



# Medication Management Q&A

## Question & Answer

### 1. What is the goal of Medication Management?

The goal of Medication Management is to ensure the safe use of high-risk medications. The goal covers a wide range of standards to address managing medications safely and effectively. These include processes that are required for the complete medication cycle – procurement, storage, prescribing, preparation, dispensing, administration and disposal.

### 2. What are the areas of focus within this goal?

The Medication Management goal focuses on:

- information and education about medications;
- recognition of the potential for risk in drug selection due to look-alike, sound-alike medication products;
- necessity for independent double checks; and
- benefits of available, accurate information about the patient's clinical status and medication use.

### 3. What Required Organizational Practices are covered in the Medication Management goal?

There are six Required Organizational Practices (ROPs) within this goal. They call for BCCA to:

- Standardize and limit the number of medication concentrations available;
- Evaluate and limit the availability of heparin products and remove high-dose formats from patient care areas;
- Evaluate and limit the availability of narcotic products and remove high-dose, high-potency formats from patient care areas;
- Remove concentrated electrolytes such as potassium chloride, potassium phosphate and sodium chloride from patient care areas;
- Reconcile medications with the patient upon admission to BCCA; and
- Reconcile medications with the patient at referral or transfer of care, communicating information about the patient's medications to the next health care provider.

### 4. How do we comply with its ROPs?

Details of the practices we have in place to address the ROPs are featured in the Medication Management Fact Sheet, located in the Accreditation file on the H:Drive. It contains an outline of the procedures we have in place to ensure the safe use of high-risk medications.

### 5. How will the Medication Management ROPs be evaluated?

Surveyors will use the traditional methods to assess compliance with standards, including team interviews, patient interviews, staff interviews, documentation review, tours, and review of indicator data. Surveyors will also follow a test for compliance that has been outlined for each ROP.



POPULATION  
ONCOLOGY



WORK LIFE/  
WORKFORCE



CULTURE  
OF SAFETY



INFECTION  
PREVENTION  
& CONTROL



MEDICATION  
MANAGEMENT



COMMUNICATION

## 6. Who needs to be aware of the Medication Management ROPs?

Surveyors will meet with teams, individual physicians and staff, students and volunteers, so everyone should be aware of our six Quality and Safety goals and their associated ROPs.

If you are asked a question on an unfamiliar topic, please refer the surveyor to the appropriate department or individual, or to your manager.

## 7. What type of questions will surveyors ask about our Medication Management goal?

A sampling of the Medication Management questions that a surveyor may ask, include:

- Has BCCA standardized and limited the number of medication concentrations available?
- Has BCCA evaluated and limited the availability of heparin products and removed high-dose formats from patient care areas?
- Has BCCA evaluated and limited the availability of narcotic products and removed high-dose, high potency formats from patient care areas?
- Has BCCA removed concentrated electrolytes from patient care areas?
- How do care providers reconcile medications upon admission?
- How does information about the patient's medication get communicated to the next provider of service upon discharge from BCCA?

## 8. What are the other Accreditation goals?

In addition to Medication Management, our Accreditation program focused on:

- Population Oncology – Deliver a population-based cancer control program across the continuum of care, from prevention to end-of-life care;
- Work Life/Workforce – Create a work life and physical environment that supports the safe delivery of care and service;
- Culture of Safety – Create a culture of safety throughout the BC Cancer Agency;
- Infection Prevention & Control – Reduce the risk of site-acquired infections and their impact across the continuum of care/service throughout the BC Cancer Agency; and
- Communication – Improve the effectiveness and coordination of communication among care/service providers and recipients across the continuum.

## 9. When will we find out more about the other goals?

To date, we have provided detailed information on the Population Oncology, Work Life/Workforce, Culture of Safety and Infection Prevention & Control goals. In early May, we will provide information and training materials on the Communications goal, our final Quality & Safety goal. Additionally, BCCA will host Accreditation Fairs in each of our cancer centres in May.

## 10. Where can I get more information?

To find out more about Accreditation and our Medication Management goal, please speak with your manager or visit the Accreditation folder on H:\EVERYONE\Accreditation 2009, or email [accreditation@bccancer.bc.ca](mailto:accreditation@bccancer.bc.ca).

### About Accreditation 2009

From May 31-June 4, 2009, the BC Cancer Agency will host Accreditation Canada surveyors at each of our care and research centres. By participating in the Accreditation program, we are able to showcase our population-based cancer control program and demonstrate our commitment to continuous quality improvement, patient safety, improved efficiency and accountability.

Learn more at H:\EVERYONE\Accreditation 2009 or email questions to [accreditation@bccancer.bc.ca](mailto:accreditation@bccancer.bc.ca)