

# Improve Your Medication Management Processes



Medication management remains a primary concern in hospitals. Problems with design and implementation of processes can result in serious adverse outcomes to patients, which may not be apparent until a sentinel event occurs. Medication Management consultants from JCI can help you with a variety of comprehensive assessments and reviews to develop a plan that addresses quality improvement issues.

Comprehensive medication management assessments evaluate policies, data, and processes pertaining to medications in all areas of your organization. Performance gaps are identified using Joint Commission International standards as well as leading practices.

Review of medication processes in key patient care areas can include:

- Operating theatre
- Labor and Delivery
- Intensive Care units
- Pediatrics
- Oncology
- Emergency Department
- Radiology, including CT, MRI, and nuclear medicine

Pharmacy operations assessments for design, efficiency and effectiveness can include:

- Strategic planning
- Improved use of human and material resources
- Staff training and competency assessment
- Process design and pharmacy workflow analysis
- Use of data and dashboards to monitor and assess performance of key medication processes.

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Comprehensive medication management assessments are performed by JCI experts who provide you with solutions in this critical area.

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Safe adoption of technology reviews assess your medication-related technologies to identify ways to enhance the ability to mitigate risk and support optimal patient safety. Reviews can include:

- Evaluation of file builds, alerts, and other clinical decision support
- Evaluation and redesign of workflows to assist with seamless integration of work with new technology
- Technology optimization, review of data, and performance metrics
- Performance of a JCI Technology Tracer to assess technology use in the clinical setting and in a test environment

### **Train Your Team**

Our thorough assessments of your medication processes and compliance offer your pharmacy leaders the opportunity to build internal capacity by shadowing JCI consultants in order to continue the ability to assess processes.

- Custom education can be tailored to the specific needs of your organization through:
  - Educational sessions on key medication safety topics around medication safety, standards interpretation and design of processes for JCI compliance
  - Leading initiatives to teach key skills around medication preparation and administration at the bedside (six-month offering)
  - Mentoring and training of designated staff to assume medication safety responsibilities

Custom education can help prepare your team to deliver a new level of expertise in assessing standards compliance, performing medication system assessments, and serving as subject matter experts in interpretation of medication-related standards.

### **Focused Performance Improvement**

Health care organizations are defined by complex processes. Enhanced performance improvement occurs through the structured analysis of process breakdowns followed by exploration of root causes contributing to process breakdown.

This approach enables the development of targeted solutions to address those specific points of breakdown.

JCI consultants are highly trained and experienced experts who can design state of the art medication processes and build heightened awareness of safety issues, risk points and safe practices among your staff. They are trained in the methods and tools of Lean Six Sigma, the DMAIC (Define, Measure, Analyze, Improve, and Control) approach, and change management strategies to lead initiatives that help result in effective and sustainable outcomes.

JCI consultants deliver expertise that comes from planning, selection, and implementation of the following processes and technologies:

- Evaluating and identifying improvements in high-risk processes including:
  - o Sterile compounding
  - o Hazardous drug handling
  - o Non-sterile compounding
  - o Pediatric medication preparation and delivery
  - o Chemotherapy processes – including prescribing, preparation and administration
- Safe adoption of technology including:
  - o Electronic prescribing
  - o Barcode medication administration
  - o Smart infusion pumps
  - o Automated dispensing cabinets
  - o Pharmacy technology used for medication preparation and storage
  - o Medication error reporting and analysis of data- to improve outcomes and prevent future events

Our experts will help identify and recommend the services most beneficial to your organization.

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For more information visit <https://www.jointcommissioninternational.org/improve/improve-medication-management/>

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