



**LOS ANGELES COUNTY DEPARTMENT OF HEALTH SERVICES
HARBOR-UCLA MEDICAL CENTER**

SUBJECT: PHARMACY DEPARTMENT SCOPE OF SERVICES

POLICY NO. 325C

CATEGORY: Provision of Care	EFFECTIVE DATE: 5/14
POLICY CONTACT: Jennie Ung, PharmD	UPDATE/REVISION DATE: 8/21
REVIEWED BY COMMITTEE(S): Pharmacy & Therapeutics	

PURPOSE:

To define the intent and scope of services of the Pharmacy Department.

POLICY:

The scope of pharmaceutical services relates to the use of drugs and diagnostic testing materials and shall be provided in accordance with all applicable laws, rules, regulations, and recognized standards and practice guidelines. Services shall be adequate to meet the needs of patients and the medical staff.

I. Pharmaceutical Service Definition¹:

- Manufacturing;
- Compounding;
- Dispensing;
- Distributing;
- Storing;
- Administering of drugs, biologicals, and chemicals; and
- Providing drug information to other health professionals and patients (including identification and clinical discussion with the prescriber).

- A. Provision of pharmaceutical services meets the needs of each patient's therapeutic goal by ensuring a *safe medication use process* that ensures optimal selection of medications, dose, dosage form, frequency, route, duration of therapy and that substantially reduces or eliminates adverse drug events and duplication of treatment.²
- B. ***Pharmaceutical care*** is defined as the direct, responsible provision of medication-related care for the purpose of achieving definite outcomes that improve a patient's quality of life while minimizing patient risk.²

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APPROVED BY: 
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LOS ANGELES COUNTY DEPARTMENT OF HEALTH SERVICES
HARBOR-UCLA MEDICAL CENTER

SUBJECT: PHARMACY DEPARTMENT SCOPE OF SERVICES

POLICY NO. 325C

- C. **Pharmacist** reviews all medication orders for areas where a licensed independent provider (LIP) is not present to control the ordering and administration of medications.
- D. Pharmacist: ^{3, 4, 5}
 - 1. Identifies, evaluates and interprets the chart order;
 - 2. Reviews patient's drug regimen and interprets the clinical data in the patient's medication record;
 - 3. Consults with any prescriber, nurse or health care professional;
 - 4. Calculates drug doses;
 - 5. Supervises the packaging of drugs and checks the packaging procedures and products upon completion;
 - 6. Is responsible for all activities of pharmacy technicians, interns and clerks related to the furnishing of drugs to ensure that all such activities are performed completely, safely and without risk of harm to patients;
 - 7. Performs any other duty which federal or state law or regulation authorizes only a registered pharmacist to perform; and
 - 8. Performs all functions which require professional judgment.
- E. Pharmacy technician, under supervision of pharmacist:
 - 1. Prepares medication for patients.
 - 2. Assists in preparing and storing drugs throughout the hospital.
 - 3. Assists in providing optimal pharmaceutical services.
 - 4. Assists in maintaining an adequate drugs supply.
 - 5. Ensures compliance with all legal, accreditation, certification requirements, policies and procedures.

II. The Pharmacy Department

- A. The Department is directed by professionally competent and legally qualified pharmacists and staffed by a sufficient number of competent personnel.
- B. Space, equipment and supplies are provided to assure professional and administrative functions are completed, as required to promote patient care, safe medication use practices, and regulatory quality compliance through the proper storage, preparation, dispensing, administration, and monitoring of drug use.
- C. The scope of the Pharmacy Services shall be consistent with the medication needs of the patient, and determined in collaboration with the Medical Staff.
- D. Written policies and procedures that pertain to the hospital drug distribution systems are developed by the Director of Pharmacy in concert with the Medical Staff and, as appropriate, with representatives of other disciplines.
- E. Written policies and procedures governing the safe administration of drugs and biological products shall be developed by the Medical Staff in cooperation with the Pharmacy Department, Nursing Services and representatives from other disciplines as necessary.

III. The Director of Pharmacy shall have overall responsibility for the pharmaceutical service.

- A. The Director is responsible for the procurement, storage and distribution of all drugs as well as the development, coordination, supervision and review of pharmaceutical services in the hospital.
- B. The Director assures availability of staff necessary to provide pharmaceutical services.
- C. Responsibilities of the Director are set forth in the job description.



