

Index

A

- Abbreviations, unsafe, 99, 354–356
- Abuse of controlled substances, 23, 68–69
- Accreditation, 1, 341
- antimicrobial stewardship programs, 381–386
 - CIHQ, 89
 - HFAP, 73
 - The Joint Commission (JCAHO), 45–46
 - standard updates, 2
- Accreditation Commission for Healthcare, 61
- Accreditation decisions, 56
- Accreditation incentives, 45
- Accreditation initiatives, 1
- Accreditation Manager Plus*, 48
- Accreditation manuals, 48
- Accreditation period, 1, 45
- Accreditation Requirements, Interpretive Guidelines, and Surveyor Guidance*, NIAHO, 63
- Accreditation Requirements for Acute Care Hospitals*, HFAP, 73–74
- Accreditation Standards for Acute Care Hospitals*, CIHQ, 89–90
- Accreditation with follow-up survey, 56
- Accredited organizations, 56
- Acute myocardial infarction (AMI) core measures, 393
- Adverse drug events (ADEs), 25, 132–133, 143–144, 332, 339. *See also* Medication errors
- Adverse drug reactions (ADRs), 21–22, 106, 365–371. *See also* Medication errors
- definition approval, 366
 - definitions of, 365–366
 - detection, 367–368
 - MedWatch program, 365–366, 370–371
 - mitigation, 366–367
 - postmarketing reports, 370
 - probability estimates, 369
 - reports, 369
 - response, 368
 - review and evaluation, 369
 - severity ranking, 369, 370
 - versus side effects, 366
 - Vaccine Adverse Events Reporting System (VAERS), 371
- Aerosol containers, 287
- Affinity diagrams, 397
- After-hours access, 19–20
- After-hours pharmacy services, 70–71, 95, 108, 337
- checklist, 116–117, 139
- Agency for Healthcare Research and Quality (AHRQ)
- antimicrobial stewardship toolkits, 389
 - National Quality Measures Clearinghouse (NQMC), 400
- Alcohol storage, 286
- Allergies and sensitivities, 333
- Ambulatory care medications, 130
- American Hospital Association (AHA)
- antimicrobial stewardship toolkit, 389
- American Journal of Health-System Pharmacy (AJHP)*, 59
- American Society of Health-System Pharmacists (ASHP), 21, 26
- American Journal of Health-System Pharmacy (AJHP)*, 59
- Best Practices: Position and Guidance Documents of ASHP*, 59
- The Chapter <795> Answer Book*, 59
- The Chapter <797> Answer Book*, 59
- The Chapter <800> Answer Book*, 59
- Compounding Sterile Preparations, 4th Edition*, 59
- Introduction to Acute & Ambulatory Care Pharmacy Practice, 2nd Edition*, 59
- meetings, 58
 - pharmacy competency assessment center, 58
 - publications, 59
 - Quality Improvement Resource Center, 400
 - Research and Education Foundation, 11
 - website, 58
- Anesthesia medications, 276
- Antibiotic use, 389–390
- Anticoagulant therapy, 332–333
- Antimicrobial stewardship, 71–72, 108, 133, 332. *See also* IC (Infection Prevention and Control)
- accreditation and certification requirements, 381–386
 - definitions of, 381
 - Det Norske Veritas, 382, 384–385
 - goals, 381
 - guidance documents, 386–390
 - The Joint Commission, 381–382, 384–385
- Antithrombotic therapy, 85
- Aseptic technique, 263
- ASHP. *See* American Society of Health-System Pharmacists (ASHP)
- ASHP Guidelines on Adverse Drug Reaction Monitoring and Reporting*, 366
- ASHP Guidelines on the Pharmacy and Therapeutics Committee and the Formulary System*, 345–346
- ASHP Principles of a Sound Drug Formulary System*, 345

ASHP Statement on the Pharmacy and Therapeutics Committee and the Formulary System, 341, 342, 345

Assessment/monitoring of patients receiving medication, 31–33, 35–37

Association of State and Territorial Health Officials (ASTHO) antimicrobial stewardship resources, 389

AUC dosing, 336

Authorized personnel

access to locked areas, 17–18
medication administration by, 27
orders by, 26–27

Automated dispensing cabinets (ADCs), 14–15, 125, 357

Automatic stop-orders, 20, 80, 336

B

Background checks, 300

Back-up power, 278

Benchmarks, 400

Best Practices: Position and Guidance Documents of ASHP, 59

Beyond-use-date (BUD), 13, 18–19, 29
for compounded nonsterile preparations, 263

for compounded sterile preparations, 264

of multiple-dose vials, 320

of single-dose containers, 320

USP requirements for, 317–318

Blood derivatives, 123

Blood transfusions, 34–35

Body surface area (BSA), 333

Body weight, 333

C

Cardiopulmonary resuscitation (CPR) training, 303

Cause-and-effect diagrams, 396

Center for Improvement in Healthcare Quality (CIHQ), 1
accreditation, 89

MM-1: establishment of a pharmacy service, 90

MM-2: management and staffing of pharmacy services, 90–91

MM-3: availability of pharmacist expertise, 91

MM-4: management of the medication formulary, 91–92

MM-5: storage medications, 92

MM-6: control & distribution of medications, 92

MM-7: tracking of controlled medications, 93

MM-8: security of medications, 93–95

MM-9: after-hours access to the pharmacy, 95

MM-10: management of high-risk medications, 95–96

MM-11: emergency medications, 96

MM-12: investigational medications, 96

MM-13: standardized concentrations, 96

MM-14: concentrated electrolytes, 97

MM-15: management of hazardous medications, 97

MM-16: management of recalled medications, 97

MM-17: medication from outside sources, 97–98

MM-18: unused medications, 98

MM-19: availability of patient-specific information, 98–99

MM-20: use of unsafe abbreviations, 99

MM-21: use of protocols, 99

MM-22: medication orders, 100

MM-23: pharmacy review of medication orders, 100–101

MM-24: preparation of medications, 101–102

MM-25: dispensing of medications, 102

MM-26: labeling of medications, 102–103

MM-27: medication delivery devices, 103

MM-28: administration of medication, 103–105

MM-29: patient self-administration of medication, 105

MM-30: monitoring the effect of medications, 105–106

MM-31: reporting of adverse medication events, 106

P&T (Pharmacy and Therapeutics) Committee and, 341

standards organization for medication management, 89–90

standards overview, 89

surveys, 89

Centers for Disease Control and Prevention (CDC) hand-hygiene guidelines, 249–252

on antimicrobial stewardship, 381, 382

Core Elements, 386–387, 388–389

Public Health Service (PHS), 371

Standard Antimicrobial Administration Ratio (SAAR), 390

Centers for Medicare & Medicaid Services (CMS), 1–3

antimicrobial stewardship, 385–386

certification surveys, 1–2

complaint surveys, 2

Det Norske Veritas (DNV)–Germanischer Lloyd (GL) and, 61

on dispensing errors, 359

The Joint Commission (JCAHO) and, 45–46

P&T (Pharmacy and Therapeutics) Committee and, 341

Quality and Safety Office (QSO), 2

validation surveys, 2

CEO exit briefing, 56

Certification of sterile preparation areas, 262

Certification surveys, CMS, 1–2

The Chapter <795> Answer Book, 59

The Chapter <797> Answer Book, 59

The Chapter <800> Answer Book, 59

Chapter <797> quality assurance and performance improvement, 320–324

Checklists, 107

documents, 113–154

environment of care (EC), 273

human resources (HR), 297–311

infection control, 133–134, 253–266

medication management standards, 157–158

National Patient Safety Goals (NPSGs), 221–252

Check sheets, 396

Children's asthma care (CAC) core measures, 393

CIHQ. *See* Center for Improvement in Healthcare Quality (CIHQ)

