

**ASHP Center of Excellence in Medication-Use Safety**

**and Pharmacy Practice Certification Standard**

**Required Documents by Document Type and Standard**

PROGRESS ACCOUNTABILITY TOOL

All Standards and All Elements

|  |  |  |  |
| --- | --- | --- | --- |
| **DOCUMENT TYPE** | **STANDARD** | **RESPONSIBLE**  **PERSON** | **PROGRESS** |
|  |  |  |  |
| Organizational Charts |  |  |  |
| Organizational Charts – Hospital | 1.1.b.1  1.1.b.2  1.1.1  1.1.b.1  10.1.1.d |  |  |
| Organizational Charts - Pharmacy | 1.1.b.1  1.1.b.2  1.1.1  1.1.b.1  3.1.a  3.11.2.h  7.1.a  10.1.2.a |  |  |
| Organizational Charts – Medication Safety Committee placement and relationship to P&T Committee | 10.3.3.d |  |  |
|  |  |  |  |
| Process Maps/Flow Diagrams |  |  |  |
| Processes used to monitor payments and denials | 7.4.e |  |  |
| Medication event reporting system | 10.3.4.a |  |  |
| Illustration of collaboration between pharmacy department and IT for EHR | 10.3.6 |  |  |
| Performance improvement – pharmacy roles within the health-system | 10.4.1.c |  |  |
| Illustration of all IT systems, automation used, and interfaces | 11.1.a  11.1.b |  |  |
| Illustration of all IT systems, automation used, and interfaces in outpatient and/or ambulatory care pharmacies | 11.4.3.b |  |  |
| Electronic prescribing system for medication ordering if separate from organization EHR system | 11.4.3b |  |  |
| Illustration of development, review and approval of guidelines, standing orders, and order sets | 11.4.4.a |  |  |
| Illustration of infusion pump library development, maintenance, and evaluation | 11.8.2 |  |  |
| Process used for medication selection for ADCs | 12.4.1.b |  |  |
| Flow diagram to show revenue cycle monitoring tools that includes review and escalation of denials and uncollected claims | 7.4.b |  |  |
| Flow diagram to show claims management processes | 7.4.f |  |  |
| Flow diagram to show medication approval process within hospital and/or health-system that shows reporting relationships to Med Exec Committee (or equivalent) | 10.1.b |  |  |
| Flow diagram to show use of intravenous technology assisted workflow devices | 12.6.4.a |  |  |
|  |  |  |  |
| Lists |  |  |  |
| Committees and Charts with Pharmacy Executive Membership | 1.1.c |  |  |
| Committees with Pharmacy Staff Members | 1.2b  1.2c  1.2d |  |  |
| Patient Care Units with Pharmacy Staff Assignments and hours of service | 2.1.a  2.2.a |  |  |
| Patient Care Units without Pharmacy Staff Assignments and hours of service | 2.1.a |  |  |
| Ambulatory Care Clinics with Pharmacy Staff Assignments and hours of service | 2.3.a |  |  |
| Ambulatory Care Clinics without Pharmacy Staff Assignments and hours of service | 2.3.a |  |  |
| Pharmacy department leadership on organizational executive committees and councils | 3.1.c |  |  |
| Pharmacy department provided CE and staff development programs | 3.12.2.a  3.12.2.b |  |  |
| Projects implemented within past 3 years describing new services or programs | 3.19.1.b |  |  |
| Pharmacy staff membership in professional organizations with involvement ion councils and committees | 3.19.3.a |  |  |
| CMM services provided by pharmacy | 4.1.1  4.1.3.a |  |  |
| Outcomes measures for pharmacy CMM services | 4.1.5.a |  |  |
| Pharmacy staffing hours for OR Services | 4.3.1.d |  |  |
| Medications not routinely dispensed in UD/ready to administer forms | 5.3.1 |  |  |
| Patient populations and ambulatory care clinics where patients receive high cost, specialty, and clinic-administered medications AND pharmacist credentials required | 5.8.2.a |  |  |