LOS ANGELES COUNTY DEPARTMENT OF HEALTH SERVICES
HARBOR-UCLA MEDICAL CENTER

SUBJECT: PHARMACY DEPARTMENT SCOPE OF SERVICES

POLICY NO. 325C

IV. SCOPE OF PHARMACY SERVICES ^{6.12}

- A. The Pharmacy Director and pharmacists shall participate in the Pharmacy and Therapeutics and Medication Safety Committees to develop and implement policies and procedures for establishment of safe and effective systems for procurement, storage, distribution, dispensing and use of drugs and chemicals.
- B. This applies to all licensed pharmacists if certain training, certification, record keeping, and notification requirements are met. Once a statewide protocol is adopted by the Board of Pharmacy, it will automatically apply to all licensed pharmacists.
1. Administer drugs and biologics when ordered by a prescriber: oral and topical.
 2. Provide consultation, training, and education about drug therapy, disease management and disease prevention.
 3. Participate in multidisciplinary review of patient progress, including appropriate access to medical records.
 4. Independently initiate and administer immunizations to patients three years of age and older. A physician protocol is still required to administer immunizations on children younger than three years of age.
 5. Perform procedures or functions as part of the care provided by a health care facility or licensed clinic in which there is a physician oversight.
 6. Order and interpret tests for the purpose of monitoring and managing the efficacy and toxicity of drug therapies. A pharmacist who orders and interprets tests pursuant to this paragraph shall ensure that the ordering of those tests is done in coordination with the patient's primary care provider or diagnosing prescriber, as appropriate, including promptly transmitting written notification to the patient's diagnosing prescriber or entering the appropriate information in a patient record system shared with the prescriber, when available and as permitted by that prescriber.
 7. Provide professional information, including clinical or pharmacological information, advice, or consultation to other health care professionals.
 8. Furnish travel medications recommended by the federal Centers for Disease Control and Prevention (CDC) not requiring a diagnosis.
 9. Furnish the following (pursuant to a statewide protocol if certain training, certification, recordkeeping and notification requirements are met):
 - a. Self-administered hormonal contraceptives (pill, patch and ring);
 - b. Prescription nicotine replacement products for smoking cessation;
 - c. Devices: the pharmacist shall notify the patient's primary care provider of any drug or devices furnished to the patient, or enter the appropriate information in a patient record system shared with the primary care provider, as permitted by that primary care provider. If the patient does not have a primary care provider, the pharmacist shall provide the patient with a written record of the drugs or devices furnished and advise the patient to consult a physician of the patient's choice.
 10. Authorize emergency refill of prescription without prescriber authorization if the prescriber is unavailable to authorize the refill and if, in the pharmacist's professional judgment, failure to refill the prescription might interrupt the patient's ongoing care and have a significant adverse effect on the patient's well-being.
- C. The Pharmacy complies with the requirements of, and develops, the following written policies and procedures:
1. Basic information concerning investigational drugs and adverse drug reactions;



LOS ANGELES COUNTY DEPARTMENT OF HEALTH SERVICES
HARBOR-UCLA MEDICAL CENTER

SUBJECT: PHARMACY DEPARTMENT SCOPE OF SERVICES

POLICY NO. 325C

2. Repackaging and compounding records;
3. Physician orders;
4. Wards, nursing stations and clinic stock medications;
5. Drugs brought into the facility by patients for storage or use;
6. Bedside medications;
7. Emergency drug supply;
8. Pass medications;
9. Inspection of medication storage areas and nursing stations no less frequently than every 30 days;
10. Outdated drugs;
11. Routine distribution of inpatient and dispensing of outpatient medications;
12. Preparation, labeling and distribution of IV admixtures and cytotoxic agents;
13. Use of electronic image and data order transmissions;
14. Selection, procurement, and storage of drugs (including maintaining an adequate drug supply);
15. Prescribing drugs;
16. Preparing/dispensing (including labeling) of drugs, chemicals, sterile products, and parenteral solutions;
17. Administration of drugs;
18. Monitoring the effects of drugs on patients (including monitoring for appropriate and safe drug use and therapy);
19. Monitoring adverse drug reactions;
20. Participating in investigational drug studies;
21. Providing drug information;
22. Meeting the needs of patient types and age groups served by the facility;
23. Providing patient and family education;
24. Supervising all drug storage and preparation areas within the Pharmacy and throughout the facility;
25. Participation in the hospital-wide quality/performance improvement programs.

D. A pharmacist reviews the appropriateness of all medication orders for medications to be dispensed in the hospital.

E. All medication orders are reviewed for the following:

1. Patient allergies or potential sensitivities;
2. Existing or potential interactions between the medication ordered and, in conjunction with the nutrition services, food and medications the patient is currently taking;
3. Appropriateness of the medication, dose, frequency, and route of administration;
4. Current or potential impact as indicated by laboratory values;
5. Therapeutic duplication;
6. Other contraindications.

F. After the medication order has been reviewed, all concerns, issues, or questions are clarified with the individual prescriber before dispensing.⁷

V. MEDICATION MANAGEMENT ⁸

A. The hospital evaluates the effectiveness of its medication management system by:

1. Collecting data on the performance of its medication management system.⁹
2. Analyzing data on its medication management system.