Cleaning and disinfecting, 254, 261, 319

Clinical alarm systems, 242–243

Clinical specialty certification, DNV GL, 61

- Close calls, 349
- Closing survey sessions and activities, 56
- CMS. *See* Centers for Medicare & Medicaid Services (CMS)
- Combustible materials, 285
- Communication effectiveness, 227–229
- Competence assessment, 55, 109, 154, 305–308, 357
- Complaint surveys, CMS, 2
- Complex organization surveys, 51
- Compounded preparations, 10–12, 331, 336
 nonsterile (*see* Nonsterile preparations)
 sterile (*see* Sterile preparations)
- Compounded sterile preparation (CSP), 11–12, 145–148
 chapter <797> quality assurance and performance improvement, 320–324
 infection control in, 28–29
- Compounding devices, 265
- Compounding facilities
 hospital, 11–12
 personnel responsibilities, 318–319
 USP requirements, 316–317
- Compounding Sterile Preparations, 4th Edition*, 59
- Comprehensive Accreditation Manual for Ambulatory Care*, 48
- Comprehensive Accreditation Manual for Behavioral Health Care*, 48
- Comprehensive Accreditation Manual for Critical Access Hospitals*, 48
- Comprehensive Accreditation Manual for Home Care*, 48
- Comprehensive Accreditation Manual for Hospitals (CAMH)*, 47–50, 224, 269, 297, 366, 373
- Comprehensive Accreditation Manual for Laboratory and Point-of-Care Testing*, 48
- Comprehensive Accreditation Manual for Nursing Care Centers*, 48
- Comprehensive Drug Abuse Prevention and Control Act of 1970, 17
- Computerized provider/physician order entry (CPOE), 20
- Concentrated electrolytes, 97, 109
- Concentrations, standardized, 96
- Conditions of participation (CoPs)
 §482.21(a). Standard: Program Scope, 24–25
 §482.21(b). Standard: Program Data, 25
 §482.21. Condition of Participation: QAPI, 24
 §482.21(c). Standard: Program Activities, 25
 §482.21(e) Standard: Executive Responsibilities, 25
 §482.23(c)(1) (ii). Drugs and biologicals may be prepared and administered on the orders contained within pre-printed and electronic standing orders, order sets, and protocols for patient orders only if such orders meet the requirements of §482.24(c)(3), 33–34
 §482.23(c)(3)(iii). Orders for drugs and biologicals may be documented and signed by other practitioners not specified under §482.12(c) only if such practitioners are acting in accordance with state law, including scope of practice laws, hospital policies, and medical staff bylaws, rules, and regulations, 33–34
 §482.23(c)(3). With the exception of influenza and pneumococcal polysaccharide vaccines, which may be administered per physician-approved hospital policy after an assessment of contraindications, orders for drugs and biologicals must be documented and signed by a practitioner who is authorized to write orders in accordance with state law and hospital policy and who is responsible for the care of the patient as specified under §482.12(c)..., 33–34
 §482.23(c)(4). Blood transfusions and intravenous medications must be administered in accordance with state law and approved medical staff policies and procedures, 34–35
 §482.23(c)(6)(ii). If the hospital allows a patient to self-administer his or her own specific medications brought into the hospital, then the hospital must have the following policies and procedures in place, 41–44
 §482.23(c)(6). The hospital may allow a patient (or his or her caregiver/support person where appropriate) to self-administer both hospital-issued medications and the patient's own medications brought into the hospital, as defined and specified in the hospital's policies and procedures, 37–41
 §482.23(c)(6). The hospital may allow a patient (or his or her caregiver/support person where appropriate) to self-administer both hospital-issued medications and the patient's own medications brought into the hospital, as defined and specified in the hospital's policies and procedures, 41–44
 §482.23(c) Standard: Preparation and Administration of Drugs, 25–33
 §482.25(a)(2). The pharmaceutical service must have an adequate number of personnel to ensure quality pharmaceutical services, including emergency services, 7
 §482.25(a)(3). Current and accurate records must be kept of the receipt and disposition of all scheduled drugs, 7–8
 §482.25(a). Pharmacy Management and Administration, 4–6
 §482.25(b)(1). All compounding, packaging, and dispensing of drugs and biologicals must be under the supervision of a pharmacist and performed consistent with federal and state laws, 10–15
 §482.25(b)(2)(i). All drugs and biologicals must be kept in a