| Financial goals for past 3 years | 7.2.c |  |  |
| Responsibilities of medication revenue team members | 7.4.d |  |  |
| Training programs | 8.1.a |  |  |
| CE programs offered within 12 months and accreditation information | 8.1.d |  |  |
| Affiliations with colleges of pharmacy and number of student months for each level of trainee provided | 8.2.a |  |  |
| Preceptor appointments in colleges of pharmacy | 8.2.d |  |  |
| Active research projects and those completed within past 12 months | 8.4.1.d |  |  |
| IRB members and their disciplines | 8.4.2.a |  |  |
| P & T Committee members, their disciplines and roles and length of service on committee | 10.1.1.c |  |  |
| Restricted drugs and process used to measure compliance with restrictions | 10.1.6 |  |  |
| MUEs completed within last 12 months | 10.1.7.a |  |  |
| REMS for current and past 12 months | 10.1.11.a |  |  |
| Electronic medication information resources available to staff | 10.2.a |  |  |
| Print medication information resources available to staff | 10.2.a |  |  |
| Standardized concentrations and quality review processes | 10.3.5.a |  |  |
| Quality committees and their charters; corresponding pharmacy staff assigned and roles | 10.4.1.a |  |  |
| Stewardship programs ongoing | 10.5.1 |  |  |
| Education and training programs and related competences for HER and HIT | 11.2.2.a |  |  |
| Five medications and their parameters involved in clinical decisions support | 11.5.1.a |  |  |
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| Data and Self-Audits |  |  |  |
| Pharmacy technician service performance measures | 2.1.d |  |  |
| Admission histories by pharmacy department | 2.2.a |  |  |
| Transitions of care | 2.2.a |  |  |
| Pharmacy department discharge responsibilities | 2.2.b |  |  |
| Telehealth vs. in-person care | 2.3.a |  |  |
| Disease prevention and wellness promotion programs | 2.4.a  2.5.a |  |  |
| Workload statistics | 3.17.a |  |  |
| Innovations data for new programs and services | 3.19.2.a |  |  |
| Percent automated dispensing cabinet medications overridden | 5.2.2  5.2.3.f |  |  |
| Medication review accuracy and medication errors | 5.2.3.d |  |  |
| Incidence of narcotic diversion | 5.6.1 |  |  |
| Demonstration of safe staffing practices | 5.8.1 |  |  |
| Prior authorization processes success and failure | 5.9.8.b |  |  |
| Insurance coverage review, clinical assessment, authorization/reauthorization management (specialty pharmacy) | 5.9.8.c |  |  |
| Benefits coordination and financial assistance (specialty pharmacy) | 5.9.8.e |  |  |
| Communication of BI and PA services (specialty pharmacy) | 5.9.8.f |  |  |
| Quality of care, cost avoidance and reduced cost of care from contracted pharmacy services | 5.9.10.b |  |  |
| Quality of care from limited distribution networks and risk sharing contracts | 5.9.10.c |  |  |
| Calibration and certification of equipment | 5.10.3.b |  |  |
| Compounding technology data | 5.10.8  12.9.1.2.b 12.11.1.b |  |  |
| Compliance with supply contracts | 5.11.2.b |  |  |
| Stock outs | 5.12.1.c |  |  |
| Refrigerator temperature logs and other temperature/humidity monitoring | 5.12.2.a |  |  |
| Tracking and trending medication stock outs and shortages | 5.13.1.a  5.13.1.b |  |  |
| ADC Medication overrides | 5.15.a  12.4.3.b  12.4.4  12.4.5  12.8.1.b  12.4.3.b |  |  |
| Medication stock removals in patient care areas | 5.15.d  12.8.1.b |  |  |
| Interventions | 6.2.2.d |  |  |
| P & T Committee member attendance | 10.1.1.c |  |  |
