

Policies and Procedures Pharmacy Services for Nursing Facilities

SAMPLE

Pharmacy Services
Controlled Substances Disposal
Medication Monitoring eMARs
CQI Medication Administration
Ordering/Receiving Storage
Automated Dispensing
Storage Short Cycle cqi
Automated Dispensing

POLICIES AND PROCEDURES

Pharmacy Services for Nursing Facilities

IMPORTANT NOTICE: Both this printed material and the text included on the associated CD may be used to create multiple copies of customized manuals FOR INTERNAL, SINGLE-SITE USE BY THE PURCHASER ONLY. By using and making copies of this manual or the associated CD, the purchaser agrees to refrain from distributing or selling copies, whether electronic or printed, to anyone outside the purchaser's immediate organization.

The information contained herein is designed to serve as a guide. The material is not intended to be exhaustive and is subject to change. The information is correct to the best knowledge of the developers. It is the responsibility of the health care professionals to use their professional judgment for safe and effective drug therapy, compliance with governmental regulations and agency guidelines.



American Society of
**CONSULTANT
PHARMACISTS**

1321 Duke Street
Alexandria, VA 22314-3563
(703) 739-1300 / Fax: (703) 739-1321
E-mail: info@ascp.com
Web site: www.ascp.com

©2006 American Society of Consultant Pharmacists (Revised November 2011)
ISBN: 0-934322-12-0

Development Supported by MED-PASS, Inc.

Contents

POLICIES AND PROCEDURES Pharmacy Services for Nursing Facilities

About the Manual i

I. GENERAL POLICIES AND PROCEDURES

A. Organizational Aspects

1. Provider Pharmacy Requirements.....	1
2. Consultant Pharmacist Services Provider Requirements.....	3
3. Infusion Therapy Products Provider Requirements.....	6
4. Arrangements with Noncontract Pharmacy.....	8
5. Pharmacist/Physician Collaborative Care Agreement (Optional).....	11

B. Medication Orders

1. Non-Controlled Medication Order Documentation.....	12
2. Controlled Substance Prescriptions.....	16
3. Stop Orders.....	20
4. Standing Orders (Optional).....	22

C. Medication Ordering and Receiving from Pharmacy

1. Pharmacy Hours and Delivery Schedule.....	23
2. Pharmacy Delivery.....	24
3. Ordering and Receiving Non-Controlled Medications from the Dispensing Pharmacy.....	25
4. Receiving Controlled Substances.....	27
5. Emergency Pharmacy Service and Emergency Kits.....	29
6. Multiple Source Drug Products.....	32
7. Drug Information.....	34
8. House-Supplied (Floor Stock) Medications.....	35
9. Material Safety Data Sheets (MSDS).....	36
10. Medication Labels.....	38
11. Medication Packaging.....	41
12. Medications Brought to the Facility by a Resident or Responsible Party.....	42
13. Approved Medications.....	43
14. Personnel Authorized to Handle Medications in the Facility.....	44

Contents

D. Medication Storage in the Facility

1. Storage of Medications	45
2. Controlled Substance Storage	49
3. Bedside Medication Storage	51

E. Disposal of Medications and Medication-Related Supplies

1. Controlled Substance Disposal	53
2. Discharge With Medications	55
3. Discontinued Medications	56
4. Returning Medications to Pharmacy	57
5. Medication Destruction	58
6. Syringe and Needle Disposal	60
7. EPA Pharmaceutical Waste Storage and Disposal (Optional)	61

F. Miscellaneous Special Situations

1. Out-on-Pass Medications/Leave of Absence	63
2. Use of Investigational Medications	65
3. FDA Risk Evaluation and Medication Safety (REMS) Medication Guides	68
4. Medications Not Covered by Third-Party Payers	69
5. Medications Brought into the Facility by Physicians or Residents/Family Members	70
6. Drug Problem Defect Reporting	72
7. Drug Product Recalls	73
8. Influenza and Pneumococcal Disease Prevention	74
9. Syringe and Needle Inventory (Optional)	76
10. Box Warning Medications	77
11. Unavailable Medications	78

H. MEDICATION ADMINISTRATION

A. Preparation and General Guidelines

1. Equipment and Supplies for Administering Medications	79
2. Medication Administration—General Guidelines	80
3. Vials and Ampules of Injectable Medications	86
4. Infusion Therapy Products—General Information	87
5. Reconstitution of Medication for Parenteral Administration	88

