

**OLIVE VIEW-UCLA MEDICAL CENTER
PHARMACY
POLICY & PROCEDURE**

**NUMBER: 1172
VERSION: 2**

SUBJECT/TITLE: 102 - PROVISION OF CARE PLAN

POLICY: The Pharmacy Department is responsible for providing and managing the many aspects of comprehensive pharmaceutical products and clinical pharmacy services for the patients served by Olive View-UCLA Medical Center.

PURPOSE: To delineate the scope of pharmaceutical service and care

DEPARTMENTS: Pharmacy, Nursing, Allied Health and All Medical Staff

PROCEDURE: General Information:

SCOPE OF SERVICE- the pharmacy department is responsible for procuring, securing, preparing, compounding, dispensing, distributing, and storing biological and prescription drugs for the patients served at Olive View-UCLA Medical Center. The goal is to provide optimal drug therapy for all patients and to ensure the highest quality and most cost effective care. The Pharmacy Department is responsible to Olive View organization and to its patients, visitors, and staff. It works in conjunction with the medical, nursing, allied health professional staff, and administration in providing services. Clinical and patient therapy issues are referred to Medical Administration; operational, finance, and budgetary issues are referred to Hospital Administration. Effective medication use policies and protocols are developed and approved by the Olive View Pharmacy and Therapeutics committee which is part of the medical staff committee.

Scope of pharmaceutical services consists of, but is not limited to the following services:

- I. Outpatient distribution services:
 - A. Filling discharge and clinic prescriptions for all age groups, including neonatal, pediatric, adult and geriatric.
 - B. Providing patient and family education and counseling - directions for use, storage, importance of compliance with directions, precautions, and relevant warnings.
- II. Inpatient services (services all age groups which includes neonatal,

SUBJECT/TITLE: 102 - PROVISION OF CARE PLAN

Policy Number: 1172

Page Number: 2

pediatric, adult and geriatric.)

1. Unit-dose medication distribution
2. Intravenous admixture
3. Controlled substances
4. Antineoplastic admixture
5. Total parenteral nutrition
6. Pediatrics/NICU service
7. Maintain and refill the Pyxis Medstations
8. Conduct monthly units inspections of nursing wards and clinics to ensure proper storage and security of drugs.

III. Clinical pharmacy services:

1. Quality improvement and interdisciplinary planning and evaluation
2. Monitoring drug therapy for appropriate indication, appropriate dosing and therapeutic duplication.
3. Provide clinical rotations and education for 4th year pharmacy students
4. Monitoring high alert and rescue drugs
5. Conducting drug utilization reviews (DUR)/assisting in medication use evaluations (MUE)
6. Providing clinical pharmacokinetics service
7. Assessing nutritional status
8. ICU Interdisciplinary Rounds
9. Medication error reporting and adverse drug reaction (ADR) reporting
10. Medication Safety Coordinator Pharmacist
11. Antibiotic Stewardship Clinical Pharmacist
12. Emergency Room Clinical Pharmacist

IV. Procurement services:

1. Control floor stock levels and fill approved floor stock orders for the nursing wards and clinics
2. Procurement of all formulary and non-formulary drugs for the facility
3. Inventory control of drugs
4. Order supplies and services for the pharmacy
5. Receive, stock and reconcile delivered drugs.

V. The scope of care and service is based on:

1. The type and ages of patients served;
2. The conditions and diagnoses treated;
3. The treatment or activities performed;
4. The types of practitioners providing care;
5. The sites where care or services are provided;
6. The times of provision of care or services.

The mission of the Pharmacy Department is to provide a comprehensive range of clinical services which will improve the health of our patients through the

SUBJECT/TITLE: 102 - PROVISION OF CARE PLAN

Policy Number: 1172

Page Number: 3

provision of high quality, high satisfaction, patient centered care. The Department will seek to ensure rational drug therapy and provide for a responsive and accurate drug distribution system. In this respect, the mission of the department is consistent with the mission, vision, and values of Olive View.