- secure area and locked when appropriate, 16–17
- §482.25(b)(2)(ii). Drugs listed in Schedules II, III, IV, and V of the Comprehensive Drug Abuse Prevention and Control Act of 1970 must be kept locked within a secure area, 17
- §482.25(b)(2)(iii). Only authorized personnel may have access to locked areas, 17–18
- §482.25(b)(3). Outdated, mislabeled, or otherwise unusable drugs and biologicals must not be available for patient use, 18–19
- §482.25(b)(4). When a pharmacist is not available, drugs and biologicals must be removed from the pharmacy or storage area only by personnel designated in the policies of the medical staff and pharmaceutical service, in accordance with federal and state laws, 19–20
- §482.25(b)(5). Drugs and biologicals not specifically prescribed as to time or number of doses must automatically be stopped after a reasonable time that is predetermined by the medical staff, 20
- §482.25(b)(6). Drug administration errors, adverse drug reactions, and incompatibilities must be immediately reported to the attending physician and, if appropriate, to the hospital's QAPI program, 21–22
- §482.25(b)(7). Abuses and losses of controlled substances must be reported, in accordance with applicable federal and state laws, to the individual responsible for the pharmaceutical service, and to the chief executive officer, as appropriate, 23
- §482.25(b)(8). Information relating to drug interactions and information of drug therapy, side effects, toxicology, dosage, indications for use, and routes of administration must be available to the professional staff, 23–24
- §482.25(b)(9). A formulary system must be established by the medical staff to ensure quality pharmaceuticals at reasonable costs, 24
- §482.25(b). Delivery of Services, 8–10
- §482.25. Condition of Participation: Pharmaceutical Services, 3, 6–7
- antimicrobial stewardship, 385–386
- CMS, 1–3, 45–46
- The Joint Commission (JCAHO), 45–46
- medication error reports, 363
- nursing service, 25–33
- QAPI, 24
- understanding, 107
- Consultant publications, 59–60
- Consultants, 60
- Contaminated CSPs, 12
- Continuing education, 299, 302–304
- Continuous compliance, 107–111
- Contrast media, 108, 123
- Control charts, 397
- Controlled substances, 108, 334
- abuse and losses of, 23
- checklist, 120–121, 149–152
- CIHQ, 93
- environment of care (EC), 276
- HFAP, 79
- NIAHO, 68–69
- security of, 16–17
- Corrective Action Plan (CAP), 62
- Current Good Manufacturing Practice (CGMP), 10
- D**
- Daily briefings, 55
- Data collection and analysis, 24–25, 351–352, 396
- Data management system tracer, 53
- Defective devices, 120
- Defective medications, 120, 144
- Delivery of services, 8–10
- Denial of accreditation, 56
- Deteriorated drug error, 350
- Det Norske Veritas (DNV)—Germanischer Lloyd (GL), 1, 61–62, 382, 384–385
- Discharge medications, 130–131, 336
- Dispensing of medications, 14–15, 82–83, 102, 128, 143, 337–338
- preventing errors in, 358–360
- Documentation
- checklists for, 115–154
- HFAP, 85
- of medication administration, 32
- MM system, 328
- of self-administration, 40
- USP (United States Pharmacopeia), 313–314
- Documents, guidance
- antimicrobial stewardship, 386–390
- MM system, 328
- organization, 113–115
- Doors, 288–289
- Dosage, information on, 23–24, 71
- as needed (PRN), 30, 336
- weight-based, 336
- Drug administration errors
- minimization of, 4–5
- reporting of, 21–22
- Drug incompatibilities, 21
- Drug information, 23–24, 71
- Drug Quality and Security Act (DQSA), 10
- E**
- Early hearing detection and intervention (EHDI) core measures, 393
- Early surveys, 50
- EC (Environment of Care), 55
- checklist, 273
- EC.01.01.01 EP 3, 280
- EC.01.01.01 EP 5, 274
- EC.01.01.01 EP 6, 282
- EC.01.01.01 EP 7, 285
- EC.02.01.01 EP 1, 274
- EC.02.01.01 EP 7, 274
- EC.02.01.01 EP 8, 275
- EC.02.01.01 EP 11, 274
- EC.02.01.03, 287
- EC.02.02.01 EP 1, 283
- EC.02.02.01 EP 3, 283, 284
- EC.02.02.01 EP 5, 283, 284, 292
- EC.02.02.01 EP 8, 284
- EC.02.02.01 EP 11, 282, 283
- EC.02.02.01 EP 12, 282
- EC.02.03.01 EP 4, 290
- EC.02.03.01 EP 9, 285
- EC.02.03.03 EP 1, 277
- EC.02.03.05 EP 15, 289

- EC.02.03.05 EP 16, 289
 EC.02.04.01 EP 2, 280, 281
 EC.02.04.01 EP 3, 281
 EC.02.04.01 EP 4, 280, 281
 EC.02.04.03 EP 1, 280, 281, 294
 EC.02.04.03 EP 2, 280, 281, 294
 EC.02.04.03 EP 3, 280, 281, 294
 EC.02.05.01 EP 1, 293
 EC.02.05.01 EP 15, 293
 EC.02.05.01 EP 16, 293
 EC.02.05.03, 278
 EC.02.05.03 EP 6, 278
 EC.02.05.03 EP 7, 278
 EC.02.05.03 EP 14, 278
 EC.02.05.03 EP 15, 278
 EC.02.06.01 EP 1, 279
 EC.02.06.01 EP 11, 279
 EC.03.01.01, 304, 307
 EC.03.01.01 EP 1, 307
 EC.03.01.01 EP 2, 274
 EC.04.01.01, 274
 EC.04.01.01 EP 8, 285
 EM.01.01.01 EP 8, 277
 EM.02.01.01 EP 2, 276
 EM.02.02.01 EP 7, 278
 EM.02.02.01 EP 10, 278
 EM.02.02.01 EP 20, 278
 EM.02.02.03 EP 1, 278
 EM.02.02.07 EP 7, 278
 EM.03.01.01 EP 3, 277
 EM.03.01.03 EP 1, 277
 HCS responsibilities and, 270–271
 IC.01.02.01 EP 3, 279
 LS.02.01.20 EP 14, 290
 LS.02.01.20 EP 41, 290
 management of hazardous materials and waste, 269–270
 MM.01.01.03 EP 1, 283, 284, 293
 MM.01.01.03 EP 2, 284, 293
 MM.01.01.03 EP 5, 276
 MM.01.02.01 EP 2, 293
 MM.03.01.01, 292, 295
 MM.03.01.01 EP 2, 291, 293, 294
 MM.03.01.01 EP 3, 275, 276
 MM.03.01.01 EP 4, 275, 276
 MM.03.01.01 EP 6, 275, 276
 MM.03.01.01 EP 8, 292
 MM.03.01.01 EP 9, 293
 MM.05.01.07 EP 2, 279
 MM.05.01.11 EP 2, 276
 MM.05.01.17, 274
 MM.05.01.19, 291
 RCRA and, 269, 271–272
 safety management in healthcare facilities, 272–273
 Education
 continuing, 299, 302–304
 patient, 338–339, 357
 of personnel who compound non-sterile preparations, 318
 of personnel who compound sterile preparations, 318
 of personnel who handle hazardous drugs, 318
 pharmacy staff, 153–154, 299, 302–304, 356
 professional staff, 305
 Electrical equipment, personal, 282
 Electrical extension cords and adapters, 281
 Electrical panels, 281–282
 Electrical safety, 281
 Electronic health record (EHR), 20
 Elements of performance (EP), 46
 scoring, 47
 EM (Emergency Management), 55, 139
 EM.01.01.01 EP 8, 277
 EM.02.01.01 EP 2, 276
 EM.02.02.01 EP 7, 278
 EM.02.02.01 EP 10, 278
 EM.02.02.01 EP 20, 278
 EM.02.02.03 EP 1, 278
 EM.02.02.07, 304
 EM.02.02.07 EP 7, 278
 EM.02.02.15 EP 8, 299
 EM.02.02.15 EP 9, 299
 EM.03.01.01 EP 3, 277
 EM.03.01.03 EP 1, 277
 emergency codes, 278
 emergency operations plan (EOP), 276–278
 emergency power, 278
 Emergency codes, 278
 Emergency department (ED) core measures, 393
 Emergency electrical power, 109
 Emergency medications, 96, 108, 120, 145, 334
 Emergency operations plan (EOP), 276–278
 Emergency power, 278
 Emergency services, 7, 117
 Employee health program, 257
 Environmental monitoring
 of sterile preparation area, 262
 USP requirements, 319
 Environmental Protection Agency (EPA), 269
 Equipment
 patient care, 280–281
 pharmacy, 279–280
 Equipment records, 149
 Errors. *See* Medication errors
 Ether, 286
 Evacuation routes, 290–291
 Evidence of Standards Compliance (ESC) report, 51, 56
 Exit signs, 290–291
 Expired medications, 108
 Extension cords and adapters, electrical, 281
 Extension surveys, 50
 Eyewash fountains, 283
F
 Failure mode and effects analysis (FMEA), 352, 399–400
 Fire alarms, 289
 Fire detectors, 290
 Fire extinguishers, 289–290
 Fire responsibilities, 289
 Fire safety, 285–291
 aerosol containers, 287
 alcohol, 286
 combustible materials, 285
 doors, 288–289
 ether, 286
 exit signs and, 290–291
 fire alarms and, 289
 fire detectors, 290
 fire extinguishers and, 289–290
 fire responsibilities and, 289
 fire sprinklers and, 290
 fire walls, 288
 flammable gases, 287
 flammable liquids
 disposal of, 286
 refrigeration of, 286
 flammable substances, 285–286
 floor coverings, 288
 plan for, 285
 shutoff valves and switches, 290
 smoking and, 287
 space heaters, 287
 stairwells, 289
 waste containers, 287
 window coverings, 288
 Fire sprinklers, 290

