

## SE11 - Medication Management

### 11.1 - Management and staffing

**11.1.1** - Medication use is managed and organized to enable safe service delivery to meet the patient needs, complies with applicable laws and regulations and is under the direction of a qualified individual.

**11.1.1.1** - A designated, licensed individual directly supervises the activities of the pharmacy or pharmaceutical service.

**11.1.1.2** - Job descriptions clearly define scope and limitations to the responsibilities and activities of the staff who manage medications.

**11.1.1.3** - A written document identifies how medication use is organized and managed throughout the healthcare facility in keeping with applicable laws, regulations and professional practices.

**11.1.1.4** - Key members of staff regularly meet to discuss medication management.

### 11.2 - Stock selection and procurement

**11.2.1** - An appropriate selection of medications are in continuous supply or readily accessible at all times.

**11.2.1.1** - Medications are available to meet patient needs and alternatives when medications are out of stock.

**11.2.1.2** - There is an up to date list of medications that are kept in stock.

**11.2.1.3** - There is a (manual or automated) stock management system to ensure that minimum and maximum stock levels are maintained.

**11.2.1.4** - There is a process for healthcare workers to obtain medicines within the healthcare facility during the night or when the pharmacy is closed.

**11.2.2** - Medications are procured according to guidelines that ensure safety and effectiveness.

**11.2.2.1** - A procurement guideline is available and conforms to country-specific requirements regarding a secure supply chain, and regarding specific agents and preferred/approved suppliers.

**11.2.2.2** - Where healthcare facility staff transports procured medications themselves, they are guided to ensure this is done according to manufacturers' instructions.

**11.2.2.3** - There is a system which allows for effective recalling of drugs and medical devices (e.g. laboratory kits) distributed in the healthcare facility when required.

**11.2.2.4** - The medication supply chain is monitored and there is evidence that the medication is procured at preferred, low risk, suppliers.

### 11.3 - Control and storage of medication

**11.3.1** - Adequate storage area(s) and equipment are available for the safe and effective storage of medications (including medical consumables).

**11.3.1.1** - The main storage area is protected from heat and light and the temperature is monitored and effectively regulated.

**11.3.1.2** - Medications are stored in a lockable storage area or cabinet, which is accessible only to authorized staff.

**11.3.1.3** - The size and layout of the storage area(s) is appropriate for the services provided and is well ventilated.

**11.3.1.4** - Where necessary, a dedicated refrigerator for medication is available and the temperature is monitored.

### 11.3 - Control and storage of medication

**11.3.2** - Hazardous and controlled medications are properly stored and are properly labelled.

**11.3.2.1** - Medications are labelled with essential information according to national regulations.

**11.3.2.2** - Where DDA (dangerous drug act) medication is available these are clearly labelled and controlled.

**11.3.2.3** - Hazardous and flammable materials are clearly labelled and stored appropriately.

**11.3.2.4** - All pharmaceuticals, vaccines or medical consumables are regularly checked for expiry dates and checks are recorded.

### 11.4 - Prescribing and dispensing of medication

**11.4.1** - Medications are prescribed in a safe and controlled manner.

**11.4.1.1** - Prescriptions contain all relevant information according to the national guidelines.

**11.4.1.2** - The healthcare facility has identified those staff members that are authorized to prescribe medication.

**11.4.1.3** - Prescription pads and order books are accessible to authorized persons only.

**11.4.1.4** - When verbal/telephonic medication orders are used, they are written down and verified according to legislation and/or healthcare facility policy.

**11.4.2** - The healthcare facility dispenses medications in a safe and controlled environment and according to patient needs.

**11.4.2.1** - There is a clean, well ventilated, designated area with good lighting for preparing and dispensing medication.

**11.4.2.2** - The dispensing area is adequately furnished and allows for privacy for patients.

**11.4.2.3** - Prescriptions are securely stored to protect patient confidentiality and avoid abuse.

**11.4.2.4** - Dispensing staff informs the patient of available generic equivalents.

#### **11.4 - Prescribing and dispensing of medication**

**11.4.3** - A system is used to dispense the correct medication in the right dose to the right patient.

**11.4.3.1** - Medications dispensed are clearly labelled with the name of the medication, dose, name of the patient, date and instruction for use.

**11.4.3.2** - There is a uniform medication dispensing and distribution system in the healthcare facility that supports accurate and timely dispensing.

**11.4.3.3** - A standard operating procedure (SOP) guides dispensing staff to check and review written instructions of a designated healthcare worker for drug dispensing.

**11.4.3.4** - Dispensing staff has quick access to patient information to check for allergies or contra-indications for particular medications.

#### **11.5 - Administration of medication**

**11.5.1** - There is a mechanism for facilitating communication between the doctor and pharmacy regarding drug reactions.

**11.5.1.1** - Staff is guided in recording and reporting of medication errors or adverse drug reactions.

**11.5.1.2** - Adverse drug reactions are recorded and reported in accordance to healthcare facility policy.

**11.5.1.3** - Adverse drug reactions and medication errors are discussed in medical meetings.

**11.5.1.4** - There is evidence that active follow up is performed in relation to adverse drug reactions and medication errors.