| Percentage of patients educated | 10.1.11.b |  |  |
| Compliance with medication policy requirements | 10.1.11.d |  |  |
| Smart infusion pumps | 10.3.5.a |  |  |
| Outcomes of medication stewardship programs | 10.5.5 |  |  |
| Height and weight documentation in EHR before medication orders are entered | 11.1.2.a |  |  |
| Medication order writing trends | 11.4.2  11.5.2.c |  |  |
| EHR warning firings | 11.5.1.b  11.5.2.e |  |  |
| EHR warning firings that trigger prescriber action | 11.5.1.b  11.5.2.b |  |  |
| Bar code medication administration scan rates | 11.7.1.b  12.2.a  12.4.3.d  12.8.1.b |  |  |
| Pharmacy-generated bar code scan rates | 11.7.2.a  12.9.1.2.b |  |  |
| Bar Code Scanner trends | 11.7.3.c  12.2.a  12.4.3.d  12.8.1.b  12.9.1.2.b |  |  |
| Smart infusion pump library updates | 11.8.1.b |  |  |
| Smart infusion pump library use trends | 11.8.2  12.2.a |  |  |
| Bar code scanning errors | 12.2.1.b  12.2.2.a  12.2.2.b  12.8.1.b  12.9.1.2.b |  |  |
| Outpatient pharmacy automated device trends | 12.8.1.b |  |  |
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| Self-Assessments and Gap Analyses |  |  |  |
| ISMP, PAI, Pharmacy Forecast and similar | 3.2.1.b  3.5.1.b  6.2.2.c  10.4.2.d  12.4.6.a |  |  |
| USP Compounding | 5.4.a  5.10.1 |  |  |
| Ambulatory care pharmacy services | 5.9.1.a |  |  |
| Electronic inventory management systems | 12.5.3.c |  |  |
| Sterile products TAWF systems | 12.6.4.b |  |  |
| Non-sterile products compounding management systems | 12.7.a |  |  |
| Outpatient pharmacy automation use | 12.8.1.a |  |  |
|  |  |  |  |
| Scorecards, Dashboards and Similar |  |  |  |
| Balanced Scorecards and dashboards – pharmacy department | 1.1.i  3.2.2.a  3.2.2.c  6.2.2.a  6.2.2.b  6.2.2.c  6.3.2.b  7.3.c  7.7.c  10.4.2.a |  |  |
| Balanced scorecards and dashboards – hospital and/or health-system | 6.1.e  6.2.2.a  6.2.2.b  6.2.2.c  6.3.2.b  7.3.c  7.7.c  10.4.2.a |  |  |
| Quality indicators not included on scorecards and dashboards | 6.2.2.d |  |  |
| Quality scorecards and dashboards | 6.3.1.c  6.3.2.a |  |  |
| Financial goals | 7.2.c  7.3.a  7.3.b |  |  |
| Descriptions |  |  |  |
| Staff roles on various programs | 1.2.e |  |  |
| Practice model description | 2.1.a  2.3.a |  |  |
| Advanced roles of pharmacy technicians | 2.1.d  3.11.1.c |  |  |
| Pharmacy department responsibilities at patient discharge and post-discharge follow-up | 2.2.b |  |  |
| Examples of CMM provided | 2.5.a  4.1.1  4.1.3.a |  |  |
| Leadership roles and responsibilities for pharmacy department personnel on emergency preparedness teams | 2.6.a |  |  |
| Credentialing and privileging | 3.11.5.2.d 3.11.5.3.b |  |  |
| Career ladders or professional development programs | 3.11.5.2.b |  |  |
| Competency assessment program | 3.11.5.3.d  4.1.2.a  5.2.3.e |  |  |
| Processes used to monitor healthcare and pharmacy advancements | 3.19.1.a |  |  |
| OR and peri-operative pharmacy services | 4.3.2 |  |  |
| Compliance with mailing and courier services | 5.9.7.a |  |  |
| Cold chain | 5.9.7.b |  |  |
| Monitoring processes and QA plans for sterile products preparation | 5.10.2.a |  |  |
| Pharmacy department quality program | 6.1.a  6.1.b |  |  |
| CQI projects for past 3 years (not reported on dashboards and scorecards | 6.4.1.a |  |  |
| Workload metrics used to add programs, services | 7.2.a |  |  |
| Process to monitor payments and denials | 7.4.e (see also process maps) |  |  |
| Education and training models | 8.2.b |  |  |
| Pharmacy technician training and education models | 8.3.a |  |  |
