



ACCREDITATION STANDARDS

Patient Safety

MEDICATION MANAGEMENT

The facility has processes and procedures in place to safely and effectively manage all aspects of medication management from selection right through to disposal.

Medications are safely and effectively managed

INDICATORS:

- Written policy and procedures for the selection, procurement, storage, maintenance (supply, expiry monitoring), administration, dispensing, recall and disposal of medication are in place
- Written policy and procedures for the selection, procurement, storage, maintenance (supply, expiry monitoring), administration, dispensing, recall and disposal of controlled drugs and substances are in place
- Written policy and procedures in the event of a robbery or break-in are in place
- A specified regulated health care provider is responsible for overseeing the management of the medication inventory
- Access to medications is limited to authorized staff
- A medication inventory list, including strength and dosage, is maintained and readily available
- Current medication related information and tools (e.g. medication reference texts, medication interaction charts) are readily available
- A “do not use” list of abbreviations, acronyms, symbols and dose designation program is in place and includes but is not limited to:
 - a standardized “do not use” list
 - staff education at orientation, annually, and when the list is updated
 - regular compliance auditing including corrective action
- All orders and all medication related documentation including labeling, preprinted orders, clinical pathways and medication administration records comply with the “do not use” list of abbreviations, acronyms, symbols and dose designations.

<http://www.ismp-canada.org/download/safetyBulletins/ISMPCSB2006-04Abbr.pdf>

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- All medication incidents (e.g. errors, near misses, supply) are documented and corrective action taken
- Records with respect to the purchase, receipt or transfer of Schedule I, II and III drugs and controlled drugs and substances are retained for a period of not less than 3 years from the date a drug was last dispensed or an invoice was received for stock
- Medication inventory selection, procurement, maintenance, dispensing and disposal records are securely stored

Medications are appropriately selected and procured

INDICATORS:

- Schedule I, II, III and controlled drug substances are appropriately procured in keeping with Provincial and Federal Legislation, e.g. a pharmacy licensed in British Columbia, a wholesaler or manufacturer licensed to operate in Canada
- Medication shipments are received/delivered unopened to a secure area
- Medication ordering records are maintained
- Medication receipt of delivery records are maintained

Medication inventory is appropriately stored and managed

INDICATORS:

- Medication inventory is located in a secure, locked area where there is no public access and where only authorized personnel are allowed
- Medication storage areas have adequate space to receive and store medications
- Medication storage areas are visibly clean
- Medication storage areas have adequate lighting
- Medications are stored as directed on the manufacturer's label
 - Area temperature is kept between 15°C and 25°C (recommended range to maintain potency of most medications stored at room temperature)
 - Medication refrigerator is kept between 2°C and 8°C
 - Medication refrigerator temperature is checked and recorded daily
 - Medication refrigerator is exclusive to medications and vaccines
 - Medication refrigerator is connected to emergency backup power
- Medication inventory is arranged in a systematic manner
- Look-alike medications, sound-alike medications and different concentrations of the same medication are separated

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- Medications previously dispensed from the storage area are not returned to the inventory or reused for another patient
- Expired medications are removed from the active medication inventory area
- Inventory audits and reconciliation are regularly performed
- Inventory records are current, complete, accurate and meet legal requirements

Controlled drugs and substances (CDS) are appropriately stored and managed

INDICATORS:

- Health Canada legal requirements pertaining to the custody and possession of controlled drugs and substances are met including, the Narcotic Control Regulations, the Benzodiazepines and Other Targeted Substance Regulations and the Precursor Control Regulations
- Controlled drugs and substances are located in a secure, locked area of the facility where there is no public access and where only authorized personnel are allowed
- Controlled drugs and substances are housed in a mounted, locked cabinet that is permanently attached to the building
- Keys to the CDS are carried by regulated health professionals (e.g. nurse, physician)
- Keys to the CDS are stored in a locked compartment when there is no regulated health professional in the facility
- CDS counts and reconciliation (the quantity on hand must equal the quantity received minus those dispensed as shown on the log over a specified time period) are completed at the beginning and end of each business day, after a change in medical director and after a break-in or robbery
- CDS counts and reconciliation are performed by two regulated health professionals concurrently; one performs the count, one witnesses the count
- Count discrepancies are immediately investigated and reported to the medical director
- Any loss or theft of controlled drugs and substances are reported to the Federal Minister within 10 days of discovery
http://www.hc-sc.gc.ca/hc-ps/alt_formats/hecs-sesc/pdf/substancontrol/substan/compli-conform/loss-perde/form_4010_eng.pdf
- Expired, recalled or contaminated CDS are segregated from regular CDS stock and stored in a locked cabinet

Controlled drugs and substances (CDS) records are appropriately maintained

INDICATORS:

- Records of acquisition, dispensing, administration and authorized disposal of controlled drugs and substances are current, complete, accurate and meet legal requirements
http://www.bcpharmacists.org/library/K-Forms/K-7_Others/9060-Narcotics_Inventory_Form_Sample.pdf
- Receipt records of all controlled drugs and substances include the medication name and quantity, the date received and the supplier name and address
- Dispensing/administration of controlled drugs and substances records include:
 - Heading: name of facility, page number, medication name(s) and strength, unit of issue
 - Main body: date, time, patient's name, medication name, quantity and form, the name of the practitioner who issued the order, the date the CDS was provided and the name/initials of the nurse/physician who provided the CDS
- CDS counts and reconciliation are documented and signed by a regulated health professional; the second regulated health professional co-signs the record
- Wastage is witnessed and co-signed by a regulated health professional
- Explanation of all wastage or count deviations is recorded
- Records are retained for at least three years from the day of the last transaction in the log (College of Pharmacists of BC) (Health Canada requirement is two years)

Emergency medications are readily available

INDICATORS:

- Emergency medications and associated supplies are maintained and readily accessible
- Emergency medications and associated supplies are checked every surgical/procedure day prior to the start of the first case
- Person responsible for checking the cart is rotated to ensure all appropriate staff are familiar with the emergency medications and associated supplies
- Used or expired emergency medications and associated supplies are immediately replaced

Medications are safely prepared and administered

INDICATORS:

- Medication preparation area is located in a secure area, close to patient-care areas and where only authorized personnel are allowed

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- Medication preparation area is visibly clean
- Medication preparation area is adequately lit and of adequate space to prepare and store medications and necessary supplies
- Medication reference materials are available in the preparation area
- Persons compounding and administered medications ensure that the activity is within their scope of practice, congruent with any regulatory requirements and within any restrictions imposed by facility policy
- Clean or sterile techniques, as appropriate, are used to compound and administer medications
- Single-use vials are discarded when the appropriate dose has been drawn up (remaining fluid is not to be left for another dose)
- Multi-use vials are dated when initially accessed and discarded within seven days of opening
- All medications are labeled; the label is clean and legible
- Medications or solutions found unlabeled are immediately discarded
- Regulated health professionals administering medications adhere to their standards for medication practices
- Unregulated care providers, whose role description includes administering medications, receive appropriate training
- A specified regulated health professional is responsible and accountable for providing ongoing supervision to unregulated care providers whose role description includes administering medication
- Allergy status and drug compatibilities are verified
- Medication orders are patient-specific, clear, complete, current, legible and appropriate
- Persons administering medication administer only medication they themselves or a pharmacist have prepared, except in an emergency
- Persons administering medications are knowledgeable about the effects, side effects and potential interactions
- Persons administering medications document on the health care record as soon as possible after giving the medications. Documentation includes the medication name, date, time, dose, route, site (if appropriate), signature and title of persons administering
- Persons administering PRN medications also document his/her assessment and the patient's response
- Patients are monitored for possible adverse reactions
- Patients receive education about their medications

Medications/solutions are safely prepared and administered in the procedure/operating room

INDICATORS:

- Persons compounding and administering medications ensure that the activity is within their scope of practice, congruent with any regulatory requirements and within any restrictions imposed by facility policy
- Clean or sterile techniques, as appropriate, are used to compound and administer medications
- Medications and solutions transferred from their original packaging to another container both on and off the sterile field, even if there is only one medication or solution involved, are correctly labeled with the following:
 - patient name
 - medication name
 - strength
 - amount
 - expiration date (when not used within 24 hours)
 - diluent (as appropriate)
- Labels are verified verbally and visually by the scrub and circulating nurses concurrently
- Medications or solutions found unlabeled are immediately discarded
- At shift change or break relief, all medications and solutions both on and off the sterile field and their labels are reviewed (includes verifying the amount of medication administered and verification of any medication calculations) by entering and exiting health professionals
- Regulated health professionals administering medications adhere to their professional standards for medication practices
- Persons administering medications are knowledgeable about the effects, side effects and potential interactions
- Allergy status and drug compatibilities are verified
- Medication orders are patient-specific, clear, complete, current, legible and appropriate
- Intraoperative documentation includes all medications (including irrigation solutions, doses and routes of administration) administered throughout the procedure. Documentation includes drug name, date, time, dose, route, site (if appropriate), signature and title of persons administering
- Patients are monitored for possible adverse reactions
- All original medication or solution containers remain available for reference in the operative or procedural area until the conclusion of the case

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Medications are safely and appropriately dispensed

INDICATORS:

- Medications are dispensed only when it is in the best interest of the patient
- Medication dispensed is in small quantity, e.g. a sample of medication
- Physicians who dispense and sell medication are authorized to do so by the College of Physicians and Surgeons of British Columbia and follow the standards for dispensing practitioners as set out by the College of Pharmacists of British Columbia
<https://www.cpsbc.ca/files/pdf/PSG-Dispensing-and-Sale-of-Pharmaceuticals-by-Physicians.pdf>
- Medication dispensed is appropriately labeled with the:
 - patient's name
 - medication name
 - dosage
 - route
 - strength (where appropriate)
 - directions for use
 - quantity dispensed
 - date dispensed
 - initials of the health professional dispensing the medication
 - name, address and telephone number of the facility, and
 - any other information that is appropriate/specific to the medication
- Medication dispensed is appropriately packaged
- Medication dispensed is handed directly to the patient or delegate
- Patients receive education about their medications which includes but is not limited to:
 - purpose of the medication
 - dosage regime
 - expected benefits
 - potential side-effects
 - storage requirements, and
 - instructions required to achieve a therapeutic response
- Patients receive written information about the medication(s) dispensed
- Medication dispensed is documented in the individual health care record. Documentation includes:
 - date dispensed
 - name, strength and dosage of medication
 - quantity dispensed
 - duration of therapy, and

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- directions to patient

Expired and non-usable medications are safely and appropriately disposed

INDICATORS:

- Written policy and procedures for the containment and disposal of expired and non-usable medications are in place
- Expired and non-usable medications are placed in a suitable container and are clearly identified as non-usable
- Expired and non-usable medications are stored in a secure and separate area (away from the medication inventory) until final disposal
- Expired and non-usable medication is altered or denatured to such an extent that its consumption has been rendered improbable or impossible
- Any liquid medication form must become solid prior to disposal (College of Pharmacists of BC suggests using a small amount of “kitty litter” to solidify liquids)
- Disposal and destruction of controlled drugs and substances (CDS) is authorized by Health Canada as appropriate
- Methods of disposal are safe, environmentally responsible and meet federal, provincial and municipal requirements (disposal by a contracted agency/return to pharmacy is recommended)
http://www.bcparmacists.org/library/E-Registration_Licensure/E-3_Pharmacy/5033-Guide-CommunityPcyLicensure_AppE.pdf
- Destruction and disposal of controlled drugs and substances (CDS) is authorized by Health Canada, as appropriate, and procedures are in compliance with federal, provincial and municipal requirements

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