- Fire walls, 288
- First time doses, 30
- 5 rights of medication administration practice, 27–28
- Flammable gases, 287
- Flammable liquids
 - refrigeration of, 286
- Flammable substances, 285–286
- Floor coverings, 288
- Floor stock, 149
- Flow charts, 396
- Flu vaccine, 33–34
- Focused Standards Assessment (FSA), 47, 107–108
- Food and Drug Administration (FDA)
 - adverse drug reactions (ADRs) reports to, 369
 - Current Good Manufacturing Practice (CGMP) requirements, 10
 - MedWatch program, 365–366, 370–371
 - on use of registered outsourcing facilities, 10–11
- For-cause surveys, 51
- Forms, 141
- Formulary, 24, 332
 - ASHP, 345–346
 - checklist, 118–119, 141
 - CIHQ, 91–92
 - HFAP, 81
 - The Joint Commission's requirements for, 345
 - NIAHO, 67–68
 - P&T (Pharmacy and Therapeutics) Committee, 345–347
 - selection and procurement, 333–334
- Freezers, 294–295
- G**
- Generic equivalents, 119
- H**
- Hand hygiene, 249–252, 257–259, 319
- Hand-off communications, 108–109, 356
- Hazard Communication Standard (HCS), 269–270
 - education, 271
 - responsibilities, 270–271
- Hazardous materials and wastes, 145, 269–270, 282–285
- Hazardous medications, 97, 108, 109, 122, 331, 337
 - education of personnel who handle, 318
 - environmental monitoring for contamination with, 319
- Healthcare-associated infections, 333
- Healthcare Facilities Accreditation Program (HFAP), 1
 - accreditation, 73
 - Accreditation Requirements for Acute Care Hospitals*, 73–74
 - P&T (Pharmacy and Therapeutics) Committee and, 341
 - requirements, 73
 - standards and elements, 73–87
 - 25.00.00 pharmaceutical services, 75
 - 25.00.01 pharmacy services, 75
 - 25.00.02 licensure, 75
 - 25.00.03 permits and certifications, 75
 - 25.00.04 pharmacy management and administration, 75–76
 - 25.00.05 management, 76
 - 25.00.06 staffing, 76
 - 25.00.07 scheduled drugs, 76–77
 - 25.00.08 space requirements, 77
 - 25.00.09 scope of service, 77
 - 25.01.01 medication control and distribution, 77
 - 25.01.02 supervision of pharmacy activities, 78
 - 25.01.03 security of medications, 78–79
 - 25.01.04 controlled substances, 79
 - 25.01.05 access to controlled substances, 79
 - 25.01.06 pharmacy security, 79
 - 25.01.07 inventory management system, 79
 - 25.01.08 pharmacy access, 80
 - 25.01.09 automatic stop medication orders, 80
 - 25.01.10 drug reactions and administration errors and incompatibilities, 80
 - 25.01.11 reporting of controlled drug loss and/or abuse, 80
 - 25.01.12 informational resources, 80–81
 - 25.01.13 formulary system, 81
 - 25.01.14 integrity of medication, 81
 - 25.01.15 consultations/resource availability, 81
 - 25.01.16 medication protocols, 81
 - 25.01.17 home medications, 81–82
 - 25.01.18 labeling, 82
 - 25.01.19 standardization of labeling, 82
 - 25.01.20 high-alert medications, 82
 - 25.01.21 dispensing methods, 82–83
 - 25.01.22 preparation of intravenous drugs and fluids, 83
 - 25.01.23 sample drugs, 83
 - 25.01.24 patient medication profile, 83
 - 25.01.25 profile review, 83–84
 - 25.01.26 drug administration, 84
 - 25.01.27 label medications and solutions on the sterile field, 84
 - 25.01.28 investigational drugs, 84–85
 - 25.01.29 documentation, 85
 - 25.01.30 antithrombotic therapy, 85
 - 25.02.01 preparation and administration of drugs, 85–86
 - 25.02.02 medication preparation environment, 86
 - 25.02.03 medication reconciliation, 86
 - 25.03.01 performance improvement, 86
 - 25.03.02 data collection and monitoring, 86
 - 25.03.03 medication use review, 86–87
 - 25.03.04 data reporting, 87
 - 25.03.05 annual report on medication use, 87
 - 25.03.06 performance