| Appointment process for instructors and preceptors for technician training programs | 8.3.c |  |  |
| Compliance with IRB peer-review requirements | 8.4.2.b |  |  |
| Well-being and resilience programs | 9.3.a |  |  |
| Quality assurance processes for P & T Committee functions and processes | 10.1.a |  |  |
| CQI activities for medication policy processes | 10.1.1.b |  |  |
| Role of hospital P & T Committee vs. health-system P & T Committee | 10.1.1.d |  |  |
| Pharmacy department FTE support for P & T Committee functions | 10.1.2.a |  |  |
| Specialized dosing programs | 10.01.09 (see also policies and procedures) |  |  |
| Drug information resource selection and placement | 10.2 |  |  |
| Just Culture presence in hospital/health-system | 10.3.1 |  |  |
| Medication-use safety planning | 10.3.2.a |  |  |
| Collaboration with other departments to develop guidelines, order sets, pathways, etc. | 10.3.5.a |  |  |
| Data review processes for BCMA | 11.7.1.e |  |  |
| Smart infusion pump library | 11.8.2 |  |  |
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| Examples |  |  |  |
| New service development and implementation | 2.1.b |  |  |
| Patient care services | 2.1.c |  |  |
| Patient care responsibilities at discharge | 2.2.b (see also descriptions) |  |  |
| Disease prevention and wellness promotion programs | 2.4.a |  |  |
| CMM provided to patients in all settings | 2.5.a (see also descriptions) |  |  |
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| Communication tools used to communicate new or changes in policies and procedures | 3.10.a  3.10.b |  |  |
| Orientation schedule for newly hired employees | 3.11.5.2.d |  |  |
| Training programs involving new processes | 3.12.3.a |  |  |
| Evaluation of new employee hiring processes | 3.13.2 |  |  |
| Employee performance evaluations (for on-site review) | 3.15.a  3.15.b  3.15.c  3.16.a  3.15.b |  |  |
| Competency assessment program | 3.16.a  3.16.b |  |  |
| Pharmacist-developed care plans | 4.1.1 |  |  |
| Templates for pharmacist documentation | 4.1.4.a |  |  |
| Outcomes measures to evaluate CMM | 4.1.5.a |  |  |
| Pharmacy department CQI projects for 3 years | 6.4.1.b |  |  |
| Reporting processes to report pharmacy department metrics | 6.4.1.b |  |  |
| Staffing plan and workload metrics for 3 years | 7.2.a |  |  |
| Financial goals for 3 years | 7.2.c (see also dashboards) |  |  |
| Capital budget requests for past 3 years | 7.2.g |  |  |
| Reimbursement specialist activities | 7.4.b |  |  |
| Claims management | 7.4.f (see also flow diagrams) |  |  |
| Billing processing for cognitive services | 7.4.j |  |  |
| Business growth and development | 7.7.e  7.7.f  7.7.g  7.7.4.h |  |  |
| Education and training models | 8.2.a (see also descriptions) |  |  |
| Programs to improve employee performance | 9.2.a  9.2.b |  |  |
| Quality assurance for P & T Committee functions | 10.1.a  10.1.b (see also descriptions) |  |  |
| Pre-meeting P & T Committee packet(s) | 10.1.1.a |  |  |
| Communications of P & T Committee actions | 10.1.1.f |  |  |
| Advisory, educational, and evaluative roles of P & T Committee | 10.1.1.f |  |  |
| Medication monographs | 10.1.4 |  |  |
| Completed medication use evaluations | 10.1.5.d  10.1.7.a |  |  |
| Specialized dosing program examples | 10.1.9.a |  |  |
| Pre-meeting packets for medication safety committees | 10.3.3.b |  |  |
|  |  |  |  |
| Documents |  |  |  |
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| Progress towards current pharmacy goals and objectives | 3.2.1.d |  |  |
