixes

- Lean inventory
- (Re-)Write out exp dates in visible spots
- Organize meds in emergency cart / box
- Monthly expiration – keep meds with ≥ 3 months of shelf-life
- Monthly inspection record
- Inventory / utilization record
- Document meds on national back-order and procure alternative agents
- Policy and procedure

Summary





“First Impression”

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“Med Room is NOT a Pharmacy”



Declutter and Organize

- Decrease stock inventory
 - Label and organize
 - Do NOT order items that expires (low utilization)
 - Do NOT order stock 'just in case'
- Organize documents into separate binders
 - Maintain logs and audits
 - Organize policies, procedures and other reference documents



Tackling Challenges



Operations

Staffing

Task assignment

Training

Reference / P&P



System

Lean process

Workload

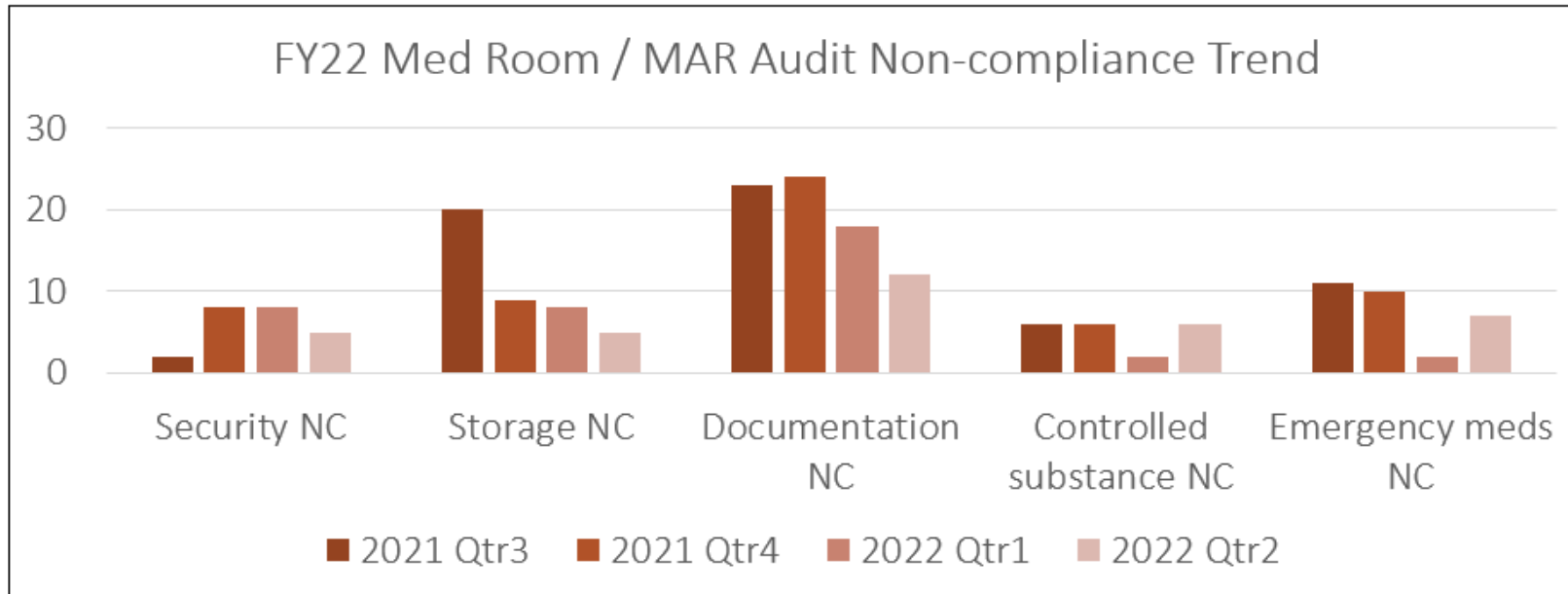
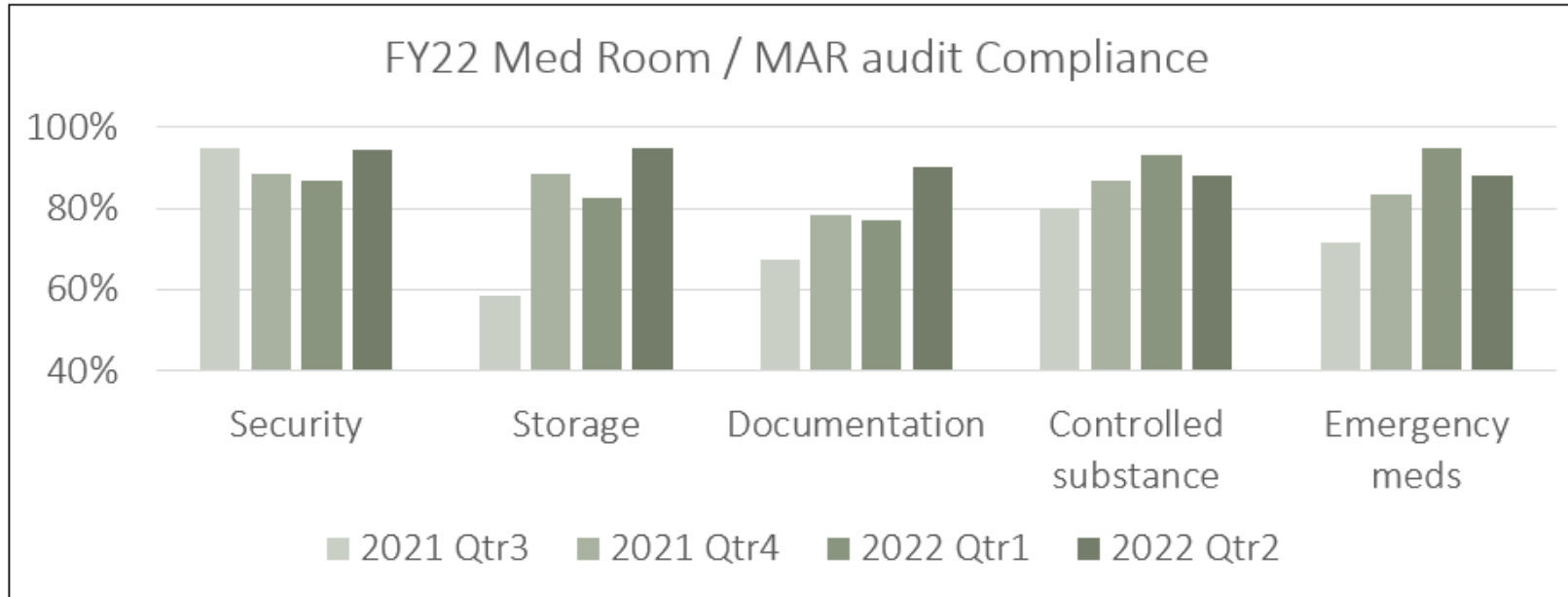
Inventory



Staff

Performance

Culture



'Why' Medication Room Audit?



MEDICATION SAFETY ->
PATIENT SAFETY



MAINTAIN STANDARDS



IMPROVE STAFF
PERFORMANCE AND CULTURE

References

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Thank you!



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