

## APPENDIX A

# Resources

### **Agency for Healthcare Research and Quality (AHRQ)**

5600 Fishers Lane  
Rockville, MD 20850  
Telephone: 301-427-1364  
[www.ahrq.gov](http://www.ahrq.gov)

### **American National Standards Institute (ANSI)**

1899 L Street NW, 11th Floor  
Washington, DC 20036  
Telephone: 202-293-8020  
Fax: 202-293-9287  
[www.ansi.org](http://www.ansi.org)

### **American Osteopathic Association (AOA)**

142 East Ontario Street  
Chicago, IL 60611-2864  
Telephone: 888-626-9262  
<https://osteopathic.org>

### **American Society of Health-System Pharmacists (ASHP)**

4500 East-West Highway  
Suite 900  
Bethesda, MD 20814  
Telephone: 301-657-3000  
Customer Service: 866-279-0681  
ASHP Guidelines on Preventing Diversion of Controlled Substances: [www.ashp.org/-/media/assets/policy-guidelines/docs/guidelines/preventing-diversion-of-controlled-substances.ashx](http://www.ashp.org/-/media/assets/policy-guidelines/docs/guidelines/preventing-diversion-of-controlled-substances.ashx)  
Current Drug Shortages: [www.ashp.org/drug-shortages/current-shortages](http://www.ashp.org/drug-shortages/current-shortages)  
Pharmaceutical Waste: [www.ashp.org/Pharmacy-Practice/Resource-Centers/Pharmaceutical-Waste](http://www.ashp.org/Pharmacy-Practice/Resource-Centers/Pharmaceutical-Waste)  
[www.ashp.org](http://www.ashp.org)

### **Association for Professionals in Infection Control and Epidemiology (APIC)**

1400 Crystal Drive  
Suite 900  
Arlington, VA 22202  
Telephone: 202-789-1890  
<https://apic.org>

### **Association of periOperative Registered Nurses (AORN)**

2170 South Parker Road  
Suite 400  
Denver, CO 80231  
Telephone: 303-755-6300 or 800-755-2676  
Fax: 800-847-0045  
[www.aorn.org](http://www.aorn.org)

### **Centers for Disease Control and Prevention (CDC)**

1600 Clifton Road  
Atlanta, GA 30329-4027  
Telephone: 800-CDC-INFO (800-232-4636)  
Hand Hygiene Guidelines: [www.cdc.gov/handhygiene](http://www.cdc.gov/handhygiene)  
[www.cdc.gov](http://www.cdc.gov)

### **Centers for Medicare & Medicaid Services (CMS)**

7500 Security Boulevard  
Baltimore, MD 21244  
Telephone: 800-633-4227  
[www.cms.gov](http://www.cms.gov)

### **Code of Federal Regulations**

[www.govinfo.gov/app/collection/CFR](http://www.govinfo.gov/app/collection/CFR)

### **DNV GL Healthcare U.S. (National Integrated Accreditation for Healthcare Organizations, NIAHO)**

400 Techne Center Drive  
Suite 100  
Milford, OH 45150  
Telephone: 866-523-6842  
Fax: 513-927-1250  
[www.dnvgl.us/assurance/healthcare](http://www.dnvgl.us/assurance/healthcare)

### **ECRI Institute**

5200 Butler Pike  
Plymouth Meeting, PA 19462  
610-825-6000  
[www.ecri.org](http://www.ecri.org)

### **Healthcare Environmental Resource Center (HERC)**

[www.hercenter.org](http://www.hercenter.org)

**Healthcare Facilities Accreditation Program (HFAP)**

506 North Clark  
Suite 301  
Chicago, IL 60654  
Telephone: 312-920-7383  
[www.hfap.org](http://www.hfap.org)

**Hospital Pharmacy**

SAGE Publishers, Inc.  
2455 Teller Road  
Thousand Oaks, CA 91320  
Telephone: 800-818-7243  
Fax: 800-583-2665  
<https://us.sagepub.com>

**Immunization Action Coalition**

2550 University Avenue West  
Suite 415 North  
St. Paul, MN 55114  
Telephone: 651-647-9009  
Fax: 651-647-9131  
[www.immunize.org](http://www.immunize.org)

**Institute for Safe Medication Practices (ISMP)**

200 Lakeside Drive  
Suite 200  
Horsham, PA 19044  
Telephone: 215-947-7797  
[www.ismp.org](http://www.ismp.org)

**International Organization for Standardization (ISO)**

ISO Central Secretariat  
Chemin de Blandonnet 8  
CP 401  
1214 Vernier, Geneva  
Switzerland  
Telephone: +41 22 749 01 11  
Fax: +41 22 733 34 30  
[www.iso.org](http://www.iso.org)

