



# Department of Pharmacy POLICY AND PROCEDURE

POLICY NUMBER: 896  
VERSION: 1

## **SUBJECT: Quality Control Program - Outpatient Pharmacy**

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### **POLICY:**

The Director of Pharmacy will monitor the drug distribution performance of the Outpatient Pharmacy on a routine basis. Quality control indicators will be evaluated periodically. The Director of Pharmacy will maintain a log of monthly findings.

### **PROCEDURE:**

#### **1. Indicator: Accuracy of Prescriptions**

- Method: Review for correct

Patient's name,

MRUN #

Name of Provider

Medication name

Direction

Quantity

Number of refills

Review 100 prescriptions at least per quarter

Report of findings to Patient Safety committee

Corrective actions taken

- Standard: less than one error per month
- Data source: Prescriptions in file

#### **2. Indicator: Correct drugs and patient in the bags**

- Method: Monthly open 30 bags ready for pick up on the rack and check the medication vials with the prescription labels
- Ensure that there is no vials for the wrong patient ( medications for 2 patients in the same bag)
- Standard: 0 errors
- Data Source: 0 errors

**3. Indicator: Appropriate patient consultation**

- Method: Verification of 2 patient's ID
- Review of drug name and instruction for use, direction, compare with prescription. Check for auxiliary labels
- Review potential drug/ drug interaction
- Ask if patient has any additional questions
- Standard: 0 errors
- Data Source: Patient consultations at the window

**4. Indicator: Outpatient pharmacy controlled substances inventory.**

- Method: Perform controlled substances inventory monthly
- Report to pharmacy supervisor any discrepancies found.
- Reconcile the drug usage list with the record in the inventory book to resolve discrepancies.
- Standard: 0 shortages
- Data source: Controlled Substances Inventory Records

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