- improvement in medication use, 87
- surveys, 73
- Health screening, staff, 300
- HEPA filters, 262
- Herbal medication orders, 336
- HFAP. *See* Healthcare Facilities Accreditation Program (HFAP)
- High-alert medications, 82, 108, 122, 331, 339, 350–351, 353–354
- High-risk medications, 95–96
- Histograms, 397
- Hold orders, 335
- Home medication, 81–82
- Hospital-based inpatient psychiatric services (HBIPS) core measures, 393
- Hospital outpatient (OP) core measures, 393
- Hospital Pharmacy*, 59
- HR (Human Resources)
 - checklist organization, 297
 - EC.03.01.01, 304, 307
 - EC.03.01.01 EP 1, 307
 - EM.02.02.07, 304
 - EM.02.02.15 EP 8, 299
 - EM.02.02.15 EP 9, 299
 - HR.01.01.01 EP 1, 299
 - HR.01.01.01 EP 2, 299, 309
 - HR.01.01.01 EP 3, 299
 - HR.01.01.01 EP 4, 300
 - HR.01.01.01 EP 5, 300
 - HR.01.02.05, 298
 - HR.01.02.05 EP 28, 298
 - HR.01.02.07 EP 1, 300
 - HR.01.02.07 EP 2, 300
 - HR.01.02.07 EP 5, 300
 - HR.01.04.01, 297, 300
 - HR.01.04.01 EP 1, 301, 302
 - HR.01.04.01 EP 3, 297, 301, 302
 - HR.01.05.03 EP 1, 302–303, 304
 - HR.01.06.01, 305, 306, 308
 - HR.01.06.01 EP 1, 306, 309
 - HR.01.06.01 EP 3, 308
 - HR.01.06.01 EP 5, 302, 307
 - HR.01.06.01 EP 6, 308
 - HR.01.07.01, 306
 - HR.01.07.01 EP 1, 309
 - LD.03.06.01 EP 2, 298
 - LD.03.06.01 EP 3, 305
 - LD.04.03.13 EP 3, 303
 - MM.09.01.01 EP 2, 303
 - PI.02.01.01 EP 12, 300
 - PI.02.01.01 EP 13, 300
 - PI.02.01.01 EP 14, 300
- I**
- IC (Infection Prevention and Control). *See also* Antimicrobial stewardship
 - antimicrobial stewardship, 71–72, 108, 133
 - aseptic technique, 263
 - attire, 256
 - beyond-use dates for compounded nonsterile preparations, 263
 - beyond-use dates for compounded sterile preparations, 264
 - boxes and other shipping containers, 255
 - Centers for Disease Control and Prevention (CDC) hand-hygiene guidelines, 249–252
 - checklist, 133–134, 253–266
 - cleaning and disinfecting, 254, 261
 - cleaning the sterile preparation areas, 260–261
 - compounding devices, 265
 - CSP, 28–29
 - employee health program, 257
 - environmental monitoring, 319
 - of sterile preparation area, 262
 - hand hygiene, 249–252, 257–259
 - hygiene, 256
 - IC.01.02.01 EP 3, 279
 - immunizations, 256–257
 - infection risk identification, 254
 - infection risk reporting, 254
 - infectious waste, 255–256
 - isolation, 259–260
 - medication management system tracers, 333
 - multiple-dose vials, 266
 - needles, 265
 - NPSG Goal 7, 244–249
 - primary engineering controls (PECs), 260, 261–263
 - single-use containers, 265–266
 - standard precautions, 259
 - sterile preparation compounding area, 260
 - sterile preparations inspections, 264
 - surveillance, 254
 - syringes, 265
 - system tracer for, 53
 - waste, 255
- Identification, hazardous materials, 282–283
- Illegible orders, 335
- Immunization (IMM) core measures, 393
- Improper dose error, 350
- Incompatibilities, drug, 21
- Indications for use, information on, 23–24, 71
- Individual-based system tracers, 53, 55
- Individual tracers, 53
- Infection Prevention and Control Program (IPCP), 386
- Infectious Diseases Society of America (IDSA), 381, 387
- Influenza vaccine, 33–34, 256–257
- Information, drug, 23–24, 71
- Infusion Nurses Society, 26
- Infusion pumps, 338
- Inspections, 144
- Institute for Healthcare Improvement (IHI) antimicrobial stewardship tools, 389
- Institute for Safe Medication Practices (ISMP), 26, 37–38, 350
- Institute of Medicine, 26
- Interactions, information on, 23–24
- International Organization for Standardization (ISO) 9001 certification, 61
- Interpretive guidance, 1
- Intracycle Monitoring Process (ICM), 47
- Intravenous medications, 34–35
 - HFAP, 83
 - patient monitoring with, 35–37
- Introduction to Acute & Ambulatory Care Pharmacy Practice, 2nd Edition*, 59
- Inventory management system, 79
- Investigational medications, 30, 84–85, 96, 143, 336
 - checklist, 121–122
- Irrigation solutions, storage of, 293
- ISMP Medication Safety Alert!*, 59
- ISMP Medication Safety Self-Assessment for Hospitals*, 59
- ISMP National Medication Errors Reporting Program (MERP), 363
- ISMP Revised Guidelines for Safe Use of Automated Dispensing Cabinets*, 357
- Isolation, 259–260

J

JCAHO. *See* The Joint Commission (JCAHO)

Job descriptions, 309–310

The Joint Commission (JCAHO), 1.

See also MM (medication management); P&T (Pharmacy and Therapeutics) Committee accreditation by, 45–46

accreditation decisions, 56

accreditation manuals, 48

adverse drug reactions (ADRs) definition, 366

antimicrobial stewardship, 381–382, 383–384

benchmark requirements, 400

Comprehensive Accreditation Manual for Hospitals (CAMH), 47–50

Intracycle Monitoring Process (ICM), 47

management of hazardous materials and waste, 269–270

Medicare participation, 45–46

medication error definition, 349–350

medication error reports to, 363

National Patient Safety Goals (NPSGs), 45, 221–252

ORYX program, 393–394

resources and services, 57–58

SAFER Matrix, 47, 48

on sentinel events, 397–398

standards, 46–47

surveys, 48, 50–53, 386

tracers, 53–55

The Joint Commission Perspectives, 57, 221

The Joint Commission Perspectives on Patient Safety, 57

The Joint Commission (JCAHO) resources

consulting, 58

The Joint Commission Perspectives, 57, 221

The Joint Commission Perspectives on Patient Safety, 57

Quality Reports, 57

seminars, webinars, and podcasts, 58

Sentinel Event Alert, 58

The Source, 57

Standards Interpretation Group, 57

Survey Activity Guide, 57

Joint Commission Resources (JCR)

Consulting, 58

Just culture, 357

L

Labeling and packaging of medications, 13, 82, 84, 102–103, 108, 130, 338, 359–360

outdated, mislabeled, or otherwise unusable, 18–19

Laboratory surveyors, 51

LD (Leadership)

LD.03.06.01 EP 2, 298

LD.03.06.01 EP 3, 305

LD.04.03.13, 375–376

LD.04.03.13 EP 1, 378

LD.04.03.13 EP 3, 303

LD.04.03.13 EP 7, 377

Leadership session, 55

Legal requirements versus standards, 47

Licenses, 136–138, 300

Life Safety Code

building assessment, 55

specialist surveyors, 51

Limited, temporary accreditation, 56

Loading doses, 30

Look-alike/sound-alike medications, 108, 122, 331, 335

storage of, 293

Losses of controlled substances, 23, 68–69, 276

LS (Life Safety)

LS.02.01.20 EP 14, 290

LS.02.01.20 EP 41, 290

M

Medical staff approved policies and procedures, 27–29, 65–66

Medical staff credentialing and privileging session, 55

Medicare. *See* Centers for Medicare & Medicaid Services (CMS)

Medication administration

by authorized personnel, 27

automated dispensing cabinets (ADCs), 14–15, 125, 357

checklist, 131–132

CIHQ, 103–105

documentation of, 32

evaluation of timing policies for, 31

5 rights of, 27–28

HFAP, 84

infusion pumps, 338

missed or late, 31

nonscheduled, 29–30

nontime-critical, 30–31

preventing errors in, 360–362

scheduled, 30

self-administration by patients and caregivers, 37–44, 105, 338, 361–362

time-critical, 30

timing of, 29–31, 338

Medication areas, inspections of, 125

Medication carts, 16–17

after-hours, 19–20

Medication delivery devices, 103, 336

Medication errors, 25, 59, 331–332, 339. *See also* Adverse drug events (ADEs); adverse drug reactions (ADRs)

causes of, 350, 352

definitions, 349–350

detection of, 362

medication-use system assessment, 351–354

performance improvement (proactive), 354–358

prescribing, 350, 358

preventing dispensing errors, 358–360

preventing medication administration errors, 360–362

preventing ordering/prescribing, 358

preventing patient monitoring-related errors, 362

preventing selecting, storing, securing, and procuring, 357–358

preventing sterile preparation errors, 360

preventing transcription errors, 358

rates of, 364–365

reports on, 362–363

review and analysis of, 363–364

types of, 350–351

Medication Errors, 2nd Edition, 59

Medication management. *See* MM (medication management)