LOS ANGELES COUNTY DEPARTMENT OF HEALTH SERVICES
HARBOR-UCLA MEDICAL CENTER

SUBJECT: PHARMACY DEPARTMENT SCOPE OF SERVICES

POLICY NO. 325C

3. Comparing data over time to identify risk points, levels of performance, patterns, trends, and variations of its medication management system.
4. Reviewing the literature and other external sources for new technologies and best practices.
5. Identifying opportunities for improvement in its medication management system based on analysis of its data, as well as review of the literature for new technologies and best practices.
6. Taking action on improvement opportunities identified as priorities for its medication management system.
7. Evaluating its actions to confirm that they resulted in improvements for its medication management system
8. Implementing required action(s) when planned improvements for its medication management processes are either not achieved or not sustained.

B. The Hospital has a Medication Safety Committee to monitor the effectiveness of its medication management system, evaluate medication events, and adverse drug reactions. The Medication Safety Officer of the pharmacy department works jointly with the Chairs of this multidisciplinary committee to establish agenda topics and create processes to improve medication use and safety throughout the institution.

VI. ASSESSMENT AND ALTERATION OF SCOPE OF SERVICES

- A. Pharmacists at Harbor-UCLA Medical Center may perform the following functions (when done in accordance with the hospital's policies, procedures and protocols which have been developed by health professionals including physicians, pharmacists, and registered nurses, with the concurrence of the facility administrator):
 1. Ordering or performing routine drug therapy-related patient assessment procedures;
 2. Ordering drug therapy-related laboratory tests;
 3. Administering drugs or biologicals by injection;
 4. Initiating or adjusting the drug regimen of a patient; and
- B. Prior to performing any of these functions, the pharmacist must have either successfully completed clinical pharmacy residency training, obtaining BCPS certification, or possess demonstrated clinical experience in direct patient care delivery. 3, 4, 10, 11
- C. The Pharmacy periodically assesses its scope of services and, as necessary, alters the scope to meet changing patient-care needs.

VII. PHARMACY HOURS OF OPERATION

- A. The In-patient Pharmacy staff provides services 24 hours a day/7 days a week.
- B. Outpatient Pharmacy Hours of Operation: See Appendix A.

REFERENCES:

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2. Centers for Medicare & Medicaid Service, Condition of Participation: Pharmaceutical Services. §482.25. Available at: <http://www.ecfr.gov/cgi-bin/text-idx?c=ecfr&sid=b09bd7ac6c8241ae3fa68f5136e5e7d4&rqn=div5&view=text&node=42:5.0.1.1.1&idno=42#42:5.0.1.1.1.3.4.5>. Accessed January 18, 2014.
3. California Business and Professions Code. Section 4052. Available at: <http://law.onecle.com/california/business/4052.html>. Accessed January 18, 2014.



LOS ANGELES COUNTY DEPARTMENT OF HEALTH SERVICES
HARBOR-UCLA MEDICAL CENTER

SUBJECT: PHARMACY DEPARTMENT SCOPE OF SERVICES

POLICY NO. 325C

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5. California Code of Regulations. Title 16. §1793.1, Duties of a Pharmacist. Available at: <http://weblinks.westlaw.com/result/default.aspx?cite=16CAADCS1793%2E1&db=1000937&findtype=L&fn=%5Ftop&pbcc=DA010192&rlt=CLID%5FFQRLT55534324014201&rp=%2FSearch%2Fdefault%2E1&rs=WEBL14%2E01&service=Find&spa=CCR%2D1000&sr=TC&vr=2%2E0>. Accessed January 18, 2014.
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10. California Business and Professions Code. Section 4027. Available at: <http://law.onecle.com/california/business/4027.html>. Accessed January 18, 2014.
11. California Business and Professions Code. Section 4051. Available at: <http://law.onecle.com/california/business/4051.html>. Accessed January 18, 2014.
12. Pharmacist Provider Status Legislation. Senate Bill 493 (Hernandez). Available at: http://leginfo.ca.gov/faces/billNavClient.xhtml?bill_id=201320140SB493. Accessed April 18, 2014.

Reviewed and approved by:
Medical Executive Committee on date 8/2021

Beverley A. Petrie, M.D.
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**LOS ANGELES COUNTY DEPARTMENT OF HEALTH SERVICES
HARBOR-UCLA MEDICAL CENTER**

SUBJECT: PHARMACY DEPARTMENT SCOPE OF SERVICES

POLICY NO. 325C

Appendix A: Outpatient Pharmacy Hours of Operation

Pharmacy and Address	Hours of operation
Outpatient Pharmacy Room 107, 1 st Floor Hospital 1000 W. Carson St. Torrance, CA 90509	Mon - Fri: 7am to 10pm Weekends & holidays: 8am to 6pm
N-22 Pharmacy 1000 W. Carson St. Torrance, CA 90509	Mon - Fri: 8:30am to 6pm Sat: 9am to 2pm Sundays & holidays: CLOSED
Family Medicine Clinic Pharmacy (2 nd Floor) 1403 Lomita Blvd. Harbor City, CA 90710	Mon - Fri: 8am to 5:30pm Weekends & holidays: CLOSED