

Patient Care Systems: Medication Management

Name of Hospital: _____

Date: _____ Hospital Contact: _____

Always/
Yes

Sometimes

Never/
No

N/A

PHARMACY

- | | | | | |
|--------------------------|--------------------------|--------------------------|--------------------------|--|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 1. There is a computerized medication management system. |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 2. Pharmacist availability: |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | a. At least one pharmacist is available 24 hours a day, seven days a week; <i>or</i> |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | b. An off-hours cabinet with a restricted formulary has been established, and a pharmacist is on call for questions and to come to the hospital if needed; <i>or</i> |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | c. An off-hours cabinet with a restricted formulary has been established, and a pharmacist is available remotely to answer questions and to enter and screen medication orders before they are dispensed by non-pharmacy personnel (with the exception of emergency situations). |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 3. A clear definition and examples of medication errors and hazardous situations that should be reported have been established and disseminated. |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 4. Prescribers, pharmacists, and nurses are provided with regular feedback about reported errors, hazardous situations, and error-reduction strategies that are being implemented. |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 5. There is a multidisciplinary medication safety committee. |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 6. A pharmacist verifies that the dose on a chemotherapy order is correct and documents a double check of the prescriber's calculated dose before preparing and dispensing the drug. |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 7. A pharmacist verifies that the dose on a mg/kg drug order for a pediatric patient is correct and documents a double check of the prescriber's calculated dose before preparing and dispensing the drug. |

Patient Care Systems: Medication Management

Always/
Yes

Sometimes

Never/
No

N/A

PATIENT INFORMATION

- | Always/
Yes | Sometimes | Never/
No | N/A | |
|--------------------------|--------------------------|--------------------------|--------------------------|---|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 8. A complete drug history is obtained on admission or during the first clinic visit that includes: |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | a. prescriptions, |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | b. vitamins, |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | c. OTC medications, |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | d. herbal and alternative medications, and |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | e. illicit drugs. |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 9. Patient allergies are documented. |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 10. Laboratory values are readily available. |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 11. Two patient identifiers are obtained. |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 12. Diagnosis, comorbidities, and chronic conditions are documented. |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 13. Patient weight is documented. |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 14. Pregnancy/lactation status is documented. |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 15. Patient age is documented. |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 16. Patient height is documented. |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 17. A medication profile is maintained and accessible for each patient. |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 18. Patients are informed about the medications they are taking, including the purpose, dose, and side effects, and they are encouraged to ask questions. |

PROCUREMENT

- | | | | | |
|--------------------------|--------------------------|--------------------------|--------------------------|---|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 19. There is a closed formulary. |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 20. The formulary is reviewed annually for safety and efficacy information. |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 21. There is a process for obtaining non-formulary medications. |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 22. Non-formulary products are used only when therapeutically necessary and appropriate. |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 23. Before a drug is added to the formulary, its potential for error is investigated and reported to the appropriate oversight committee. |

Patient Care Systems: Medication Management

Always/ Yes	Sometimes	Never/ No	N/A	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	24. The organization has a process to address medication shortages and outages.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	25. There is a facility-wide policy on sample drugs.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	26. Sample drugs are under the control of the pharmacy.
STORAGE				
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	27. Only approved medications are routinely stocked or stored.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	28. In outpatient areas, only approved medications or approved samples are stocked.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	29. Medications are secured in accordance with policy and law to limit access to authorized individuals only.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	30. Controlled substances are stored and inventoried to prevent diversion according to law and regulation.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	31. Sound-alike and look-alike medications are segregated or contain applicable warnings.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	32. Neither concentrated medications nor electrolytes are in general floor stock.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	33. Specialized areas where concentrated medications or electrolytes are available have specific precautions to prevent inadvertent administration.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	34. Expired and outdated drugs are removed on a routine basis.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	35. Medications are stored at the appropriate temperature environment.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	a. No other items are stored in medication refrigerators.
ORDERING/TRANSCRIBING				
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	36. There is a computerized provider order entry system.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	37. The system incorporates safety alerts (examples: allergy, maximum-minimum dose, interactions).
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	38. The system requires prescribers to document the reasons for any override of a safety alert or error-prevention notice.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	39. The system is interfaced with other systems, including pharmacy, laboratory, and radiology.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	40. The system monitors prescriber use on a regular basis.

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<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	41. There are limitations on verbal and telephone orders.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	42. Verbal and telephone orders are written down and verified by read-back.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	43. Verbal and telephone orders are prohibited for chemotherapy.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	44. There is a policy that addresses the required elements of a complete medication order, to include when an indication is required.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	45. A list of prohibited or error-prone abbreviations and unacceptable methods of expressing doses has been established for communicating drug information or orders.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	46. There are special precautions or procedures for ordering drugs with look-alike or sound-alike names.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	47. The organization has a list of potentially problematic drugs (including look-alike and sound-alike drugs).
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	48. Preprinted order sheets are reviewed and updated as needed.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	49. In outpatient areas, a copy of the prescription is kept in the medical record.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	a. The prescription is legible and quantity and dosage notations are free of ambiguity.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	50. Policies prohibit the use of pre-signed and/or postdated prescription forms.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	51. In outpatient areas, there are clear protocols for handling prescription refill requests.
RECONCILIATION				
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	52. There is a medication reconciliation program in place to review patient medications upon admission, transfer, or discharge and when there is a change in the level of care.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	53. The organization has a medication reconciliation form.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	54. Time frames are established for completing the reconciliation process.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	55. High-risk medications are reconciled on a shorter time frame.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	56. All medications are included (current and home prescriptions, OTC, herbal, alternative medications, etc.).