**Joint Commission Resources (JCR)**

Telephone (Customer Service): 630-268-7430  
[www.jcrinc.com](http://www.jcrinc.com)

**Massachusetts Coalition for the Prevention of Medical Errors**

500 District Avenue  
Burlington, MA 01803  
Telephone: 781-262-6080  
Fax: 781-272-0605  
<http://macoalition.org/>

**MedWatch**

The FDA Safety Information and Adverse Event Reporting Program  
U.S. Food and Drug Administration  
10903 New Hampshire Avenue  
Silver Spring, MD 20993  
Telephone: 800-FDA-1088 (800-332-1088)  
Fax: 800-FDA-0178 (800-332-0178)  
[www.fda.gov/safety/medwatch-fda-safety-information-and-adverse-event-reporting-program](http://www.fda.gov/safety/medwatch-fda-safety-information-and-adverse-event-reporting-program)

**National Association of Boards of Pharmacy (NABP)**

1600 Feehanville Drive  
Mount Prospect, IL 60056  
Telephone: 847-391-4406  
Fax: 847-375-1114  
<https://nabp.pharmacy/boards-of-pharmacy>

**National Coordinating Council for Medication Error Reporting and Prevention (NCCMERP)**

[www.nccmerp.org](http://www.nccmerp.org)

**National Institute for Occupational Safety and Health (NIOSH)**

395 E Street, SW  
Suite 9200  
Patriots Plaza Building  
Washington, DC 20201  
Telephone: 800-232-4636, 202-245-2625  
Fax: 513-533-8347  
[www.cdc.gov/niosh](http://www.cdc.gov/niosh)

**National Quality Forum (NQF)**

1030 15th Street NW  
Suite 800  
Washington, DC 20005  
Telephone: 202-783-1300  
Fax: 202-783-3434  
[www.qualityforum.org](http://www.qualityforum.org)

**Occupational Safety and Health Administration (OSHA)**

U.S. Department of Labor  
200 Constitution Avenue, NW  
Washington, DC 20210  
Telephone: 800-321-OSHA (6742)  
Hazard Communication Information: [www.osha.gov/dsg/hazcom](http://www.osha.gov/dsg/hazcom)  
[www.osha.gov](http://www.osha.gov)

**Pharmacopeial Forum (PF)**

[www.uspnf.com/pharmacopeial-forum](http://www.uspnf.com/pharmacopeial-forum)

**Quantros, Inc.**

691 South Milpitas Boulevard  
Suite 100  
Milpitas, CA 95035  
Telephone: 877-782-6876  
[www.quantros.com](http://www.quantros.com)

**The Joint Commission**

One Renaissance Boulevard  
Oakbrook Terrace, IL 60181  
Telephone: 630-792-5000  
Fax: 630-792-5005  
Customer Service: 630-792-5800  
ORYX Information: 630-792-5968  
Quality Reports: 630-792-5800  
Standards Interpretation: 630-792-5900  
[www.jointcommission.org](http://www.jointcommission.org)

**United States Drug Enforcement Administration (DEA)**

8701 Morrissette Drive  
Springfield, VA 22152  
Telephone: 202-307-1000  
[www.dea.gov](http://www.dea.gov)

**United States Environmental Protection Agency (EPA)**

1200 Pennsylvania Ave, NW  
Washington, DC 20460  
Telephone: 202-272-0167  
[www.epa.gov](http://www.epa.gov)

**United States Pharmacopeial Convention (USP)**

12601 Twinbrook Parkway  
Rockville, MD 20852-1790  
Telephone: 301-881-0666  
[www.usp.org](http://www.usp.org)

**U.S. Food and Drug Administration (FDA)**

10903 New Hampshire Avenue  
Silver Spring, MD 20993  
Telephone: 888-INFO-FDA (888-463-6332)  
FDA Drug Shortage Information: [www.fda.gov/drugs/drug-safety-and-availability/drug-shortages](http://www.fda.gov/drugs/drug-safety-and-availability/drug-shortages)  
[www.fda.gov](http://www.fda.gov)

**Vaccine Adverse Event Reporting System (VAERS)**

PO Box 1100  
Rockville, MD 20849-1100  
Telephone: 800-822-7967  
Fax: 877-721-0366  
<https://vaers.hhs.gov/>

**World Health Organization (WHO)**

WHO Headquarters  
Avenue Appia 20  
1211 Geneva 27  
Switzerland  
Telephone: +41 22 791 21 11  
[www.who.int/](http://www.who.int/)