The Lebanese Order of Pharmacists
26th Annual Congress

Teaming Up for Excellence in Patient Care
معاً للتميّز في رعاية المريض

Lebanese Accreditation:
Selection/Procurement

Mirella Aratimos-Khoury PharmD, MBA
Youssef Akiki PharmD, MBA, DBA

Learning Objectives

Definition

- Better awareness of the new accreditation requirements.

Objectives

- Continuous Improvement of the Quality.
- Safety and Management of a patient journey in a hospital.

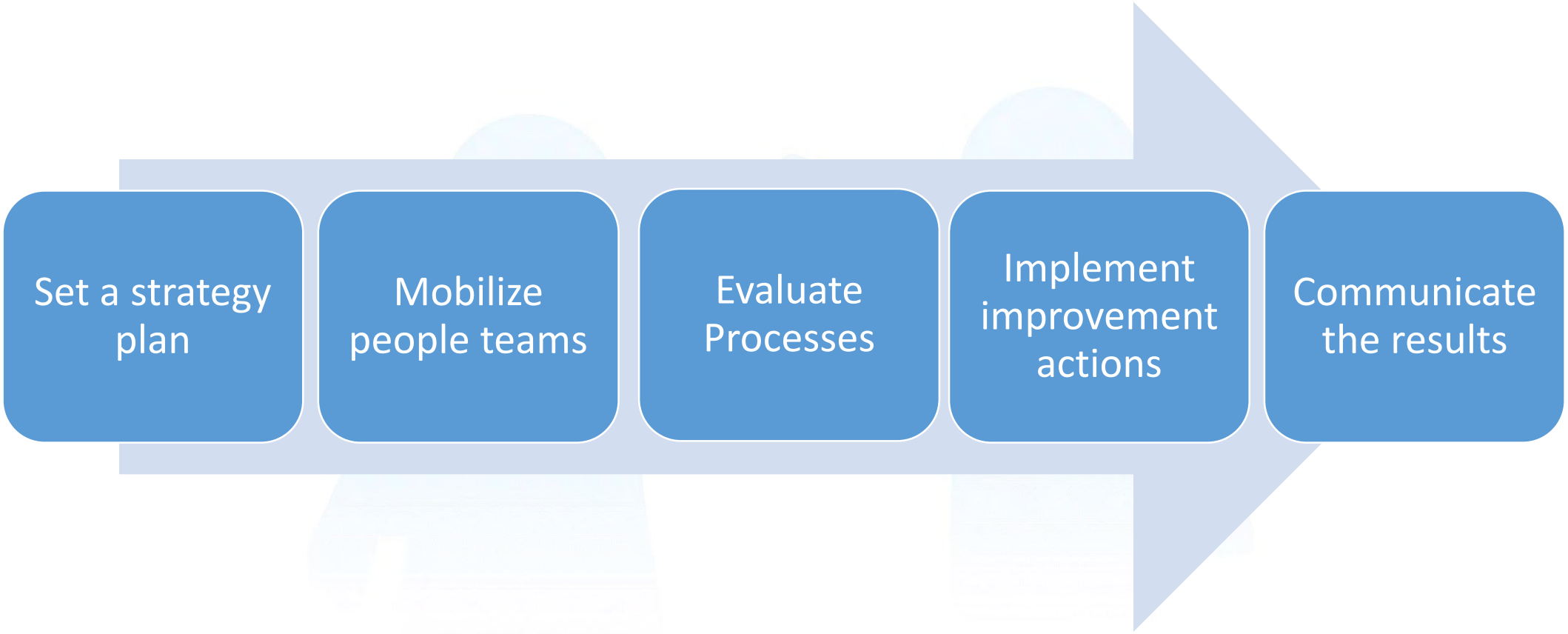
Methods

- Audit by Process.
- Patient tracer Methodology.

Stakeholders

- Health professionals.
- The patient and his relatives.

An Audit in 4 Steps : PDCA Model



OPL Hospital Pharmacist Workshop September 2018

- 3 Groups:
  - Selection and Procurement
  - Storage and Monitoring
  - Ordering, preparing and dispensing

Selection/Procurement: Question 1

Do you think that

Medication Selection is important?

Selection/Procurement: Question 2

Is the pharmacist the only one involved in Selection?

Selection and Procurement

	1. Selection and Procurement	Involved Stakeholders	Comments on the criteria and Measurement Tools	Bibliography
1	There is a list of medications stocked in the hospital or readily available from outside sources			
2	There is a process for obtaining non-formulary medications			
3	Decisions to add or to remove medications from the list are guided by criteria.			
4	A process is in place to inform all healthcare professionals involved in medication use about updates in the medication list and drug shortage			
5	A process to manage look-alike sound alike medications is in place and controlled for improvement			
6	A process to monitor data on how the drug is used and any unanticipated adverse events is in place for any newly added medication to the list			
7	The list is reviewed at least annually based on safety and effectiveness of use information			