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<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	57. As part of a change in level of care, complete orders for medications are written.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	58. Orders stating “resume same medications” or “take medications from home” are not accepted.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	59. In outpatient areas, the patient’s most recent and known prescribed medication, herbal supplements, and over-the-counter drugs are reviewed prior to prescribing.
PREPARING/DISPENSING				
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	60. Measures are in place to prevent medications from being dispensed prior to documentation of allergies.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	61. A pharmacist reviews all prescription or medication orders prior to dispensing.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	62. In the emergency room or outpatient clinical areas, an appropriate licensed independent practitioner performs review of all prescription or medication orders, if the pharmacy is unable to conduct the review in a timely manner.
				63. There is a process to review the following prior to dispensing:
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	a. appropriateness,
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	b. therapeutic duplication,
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	c. potential interactions, and
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	d. contraindications.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	64. Patients are allowed to bring unapproved drugs to the facility for use if it is in the patient’s best interest to continue the medication.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	65. There is a process in place to review medications considered for uncommon use (off-label) or atypical doses.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	66. All preparation, compounding, and admixtures are limited to the pharmacy.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	67. All medications are dispensed in labeled, ready-to-use unit-dose or unit-of-use containers.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	68. Doses that require less than a unit-dose (e.g., one-half or one-quarter tablet) are repackaged by the pharmacy in unit-dose packages.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	69. Syringes are labeled if they are not drawn and administered immediately one at a time by the person who prepared the medication.

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<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	70. Drugs stocked in patient care units are in age-specific, ready-to-use unit-dose forms.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	71. The medication delivery system to the patient care units is directly controlled by the pharmacy.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	72. Multidose vials are dated as to the date they are opened and the expiration date of 28 days after opening, and are used for only one patient.
ADMINISTRATION				
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	73. Competent patients are allowed to self-administer medications with a valid order and documentation of patient education.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	74. Medications brought into the facility by a patient are not administered until an authorized prescriber has approved their use and a pharmacist has visually inspected the medications and containers to verify the drug's identity and proper labeling and packaging.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	75. Access is provided to user-friendly, up-to-date drug information.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	76. The types of syringe pumps or infusion pumps used in the hospital are limited to two or fewer to maximize competence with their use.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	77. Distal ends of catheter tubing are labeled to identify different routes of administration.
MONITORING				
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	78. Medications are routinely adjusted for patients with renal or liver impairment.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	79. Patients on patient-controlled analgesia (PCA) or other IV infusions are monitored for signs of over-sedation.
HIGH-ALERT MEDICATIONS				
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	80. High-alert drugs used within the organization have been identified and communicated to all practitioners who prescribe, dispense, or administer the medications.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	81. Current protocols, guidelines, dosing scales and/or checklists are available for high-alert drugs (chemotherapy, anticoagulants, opiates, insulin, potassium, etc.).
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	82. The pharmacy computer system performs dose range checks and warns practitioners about overdoses and under-doses for all high-alert drugs and other medications.

Patient Care Systems: Medication Management

Always/ Yes	Sometimes	Never/ No	N/A	
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	83. The nurses document (e.g., with initials) an independent double check of the prescriber's calculated dose for pediatric drug orders before administering the drug.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	84. The nurses document (e.g., with initials) an independent double check of the prescriber's calculated dose for chemotherapy.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	85. Maximum doses for high-alert drugs have been established and posted.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	86. Concentrations for infusions of high-alert drugs used for adult patients are standardized to a single concentration that is used in at least 90 percent of the cases.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	87. Concentrations for infusions of high-alert drugs for pediatric patients are standardized to a single concentration that is used in at least 90 percent of the cases.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	88. At least 90 percent of all IV push medications used in patient units are dispensed in unit-dose form.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	89. First doses of high-alert drugs (except in emergency cases) are not dispensed before a pharmacist reviews the specific patient order and screens the order for safety.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	90. Neuromuscular blocking agents are not available as floor stock or in automated dispensing cabinets (except in OR and anesthesia).
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	91. Neuromuscular blocking agents, if available in critical care units or the ED, are clearly labeled with warnings that they are respiratory paralyzing agents.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	92. Written materials about high-alert drugs are available to patients in the primary language spoken.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	93. Staff members have access to appropriate medication references, such as Epocrates or a current edition of the <i>Physicians' Desk Reference</i> .
VENDORS				
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	94. Pharmaceutical vendors are prohibited from distributing sample drugs in inpatient areas.
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	95. Pharmaceutical vendors are prohibited from distributing sample drugs in outpatient areas unless there is a sample drug tracking program controlled by the pharmacy.

Patient Care Systems: Medication Management

Always/ Yes	Sometimes	Never/ No	N/A
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SAMPLE MANAGEMENT

- | | | | | |
|--------------------------|--------------------------|--------------------------|--------------------------|---|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 96. In outpatient areas, if a patient is given a sample medication, it is documented in the medical record. |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 97. A log is maintained for documentation of sample medications, including lot numbers, the patient's name, and the date it was given to the patient. |

PATIENT EDUCATION

- | | | | | |
|--------------------------|--------------------------|--------------------------|--------------------------|---|
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 98. Patients are instructed on the proper use of medications. |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 99. Patients can demonstrate the proper use of medications. |

This interactive guide is not a standard of care. Any guidelines suggested here are not rules, do not constitute legal advice, and do not ensure a successful outcome. The ultimate decision regarding the appropriateness of any action or treatment must be made by each health care practitioner in light of all circumstances prevailing in the individual situation and in accordance with the laws of the jurisdiction in which the care is rendered.