Medication orders, 26–27, 69–71, 108, 335–336

checklist, 126–128, 142

pharmacy review of, 100–101, 108, 128–129, 337

preventing errors in, 358

- Medication overrides, 109
- Medication quality, 119
- Medication-related device orders, 336
- Medications
- ambulatory care, 130
 - assessment/monitoring of patients receiving, 31–33, 35–37
 - beyond-use-date (BUD), 13, 18–19, 29, 263, 264, 317–318
 - blood transfusion and intravenous, 34–37
 - controlled substances (*see* Controlled substances)
 - defective, 120, 144
 - discharge, 130–131, 143, 336
 - dispensing of, 14–15, 82–83, 102, 128, 337–338, 358–360
 - emergency, 96, 108, 120, 145, 334
 - errors (*see* Medication errors)
 - expired, 108
 - hazardous, 97, 108, 109, 122, 318, 319, 331, 337
 - herbal, 336
 - high-alert, 82, 108, 122, 331, 339, 350–351, 353–354
 - high-risk, 95–96
 - incompatibilities, 21
 - information on side effects, interactions, and toxicology of, 23–24, 71
 - investigational, 30, 84–85, 96, 121–122, 143, 336
 - Joint Commission definition, 157
 - labeling of, 13, 18–19, 82, 84, 102–103, 108, 130, 338, 359–360
 - look-alike/sound-alike, 108, 122, 293, 331, 335
 - loss or theft of, 276
 - not eligible for scheduled dosing times, 29–30
 - off-label use of, 336
 - orders (*see* Medication orders)
 - from outside sources, 97–98, 117
 - patient's personal, 123, 334, 338
 - practitioners' personal, 123–124, 334
 - preparation of, 25–26, 101–102, 128
 - ready-to-use, 129
 - recalled, 97, 120, 144, 338
 - reconciliation of, 108, 333
 - respiratory care, 108, 292
 - returned, 338
 - sample, 83, 124
 - scheduled, 7–8, 17
 - security of, 16–20, 65, 78–79, 93–95, 124–125, 275, 334
 - shortages/outages of, 119, 334
 - standing orders for, 34
 - storage of, 92, 124–125, 264, 291, 293, 334
 - unusable, 120, 292
 - unused, 98
- Medication safety improvement. *See* Medication errors
- Medication shortages and outages, 119
- Medication use improvement, 145
- Medication-use system assessment, 351–354
- MEDMARX program, 363
- MedWatch program, FDA, 365–366, 370–371
- Mislabeled drugs and biologicals, 18–19
- Missed or late administration of medications, 31
- MM (medication management)
- checklist organization, 157–158
 - format, 328
 - literature evaluation, 339
 - materials/document, 328
 - medication administration, 338–339
 - medication definition, 157
 - MM.01.01.01, 159–162
 - MM.01.01.03, 162–165
 - MM.01.02.01, 165–166
 - MM.1 Management Practices, 63–67
 - SR.1, 63
 - SR.2, 63
 - SR.3, 63
 - 3a, 63
 - 3b, 63
 - 3c, 63
 - SR.4, 63
 - 4a, 63
 - 4b, 63
 - 4c, 63
 - SR.5, 63–64
 - 5a, 64
 - 5b, 64
 - SR.6, 64
 - SR.7, 64
 - SR.8, 64
 - SR.9, 64
 - 9a, 64
 - 9b, 64
 - 9c, 64
 - 9d, 64
 - 9e, 64
 - 9f, 64
 - 9f (1), 64
 - 9f (2), 64
 - 9f (3), 64
 - 9f (4), 64
 - 9f (5), 64
 - SR.10, 64
 - 10a, 64
 - 10b, 64
 - 10c, 64
 - 10d, 64
- MM.02.01.01, 167–171
- MM.2 Formulary, 67–68
- MM.03.01.01, 172–180
- MM.03.01.03, 181–183
- MM.03.01.05, 183–185
- MM.3 Scheduled Drugs (Refers to DEA Controlled Substances), 68–69
- SR.1, 68
 - SR.2, 68
- MM.04.01.01, 185–195
- MM.4 Medication Orders, 69
- SR.1, 69
 - SR.2, 69
 - SR.3, 69
 - SR.4, 69
 - SR.5, 69
- MM.05.01.01, 195–197
- MM.05.01.07, 198–199
- MM.05.01.09, 200–202
- MM.05.01.11, 203–204
- MM.05.01.13, 204–206
- MM.05.01.17, 206–207
- MM.05.01.19, 207–208
- MM.5 Review of Medication Orders, 70–71
- SR.1, 70
 - SR.2, 70
 - SR.3, 70
 - SR.4, 70
 - SR.5, 70
 - SR.5a, 70
 - SR.5b, 70
 - SR.5c, 70
 - SR.5d, 70
 - SR.5e, 70
 - SR.6, 70
 - SR.7, 70
- MM.06.01.01, 208–211

- MM.06.01.03, 211–212
 MM.06.01.05, 213
 MM.6 Oversight Group, 71
 SR.1, 71
 SR.2, 71
 SR.3, 71
 MM.07.01.03, 214–215
 MM.7 Available Information, 71
 SR.1, 71
 MM.08.01.01, 216–217
 MM.8 Antimicrobial Stewardship, 71–72
 SR.1, 71
 SR.2, 71
 SR.3, 71
 SR.4, 71
 SR.5, 71
 SR.6, 72
 MM.09.01.01, 218–220, 381
 MM.09.01.03, 381
 monitoring, 339
 NPSG, 332–333
 ordering and transcribing, 335–336
 outsourced/contracted pharmacy services, 157
 participants, 327
 patient-specific information, 333
 performance improvement focus, 395
 preparing and dispensing, 337–338
 purpose, 327
 scoring tools and Project REFRESH, 327–328
 selection and procurement, 333–334
 storage, 334
 system evaluation, 133, 332, 339
 system tracer, 53
 description of, 327–328
 questions, 332
 strategy, 328–332
 Monitoring, environmental, 262, 294
 Monitoring, patient medication, 31–33, 35–37, 133, 339
 CIHQ, 105–106
 preventing errors in, 362
 Monitoring error, 350
 MS (Medical Staff) MS.05.01.01, 376–378
 Multiorganization surveys, 50–51
 Multiple-dose vials, 266, 320
- N**
 National Academies, 26
 National Coordinating Council for Medication Error Reporting and Prevention (NCC MERP), 21, 26, 349
 National Fire Protection Association (NFPA), 55
 National Healthcare Safety Network (NHSN) antimicrobial stewardship resources, 389–390
 National Institute for Occupational Safety and Health (NIOSH), 269, 314–316, 318–319, 322–324
 National Integrated Accreditation for Healthcare Organizations (NIAHO)
 available information, 71
 formulary standards, 67–68
 medication management practices, 63–67
 medication orders, 69
 oversight group, 71
 P&T (Pharmacy and Therapeutics) Committee and, 341
 requirements, 61
 review of medication orders, 70–71
 scheduled drugs, 68–69
 standards and organization, 62–63
 standards for medication management, 63
 surveys, 61–62
 National Patient Safety Goals (NPSGs), 45, 332–333
 checklist organization, 224
 checklist updates, 224
 checklist usage suggestions, 224
 development of, 221
 evaluating compliance with, 221
 format, 221
 frequently asked questions, 221
 Goal 1 (improve accuracy of patient identification), 225–227
 NPSG.01.01.01, 225–227
 Goal 2 (improve the effectiveness of communication among caregivers), 227–229
 NPSG.02.03.01, 227–229
 Goal 3 (improve the safety of medications), 229–241
 NPSG.03.04.01, 229–232
 NPSG.03.05.01, 232–237
 NPSG.03.06.01, 237–241
 Goal 6 (reduce the harm associated with clinical alarm systems), 242–243
 NPSG.06.01.01, 242–243
 Goal 7 (reduce the risk of health-care-associated infections), 244–249
 NPSG.07.01.01, 244–246
 NPSG.07.03.01, 246–248
 NPSG.07.05.01, 248–249
 in *The Joint Commission Perspectives*, 221
 Sentinel Event Alert, 58, 221
 standards relating to patient safety, 221–224
 National Quality Forum (NQF), 389, 393, 400
 National Quality Measures Clearinghouse (NQMC), 400
 Needles, 265
 NIAHO. *See* National Integrated Accreditation for Healthcare Organizations (NIAHO)
 NIOSH *Alert Preventing Occupational Exposure to Antineoplastic and Other Hazardous Drugs in Health Care Settings*, 318
 Nonconformities, 62
 Nonscheduled medication timing, 29–30
 Nonsterile preparations, 148–149
 beyond-use dates for, 263
 personnel responsibilities, 318
 USP requirements for, 316
 Nontime-critical scheduled medications, 30–31
- O**
 Occupational Safety and Health Administration (OSHA), 269
 Off-label use of medications, 336
 Omission error, 350
 One-time doses, 30
 On-hold orders, 335
 Opening survey sessions and activities, 51–53
 Opioids, safe management of, 109
 Organization exit conference, 56
 Organization of pharmacy department, 138
 Orientation, pharmacy, 153, 300–302
 professional staff, 305
 ORYX program, 393–394