Hours of Operation:

Inpatient Pharmacy: 24- hours per day, 7 days per week

Outpatient Pharmacy: 0730AM to 1800 PM weekdays, 0830 to 1630
Saturday, Sundays and Holidays

BASIC FUNCTIONS AND ACTIVITIES OF THE PHARMACY DEPARTMENT

1. To provide supervision for the storage, security and distribution of medications.
2. To provide inpatients with unit of use medication and dose specific medications.
3. To prepare and supervise the admixing of sterile parenteral products
4. To compound medications when products are not available commercially.
5. To establish procedures for the procurement of DHS formulary approved drugs, and biologicals.
6. To provide written procedures for the routine and emergency procurement of drugs from another hospital when needed.
7. To ensure that all drugs are properly packaged and labeled.
8. To ensure recall notices are sent out and recalled drugs are removed from shelves and sent back to the appropriate vendor.
9. To ensure expired drugs are removed from shelves intended for distribution and stored in a separate area until collection by the County approved reverse distributor.
10. To participate in the development and maintenance of a hospital formulary.
11. To ensure there is adequate equipment for the provision of pharmaceutical services within the hospital.
12. To implement the decisions of the Pharmacy and Therapeutics Committee.
13. To maintain and keep available an approved stock of antidotes and other emergency drugs available at all times to all inpatient care areas along with authoritative, recent antidote information, as well as the phone number of the regional (Los Angeles) poison control center.
14. To provide drugs to the approved EMS services assigned to Olive View.
15. To maintain records of the transactions of the pharmacy department as required by law and as needed to maintain adequate control and accountability of all drugs.
16. To cooperate in the teaching and research programs of the hospital.
17. To provide drug information and information relating to drug therapy to the

SUBJECT/TITLE: 102 - PROVISION OF CARE PLAN

Policy Number: 1172

Page Number: 4

medical and nursing staff.

Standards of Practice and Regulatory Requirements

The Pharmacy Department shall provide services in a manner consistent with all federal, state, county and applicable regulatory agencies governing the profession and standards of pharmacy practice. The following list is a sample of regulatory agencies that have oversight over pharmacy practice:

California State Board of Pharmacy, Drug Enforcement Agency, Centers for Medicare & Medicaid Services (CMS), Department of Health Services, and The Joint Commission.

Associations and organizations that have influence on the profession include: American Society of Health System Pharmacist, American Hospital Association, California Society of Health System Pharmacist, California Pharmacist Association. ISMP

Staff Requirements

ValleyCare Pharmacy has personnel in the following job classifications:

- Pharmacy Director (Pharmacy Service Chief III)
- Pharmacy Supervisor (Pharmacy Supervisor I)
- Pharmacist (staff)
- Pharmacist (Clinical)
- Procurement Assistant
- Pharmacy Technician
- Pharmacy Helpers
- Senior Typist Clerk
- Intermediate Typist Clerk
- Intermediate Clerks

Staffing Plan:

Pharmacy management determines staffing based on needs of the service and on the following workload metrics such as:

- Outpatient prescriptions volume
- Waiting time
- Intravenous piggybacks and large volume
- TPNs for adults, pediatrics and NICU patients
- Floor stock request
- Investigational research
- Physicians inpatient orders reviewed by the pharmacist
- Pediatric compounded meds
- Discharge medication orders
- Chemotherapeutic preparations
- Pyxis refill medications for medstations and anesthesia systems

SUBJECT/TITLE: 102 - PROVISION OF CARE PLAN

Policy Number: 1172

Page Number: 5

EMK preparations
Controlled Substance requests by wards and paramedics
Pharmacist interventions

Supplies, Equipment and Space:

Supplies:

- Adequate supplies are in place

Equipment:

- Pharmacy automation to ensure security and enhance patient safety such as Pyxis, Talyst, Parata, prepacking technology

Space:

- Space is adequate for current operation

References:	
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