| Collaborative practice agreements | 3.11.5.4.a |  |  |
| Hospital or health-system scope of services | 4.1.3.a |  |  |
| Templates on pharmacist documentation | 4.1.4.a |  |  |
| Service agreements for remote order verification | 5.2.4.a |  |  |
| USP compliance and gap analyses | 5.4.a |  |  |
| Staffing strategies | 5.8.1 |  |  |
| Contingency plans for safe staffing practices | 5.8.2 |  |  |
| Specialty pharmacy scope of services | 5.9.4.a  5.9.4.b  5.9.4.c  5.9.5.a  5.9.5.b |  |  |
| Medication revenue team department and list of responsibilities | 7.4.d |  |  |
| Contract with IRB for services (if applicable) | 8.4.2.a |  |  |
| Appointment process to P & T Committee | 10.1.1.c |  |  |
| Staff training documents and competencies | 12.6.1.e  12.8.1.e |  |  |
| Career advancement ladder | 3.11.5.2.a |  |  |
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| Meeting Minutes |  |  |  |
| Pharmacy department strategic planning | 3.2.c |  |  |
| Committees where sterile product compounding data is presented | 5.10.5.b |  |  |
| P & T Committee and subcommittees and their activities and decisions | 5.13.1.b  5.15.b  10.1.1.e |  |  |
| Medication safety committee | 10.3.3.b  10.3.3.1.a  10.3.3.1.b |  |  |
| Medication stewardship committee(s) | 10.5.2.a |  |  |
| Smart infusion pump use monitoring committee | 11.8.3.b |  |  |
| Interdisciplinary committee reviewing BCMA use | 12.2.2.b |  |  |
|  |  |  |  |
| Job Descriptions and Competence Assessment |  |  |  |
| Pharmacy technicians with advanced roles | 2.1.d  3.11.1.c |  |  |
| Pharmacists and pharmacy technicians | 3.11.1.a  3.11.4.a  3.11.5.1 |  |  |
| Pharmacy leadership team members | 3.11.2.d-g |  |  |
| Pharmacy executive (and functional responsibilities) | 3.11.2.a  3.11.2.b  3.11.2.d  3.11.2.e  3.11.2.f  3.11.2.g  3.11.2.I  7.1.a |  |  |
| Clinical pharmacists and clinical pharmacy specialists | 3.11.5.2.a  3.11.5.2.b  4.1.2.a |  |  |
| Clinical pharmacists/specialists that provide CMM | 4.1.2.a |  |  |
| Personnel involved with diversion | 5.6.2 |  |  |
| Personnel involved in prior authorization, refill authorization, benefits investigation | 5.9.1.d |  |  |
| Medication shortage management staff | 5.13.2.b |  |  |
| Reimbursement specialist plus functional responsibilities | 7.4.b |  |  |
| Pharmacy-based medication safety leader/officer | 10.3.3.c |  |  |
| New and ongoing staff training and competency | 3.9.d  3.11.5.3.d  3.13.1  5.10.6 |  |  |
| Process to monitor continued competence | 4.2.1.b |  |  |
| Staff competence to use EHR | 5.2.3.e  11.2.2.d |  |  |
| Medication transport vendor | 5.5.b |  |  |
| Personnel involved in prior authorization, refill authorization, benefits investigation competency | 5.9.1.d |  |  |
| CMM providers | 5.9.2.a |  |  |
| Medication couriers | 5.9.7.c |  |  |
| Home infusion staff competencies | 5.9.9.a |  |  |
| Personnel that clean sterile compounding area(s) | 5.10.4 |  |  |
| Personnel that compound sterile products | 5.10.6  5.10.9  12.6.1.e |  |  |
| Staff that use informatics and automation systems | 10.3.6 |  |  |
| Medication administration | 11.1.a.a  11.6.1.a |  |  |
| Staff that use outpatient pharmacy automation | 12.8.1.c |  |  |
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| Stories |  |  |  |
| Pharmacy executive position in the organization |  |  |  |
| Pharmacy department responsibilities at patient discharge | 2.2.b |  |  |
| Demonstration of excellence in adherence to meet national and professional standards | 3.5.2.a  3.5.2.b |  |  |