- Outages, medication, 119, 334
- Outdated drugs and biologicals, 18–19
- Outside sources, medication from, 97–98, 117
- Outsourced/contracted pharmacy services, 10–11, 117, 138–139, 157
- Oversight group, 71
- P**
- Packaging and labeling of medications, 13, 82, 84
outdated, mislabeled, or otherwise unusable, 18–19
- Pain assessment, 109
- Pain management, 373–379
- Pain management program (PMP), 332
- Parenteral nutrition, 130
- Pareto diagrams, 396–397
- Patient care equipment, 280–281
- Patient competence, 357
- Patient-controlled analgesia (PCA), 40
- Patient education, 338–339, 357
- Patient flow system tracer, 55
- Patient identification accuracy, 225–227, 332
- Patient medical records
maintenance of, 333
medication error entries in, 363
- Patient medication profile, 83, 143
- Patient monitoring, 31–33, 35–37
CIHQ, 105–106
preventing errors in, 362
- Patient safety, 25
assessment/monitoring of patients receiving medications, 31–33, 35–37
clinical alarm systems and, 242–243
with intravenous medications, 35
The Joint Commission Perspectives on Patient Safety, 57
NPSG standards relating to, 221–224
- Patient Safety Movement Foundation, 38
- Patients' own medications, 123, 334
- Patient-specific information, 98–99, 118, 333
- Patients' personal medications, 123, 334, 338
- PC (Provision of Care, Treatment and Services)
PC.01.02.07, 376
- Performance evaluations, 309
- Perinatal care (PC) core measures, 393
- Periodic assessment, 107–108
- Personal electrical equipment, 282
- Personal protective equipment (PPE), 283, 319
- Personnel records, 152–153, 310–311
- Pew Charitable Trust antimicrobial stewardship resources, 389
- Pharmaceutical services, 3, 6–7
- Pharmacist-in-charge, 6–7
- Pharmacy Competency Assessment Center*, 319
- Pharmacy equipment, 279–280
- Pharmacy management and administration, 4–6
- Pharmacy review of medication orders, 100–101, 108, 128–129
- Pharmacy services checklist, 116
- Pharmacy space, 279–281
- PI (Performance Improvement), 133, 144
accountability measures, 393–394
benchmarks, 400
chapter <797>, 320–324
data collection, 396
development of measures for quality and, 393
ORYX program, 393–394
PI.01.01.01, 378
PI.02.01.01, 378
PI.02.01.01 EP 12, 300
PI.02.01.01 EP 13, 300
PI.02.01.01 EP 14, 300
PI.02.01.01 EP 19, 375
proactive, 354–358, 399–400
process improvement tools, 396–397
reactive, 364
regulatory agencies and tools, 393
sentinel events, 397–398
standards, 394–396
- P-list, 272
- Pneumonia vaccine, 33–34
- Poison Prevention Packaging Act of 1970, 360
- Poisons, storage of, 293
- Policies and procedures
checklist, 139–141
documents management for, 113
medical staff approved, 27, 65–66
performance improvement, 354
P&T (Pharmacy and Therapeutics) Committee requirements, 343–345
- Postsurvey activities, 56
- Practitioner orders for drugs and biologicals, 26–27
- Practitioners' personal medications, 334
- Preliminary denial of accreditation, 56
- Prepackaging, 149
- Preparation and administration of drugs, 25–26, 101–102, 128
- Prescribing errors, 350
prevention of, 358
- Prescription Drug Monitoring Program (PDMP), 373, 375
- Presurvey activities, 51
- Primary engineering controls (PECs), 260, 261–263
- Priority focus process (PFP), 51
- PRN doses, 30, 336
- Profile, patient medication, 83
- Program-specific tracers, 55
- Protocols, use of, 99
- P&T (Pharmacy and Therapeutics) Committee, 341
organization of, 341–343
policies and procedures requirements, 343–345
- Public Health Service (PHS), 371
- Q**
- QAPI programs, 21–22
condition of participation, 24
- Quality and Safety Office (QSO), 2
- Quality assurance, chapter <797>, 320–324
- Quality Improvement Resource Center, ASHP, 400
- Quality Reports*, 57
- R**
- Radiopharmaceuticals, 12–13, 123
- Random unannounced evidence of standards compliance validation surveys, 51
- Range and double-range orders, 336
- Ready-to-use medications, 129, 338
- Reasonable time to stop drugs and biologicals, 20
- Recalled medications, 97, 120, 144, 338
- Recalls, product and equipment, 274
- Reconciliation of medications, 108, 333
- Record systems, 7–8
- Reference materials, 339
- Refrigerators, 294–295