Contents

6. Preparation of Emergency or Short-Stability Infusion Therapy Products	89
7. Controlled Substances	90
8. Irrigation Solutions	91
9. General Guidelines for Administering Medication via Enteral Tube	92
10. Self-Administration of Medications	94
11. Automated Dispensing Machine for First Dose and Emergency Medications	95
12. Multi-Dose Medication Delivery System	98
13. Automated Dispensing Machine for Routine Medication Administration	101

B. Specific Medication Administration

1. Administration Procedures For All Medications	103
2. Oral Medication Administration	105
3. Sublingual, Buccal, and Transmucosal Medication Administration	107
4. Nasal Administration	110
5. Eye Drop Administration	112
6. Eye Ointment and Gel Administration	114
7. Ear Drop Administration	116
8. Oral Inhalation Administration	117
9. Rectal Suppository Administration	121
10. Rectal Enema Administration	123
11. Vaginal Medication Administration	125
12. Enteral Tube Medication Administration	126
13. Transdermal Drug Delivery System (Patch) Application	129
14. Injectable Medication Administration	131
15. Infusion Therapy Medication Administration: Medications Added to Infusion Preparations by the Nurse in the Facility	137
16. Topical Medication Administration	139

III. MEDICATION MONITORING

A. Consultant Pharmacist Reports

1. Medication Regimen Review (Monthly Report)	141
2. Documentation and Communication of Consultant Pharmacist Recommendations	144
3. Consultant Pharmacist Quarterly Report on Pharmaceutical Services (Optional)	145

Contents

B. Medication Monitoring and Management

1. Monitoring of Medication Administration.....146
2. Medication Management148
3. Preventing and Detecting Adverse Consequences and Medication Errors.....152
4. Continuous Quality Improvement (CQI) of the Medication Use Process155
5. Standing Orders for Routine Medication Therapy Monitoring (Optional).....157

IV. EXAMPLE FORMS

1. Consultant Pharmacist Medication Regimen Review (MRR) and Physician Notification159
2. Chronological Record of Medication Regimen Review161
3. Prescriber Fax Notification Form163
4. Medication Pass Observation Report.....165
5. Medication Room Inspection/Nursing Station Inspection Report.....167
6. Medication Discrepancy Report169
7. Medication Reorders (Refills Only).....171
8. Pharmacy Telephone Order Sheet173
9. Pharmacy Communication Memo.....175
10. Physician Telephone Orders177
11. Controlled Drug Record.....181
12. Individual Resident's Controlled Substance Record183
13. Controlled Drug Record (for Patches)185
14. Shift Verification of Controlled Substances Count187
15. Medication Release/Receipt.....189
16. PT/INR/Coumadin (Warfarin) Flowsheet.....191
17. Physician Order (3-part)193
18. Medication Record (vertical)195
19. Treatment Record (vertical).....197
20. Investigational New Drug Inventory Log.....199
21. Weekly Pharmaceutical Waste Area Inspection Checklist.....201

Contents

V. APPENDICES

1. Facility Medical Abbreviations.....	203
2. Facility Medical Abbreviations – Do Not Use	207
3. Table of Weights and Measures.....	211
4. CMS Definitions	213
5. Medication Issues of Particular Relevance in Older Adults	221
6. Medications with Significant Anticholinergic Properties.....	257
7. Medication Crushing Guidelines	259
8. Medications That Should Not Be Abruptly Discontinued.....	261
9. Sample Medication Administration Schedule	263
10. Resources for Medication Regimen Review.....	269
11. SOAP and FARM Formats for Clinical Notes	271
12. Tools for Monitoring Medications in Long-Term Care Residents.....	273
13. Examples of Quarterly Report Topics/Content.....	275
14. Letter to Physician: Consultant Pharmacist and Pharmaceutical Care	277
15. Letter to Physician: Emergency Medications	279
16. Letter to Physician: Product Selection Policy.....	281
17. Letter to Physician: Stop Order Policy.....	283
18. Sample Standing Order Policy.....	285
19. Sample Agreement-Consultant Pharmacist and Facility	287
20. Sample Agreement-Provider Pharmacy and Facility.....	295
21. FDA MedWatch Report Form 3500 (Voluntary)	303
22. FDA MedWatch Report Form 3500A (Mandatory).....	305
23. ISMP Medication Error Report.....	307
24. CQI Process Example: Medication Regimen Review	309
25. CQI Process Example: Medication Administration.....	311
26. CQI Process Example: Medication Labeling.....	313
27. CQI Process Example: Medication Storage.....	315
28. CQI Study Sample	317
29. Medications with Shortened Expiration Dates	325