| Medication event reporting | 10.3.3.2.c |  |  |
| Standardized concentration and quality processes | 10.3.5.a |  |  |
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| Presentations |  |  |  |
| Overview of hospital/health-system/organization | 1.1  3.1 |  |  |
| Overview of pharmacy department and services | 2.1  2.2  2.3  2.4  2.5  2.6  3.1  3.2  3.3  3.4  4.1  5.2  4.3  4.4  5.2  5.3  5.7  5.9  2.10  8.1  8.2  8.3  8.4  9.1  9.2  9.3  10.1  10.4  11.1  11.5  11.6  11.7  12.1  12.4 |  |  |
| Process standardization and medication safety | 10.3.3.1.a.  10.3.3.1.b 10.3.3.2.a  10.3.3.2.b  10.3.3.2.c |  |  |
| Medication stewardship programs | 10.5.1 |  |  |
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| Policies and Procedures |  |  |  |
| Pharmacists and pharmacy technicians with reporting relationships outside of the pharmacy | 1.1.1 |  |  |
| Emergency Preparedness | 2.6b |  |  |
| Emergency response | 3.7.a |  |  |
| Infection prevention and control | 3.7.a |  |  |
| Pharmacy department compendium of policies and procedures | 3.8.1.a  3.8.1.b |  |  |
| Confidentiality and data security | 3.9c |  |  |
| Revocation of access to confidential information in information systems and automation | 3.9c |  |  |
| Licensure review and verification | 3.11.3  3.11.3.a |  |  |
| Certification review and verification | 3.11.3.  3.11.3.a |  |  |
| Monitoring process for pharmacist and pharmacy technicians with certain job requirements | 3.11.5.2.c |  |  |
| Credentialing and privileging | 3.11.5.3.a,  3.11.5.3.b 3.11.5.4.d  4.1.2.b |  |  |
| Collaborative practice | 3.11.5.4.b  3.11.5.4.d  4.1.3.b |  |  |
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| Orientation of new staff members | 3.13.1 |  |  |
| Ethical conduct | 3.14.a |  |  |
| Hospital conflict of interest | 3.14.b |  |  |
| Pharmacist documentation in the EHR | 4.1.4.a |  |  |
| Code Blue and Team members – hospital | 4.2.1.a |  |  |
| Trauma team response (and other emergency response teams) – hospital | 4.2.1.a |  |  |
| Code Blue pharmacy policy | 4.2.1.a |  |  |
| Trauma team response pharmacy policy (and other emergency response teams) | 4.2.1.a |  |  |
| Patient care management during emergencies | 4.2.2.a |  |  |
| Code cart medication contents and monitoring | 4.2.2.b |  |  |
| Code cart medication stocking and checking | 4.2.2.b  4.2.2.c |  |  |
| Medication control and management in peri-operative areas and ORs | 4.3.a.b |  |  |
| Use of automation in peri-operative areas and ORs | 4.3.1.c |  |  |
| Investigational drug services | 4.4.a |  |  |
| Pharmacy involvement in medication research | 4.4.a  4.4.b |  |  |
| Medication storage | 5.1.1.b  5.1.2.a  5.12.1.a  5.15.a  5.15.b  5.15.c |  |  |
| Pharmacist access to EHR | 5.2.1 |  |  |
| Pharmacist review of medication orders | 5.2.2;  5.2.3.a  5.2.3.f |  |  |
| Medication overrides | 5.2.2  5.2.3.a  5.2.3.f |  |  |
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| Medication dispensing | 5.3.1  5.3.3 |  |  |
| Bar-code dispensing | 5.3.1 |  |  |
| Medication administration | 5.3.2; See also 10.1.9.c  11.1.a.a  11.6.1.a |  |  |
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| Automatic dispensing cabinet stocking and restocking | 5.5.c |  |  |
| Medication and controlled substance diversion | 5.6.2  5.11.2.a |  |  |
| Security monitoring system for diversion-prone medications | 5.6.3 |  |  |
| After-hours access to the pharmacy department (if not 24 hour services) | 5.7.a |  |  |
| Safe staffing practices | 5.8.2 |  |  |
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