- Reporting
- adverse drug reactions (ADRs), 369–371
 - medication errors, 362–363
 - ORYX, 394
 - sentinel event, 398
- Requirement for Improvement (RFI), 47, 56
- Resource Conservation and Recovery Act (RCRA), 269, 271–272
- Respiratory care medications, 108, 292
- Resume orders, 336
- Returned medications, 338
- RI (Rights and Responsibilities of the Individual)
- RI.01.02.01 EP 2, 377
 - RI.01.02.01 EP 3, 377
 - RI.01.02.01 EP 4, 377
 - RI.01.02.01 EP 8, 377
 - RI.01.03.01 EP 1, 377
- Right-to-Know Law, 269
- Root cause analysis (RCA), 364
- Routes of administration, information on, 23–24, 71
- Run charts, 397
- S**
- SAFER Matrix, 47, 48, 328
- Safety, electrical, 281
- Safety codes, 272
- Safety data sheets (SDSs), 269, 283
- Safety inspections, 272
- Safety management
- checklist, 134–135
 - incidents reporting in, 274
 - medication administration, 27–28
 - NPSG, goal 3, 229–241
 - safety codes, 272
 - safety inspections, 272
- Sales representatives, 124
- Sample medications, 83, 124
- Scatter plots, 397
- Scheduled dosing times, 30
- Scheduled drugs
- HFAP, 76–77
 - NIAHO, 68–69
 - record keeping on, 7–8
 - security of, 17
- Security, pharmacy, 135, 274–275
- Security of medications, 16–17, 65, 108, 275, 334
- after-hours, 19–20
 - authorized personnel access to, 17–18
 - checklist, 124–125
 - CIHQ, 93–95
 - HFAP, 78–79
 - scheduled drugs, 17
- Segregated compounding area (SCA), 12–13
- Self-administered medications, 37–44, 338
- checklist, 132
 - CIHQ, 105
 - preventing errors in, 361–362
- Sentinel Event Alert*, 58, 221
- Sentinel events, 332, 349, 397–398
- Service delivery, 8–10
- Service line certification, DNV GL, 61
- Shelves, 279
- Shortages, medication, 119, 334
- Shutoff valves and switches, 290
- Side effects
- versus adverse drug reactions (ADRs), 366
 - information on, 23–24, 71
- Single-use containers, 265–266, 320
- Smoking, 287
- Society for Healthcare Epidemiology of America (SHEA), 381, 387
- The Source*, 57
- Space, 279–281
- Space heaters, 287
- Special issue resolution, 55
- Specialist surveyors, 51
- Spill kits, 284
- Spot-checking labels, 19
- Staff, pharmacy, 7, 76, 90–91, 117–118, 298
- background checks of, 300
 - competence assessment of, 55, 109, 154, 305–308, 357
 - continuing education for, 299
 - education of, 153–154, 299, 302–304, 356
 - emergency operations plan (EOP) and, 276–278
 - fire responsibilities of, 289
 - health screening for, 300
 - job descriptions for, 309–310
 - licenses of, 136–138, 299
 - orientation of, 153, 300–302, 305
 - performance evaluations of, 309
 - personnel records, 152–153, 310–311
 - plans for, 139, 298
 - professional staff orientation, 305
 - qualifications of, 299
 - security of, 274
 - supervision of students by, 300
- Staffing analysis, 300
- Stairwells, 289
- Standardization, 354
- Standard precautions, 259
- Standards, 1–2
- elements of performance (EP), 46
 - example, 46–47
 - icons, 47
 - versus legal requirements, 47
 - notes and footnotes, 46
 - numbering, 46
 - prefixes used for, 46
 - rationale, 46
 - scoring elements of performance, 47
 - updates to, 2–3
 - used to support improving services, 47
- Standards Interpretation Group, 57
- Standing orders, 34, 66, 335
- Stat doses, 30
- State Operations Manual (SOM), 1
- standard updates, 2–3
- Sterile preparations, 109, 129–130, 145–148, 337
- cleaning areas for, 260–261
 - compounding areas, 260
 - inspections of, 264
 - personnel responsibilities, 318
 - preventing incompatibilities and particulate matter in, 360
 - preventing preparation errors in, 360
 - storage of, 264
 - USP requirements for, 316–317
- Stop-orders, automatic, 20, 80, 336
- Storage
- hazardous materials, 282, 292
 - irrigation solutions, 293
 - large or heavy containers, 292
 - medication, 92, 124–125, 264, 291, 334
 - poisons and lethal concentrations of medications, 293
 - refrigerators, freezers, and warmers for, 294–295
 - respiratory care medications, 292
 - temperatures and, 293–294
 - unusable medications, 292
 - ventilation and, 293
- Store rooms, 279
- Stroke (STK) core measures, 393

- Students, pharmacy, 300
- Substance use (SUB) core measures, 393
- Summary of survey findings report, 56
- Survey Activity Guide*, 57, 107
- Surveyor planning session, 51
- Surveyor report preparation, 56
- Surveyor team meeting/planning session, 55
- Surveys
- CIHQ, 89
 - closing sessions and activities, 56
 - complex organization, 51
 - early, 50
 - extension, 50
 - for-cause, 51
 - HFAP, 73
 - The Joint Commission Survey Activity Guide for Health Care Organizations, 386
 - length of, 51, 52, 54
 - mock, 110
 - multiorganization, 50–51
 - NIAHO, 61–62
 - opening sessions and activities, 51–53
 - postsurvey activities, 56
 - presurvey activities, 51
 - random unannounced evidence of standards compliance validation, 51
 - teams for, 51
 - unannounced, 48
- Syringes, 265
- T**
- Taper orders, 336
- Telephone orders, 335
- Temperature checks, 109
- Temperatures in storage areas, 293–294
- Theft, medication, 276
- Therapeutic interchanges, 119
- Time-critical scheduled medications, 30
- Time-sequenced doses, 30
- Timing of medication administration, 29, 338
- medications eligible for scheduled dosing times, 30
 - medications or categories of medication not eligible for scheduled dosing times, 29–30
 - missed or late administration of medications, 31
- NIAHO, 66
- nontime-critical scheduled medications, 30–31
 - time-critical scheduled medications, 30
- Titration orders, 336
- Tobacco treatment (TOB) core measures, 393
- Toxicology, information on, 23–24, 71
- Tracers, 110
- description of, 327–328
 - individual, 53
 - individual-based system, 53, 55
 - program-specific, 55
 - strategy for, 328–332
- Transcription errors, 358
- Transport systems, 275–276
- U**
- U-list, 272
- Unannounced surveys, 48
- Unauthorized drug error, 350
- Unclear orders, 335
- Unit-dose system, 18–19, 129
- United States Pharmacopeia (USP), 26
- Unsafe abbreviations, 99, 354–356
- Unscheduled dosing times, 29–30
- Unusable drugs and biologicals, 18–19, 120
- storage of, 292
- Unused medications, 98
- USP (United States Pharmacopeia)
- beyond-use dates and times, 317–318
 - chapter <797> quality assurance and performance improvement, 320–324
 - compounding facility requirements, 316–317
 - compounding personnel responsibilities, 318–319
 - documents overview, 313–314
 - environmental monitoring requirements, 319
 - hand hygiene and garb requirements, 319
 - NIOSH and, 314–316, 318–319, 322–324
 - use of sterile products, 320
- V**
- Vaccine Adverse Events Reporting System (VAERS), 371
- Vaccines, flu and pneumonia, 33–34, 256–257
- Validation surveys, CMS, 2
- Vascular access route, 35
- Venous thromboembolism (VTE) core measures, 393
- Ventilation, 293
- Verbal and telephone orders, 335
- Vials, multiple-dose, 266, 320
- W**
- Warmers, 294–295
- Waste containers, noncombustible, 287
- Weight-based dosing, 336
- Window coverings, 288
- World Health Organization (WHO), 53
- Wrong administration-technique error, 350
- Wrong dosage-form error, 350
- Wrong drug-preparation error, 350
- Wrong time error, 350