

**POLICY AND PROCEDURE MANUAL
PHARMACY SERVICES**

SECTION: **DEPARTMENT OF PHARMACY**

SUBJECT: **PLAN FOR PROVISION OF CARE/SERVICES**

CODE: 1.36.0
DATE: 2/28/00
REVISED: 1/24/17, 4/19/22
APPROVED: Thinkh Tran, Pharm.D.
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POLICY

The Pharmacy Plan for Provision of Care/Services revolves around four basic components: **Scope of Services; Goals of Department; Standards of Practice; and Staffing.**

I SCOPE OF SERVICE

A Types of Customers Served. Customers (patients) served by the Pharmacy include outpatients and inpatients (general acute care-namely rehabilitation, intensive care, and general acute care). Patient diagnoses include the following, although many patients have multiple disease entities, which transcend to one diagnosis:

- | | | | |
|---|-----------------------------|----|---------------------------|
| 1 | Adult brain injury | 7 | Otolaryngologic disorders |
| 2 | Stroke | 8 | Cardiovascular disease |
| 3 | Neurologic disorders | 9 | Infectious disease |
| 4 | Spinal cord injury | 10 | Urologic disorders |
| 5 | Pressure ulcer management | 11 | Pulmonary complications |
| 6 | Diabetes with complications | 12 | Dental |

B Age of Patients. The age of the patients served range from pediatrics (infants, adolescents), adults, and geriatric.

C Services Provided. The Department of Pharmacy is comprised of two separately licensed areas; the Outpatient Pharmacy (PHE 14205) and the Inpatient Pharmacy (HPE 41325).

1 The Outpatient Pharmacy provides the following services:

- a Prescription dispensing
- b Patient education
- c Drug information
- d Patient counseling
- e Clinic inspections

2 The Inpatient Pharmacy provides the following services:

- a Procurement
- b Controlled substance dispensing
- c Unit-dose drug dispensing
- d Parenteral nutrition screening and dispensing
- e Nursing in-services
- f Emergency cart trays
- g Sterile products preparation
- h Drug information
- i Management of investigational drug studies
- j Unit inspections

3 The Clinical Pharmacy provides the following services:

- a Inpatient Areas
 - i. Physician Rounding
 - ii. Drug Information
 - iii. Medication dosing and monitoring by protocol-clinical pharmacy consults
 - Ototoxic antibiotic medication prescribing/monitoring
 - Anticoagulation therapy (warfarin) monitoring
 - Heparin infusion monitoring
 - iv Adverse drug reaction reporting follow-up
 - v Staff educational inservice
 - vi Committee participation

Reviewed: 4/6/16bj, 11/18/2018bdk, 4/19/2022 TT

Approved By: *Ben Arndt*

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-Pharmacy and Therapeutics
-The Joint Commission focus committees

- b. Outpatient Areas
 - i Anticoagulation clinics
 - ii Nursing in-service
 - iii Pharmacy student training program
- 4 Hours of Operation
 - a Outpatient Pharmacy hours of operation is Mondays-Fridays 8:00 AM to 6:00 PM, closed Saturdays, Sundays, and holidays.
 - b The Inpatient Pharmacy is open 24/7

II GOALS OF THE DEPARTMENT/SERVICE

The mission of Pharmacy Services at Rancho Los Amigos National Rehabilitation Center is to provide safe, quality service to our patients, consistent with sound business practice of cost containment. All activities are designed to monitor and improve care at all levels to meet the special needs of our patients, including the needs of the medically indigent in our community.

III STANDARDS OF PRACTICE

Standards of practice are referenced in the Pharmacy Policy and Procedure Manual (Code: 1.02.5). These standards are consistent with all regulatory requirements, including those established by Federal Law, California Board of Pharmacy, Title 22 of the California Code of Regulations, the Food and Drug Administration (FDA), Drug Enforcement Agency (DEA), and The Joint Commission.

IV STAFFING

- A Licensed Practitioners
 - 1 Pharmacy Services Chief III. Must be a U.S. Pharmacy School Graduate recognized by the California Board of Pharmacy, or foreign Pharmacy School Graduate with course equivalency, including 1500 hours of practical experience in a pharmacy under the personal supervision of a registered pharmacist. Licensure as a registered pharmacist by the California State Board of Pharmacy is a requirement.
 - 2 Pharmacy Supervisor I. Must be a U.S. Pharmacy School Graduate recognized by the California Board of Pharmacy, or foreign Pharmacy School Graduate with course equivalency, including 1500 hours of practical experience in a pharmacy under the personal supervision of a registered pharmacist. Licensure as a registered pharmacist by the California State Board of Pharmacy is a requirement.
 - 3 Clinical Pharmacist/Pharmacist. Must be a U.S. Pharmacy School Graduate recognized by the California Board of Pharmacy, or foreign Pharmacy School Graduate with course equivalency, including 1500 hours of practical experience in a pharmacy under the personal supervision of a registered pharmacist. Licensure as a registered pharmacist by the California State Board of Pharmacy is a requirement.
 - 4 Pharmacy Technician. Must be a high school graduate or possess a G.E.D. Under the supervision of a pharmacist, they either completed a training course specified by the California Board of Pharmacy or gained designated experience (see Cal. Code of Reg. 1793). Certification as a Pharmacy Technician by the California State Board of Pharmacy is a requirement for all new hires and contract personnel.
- B System to Determine Staffing Levels. Staffing levels are analyzed and actions are taken based upon changes in activities/responsibilities and population served.
- C Staffing Plan. The Pharmacy staffing plan is based on the number of prescriptions and patient waiting time (100

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- Outpatient Pharmacy) and the amount of orders and timely processing, dispensing, and delivery of medications/quality control activities (100 Inpatient Pharmacy), which is influenced by the patient population.
- 1 Pharmacy Management -4 FTEs
 - 2 100 Outpatient Pharmacy
 - a 3 FTE Pharmacists
 - b 7 FTE Pharmacy Technicians
 - c 1 FTE Pharmacy Helper
 - 3 100 Inpatient Pharmacy
 - a 11 FTE Pharmacists
 - b 11 FTE Pharmacy Technicians
 - c 1 FTE Procurement Assistant
 - d 1 FTE Pharmacy Helper
 - 4 Clinical Pharmacy
 - a 4 FTE Clinical Pharmacists
- D Staffing Variances. Staffing variances occur due to vacations, illnesses, or vacancies. Staff volunteer to work overtime or contract workers are utilized as necessary to ensure the continuum of patient care.