Proposed improvement actions	

Selection and Procurement

1. Selection and Procurement			Involved Stakeholders	Comments on the criteria and Measurement Tools	Bibliography
	1	▪ There is a list of medications stocked in the hospital or readily available from outside sources	▪ P&T Committee ▪ Prescribers / Physicians ▪ Pharmacists ▪ Available Suppliers ▪ MOPH ▪ Medical Director ▪ Administrative , general administration (some have some no)	▪ MOPH registered ▪ Nssf registered ▪ FDA or EMEA approved ▪ If generic: cost effectiveness ▪ Price ▪ Used in reference hospital ▪ Documents from suppliers ▪ Technical part (fda, manufacturing ▪ And clinical (side effects, Pharmacovigilance…) ▪ Sometimes financial issues ▪ Assessment of LASA	▪ MOPH Formulary (online version and app) ▪ Therapeuticall y Guidelines and Protocols ▪ FDA ,EMA, ANSM, NICE…,
Proposed improvement actions					

Selection and Procurement

1. Selection and Procurement	Involved Stakeholders	Comments on the criteria and Measurement Tools	Bibliography
2 ▪ There is a process for obtaining non-formulary medications	▪ Doctors, ▪ Pharmacists ▪ Procurement , ▪ Communication by emails, ▪ Medical directors, ▪ P&T Committee ▪ Special cases: ▪ - Sometimes a product with non justified indication can be refused by the P&T committee ▪ -Some hospitals the only stakeholders are ▪ Financial direction and medical direction	▪ Sheet form (added value, why is ordered?...) ▪ Process for this demand ▪ To analyze the frequency of demand during the year to se if it will ▪ To study the economic and reimbursement process ▪ There are 2 processes (emergency or not) ▪ Evaluate the need and the efficacy	▪ HTA (health technology assessment)
Proposed improvement actions			

Selection and Procurement

1. Selection and Procurement		Involved Stakeholders	Comments on the criteria and Measurement Tools	Bibliography
3	▪ Decisions to add or to remove medications from the list are guided by criteria.	▪ Pharmacist ▪ P&T Committee ▪ MOPH? ▪ Supplier?	▪ Formulary review once per year ▪ Side effects ▪ Price ▪ Shortage ▪ Ex. of Pralidoxime ▪ To see if medications are still indicated or not ▪ Post marketing monitoring ▪ By class ▪ Ex of valsartan , xylocaine viscous that was switched to xylocaine gel ▪ Calcitonin ▪ Cost and pricing issues ▪ Frequency of orders	▪ National and international guidelines
Proposed improvement actions				

Selection and Procurement

1. Selection and Procurement		Involved Stakeholders	Comments on the criteria and Measurement Tools	Bibliography
4	▪ A process is in place to inform all healthcare professionals involved in medication use about updates in the medication list and drug shortage	▪ Medical Director ▪ Medical staff ▪ Some send to the medical director in order to spread to all the physicians ▪ Nursing	▪ e-mails (for medication shortage and new added drugs) ▪ Hard copy and email ▪ Satisfaction of physicians ▪ Surveys ▪ Information system	▪ Best practices for Hospitals to Manage Drugs Shortages/ Mc Kesson ▪ ASHP Guidelines on managing Drug Product Shortages
Proposed improvement actions				

Selection and Procurement

1. Selection and Procurement		Involved Stakeholders	Comments on the criteria and Measurement Tools	Bibliography
5	▪ A process to manage look-alike sound alike ▪ medications is in place and controlled for improvement	▪ Pharmacist ▪ Nursing ▪ Procurement	▪ Labelling and separating on the shelves ▪ Updating every year for this list ▪ Assessing for complaints from departments ▪ Errors rate ▪ Reduce as possible (from the selection)	▪ FDA and ISMP Lists of Look-Alike Drug Names with Recommended Tall Man Letters ▪ ISMP Canada ▪ Look-alike sound-alike Drug list/ The Join Commission
Proposed improvement actions				

Selection and Procurement

1. Selection and Procurement		Involved Stakeholders	Comments on the criteria and Measurement Tools	Bibliography
6	▪ A process to monitor data on how the drug is used and any unanticipated adverse events is in place for any newly added medication to the list	▪ Pharmacists ▪ Physician ▪ P&T Committee ▪ Nursing ▪ Patients	▪ Product sheet ▪ Failure mode analysis (FMEA) ▪ Samples used before purchasing (for example a new paracetamol ….) ▪ Assess the need of any monitoring before selecting a drug,ex: Idarucizumab	▪ Guidelines on Adverse Drug Reaction Monitoring and Reporting – ASHP ▪ WHO; International Drug Monitoring: The Role of the Hospital ▪ FDA Adverse Event Reporting System
Proposed improvement actions				

Selection and Procurement

1. Selection and Procurement		Involved Stakeholders	Comments on the criteria and Measurement Tools	Bibliography
7	▪ The list is reviewed at least annually based on safety and effectiveness of use information	▪ Pharmacists ▪ P&T Committee	▪ Yearly frequency of list review ▪ ADRs reporting	▪ List of essential drugs WHO.
Proposed improvement actions				

Suggested Improvement Actions : Medication Management System

- Procedure for introducing and selecting new drugs
- Selection criteria for generics and biosimilar.
- Procurement and Purchasing Procedure.
- Management of out of stock and drug shortages.
- Drug preparation in critical situations.
- Ordering Policy of non formulary medications.
- Import Procedure for non existing drugs on the market.

Suggested Improvement Actions: P&T Committee

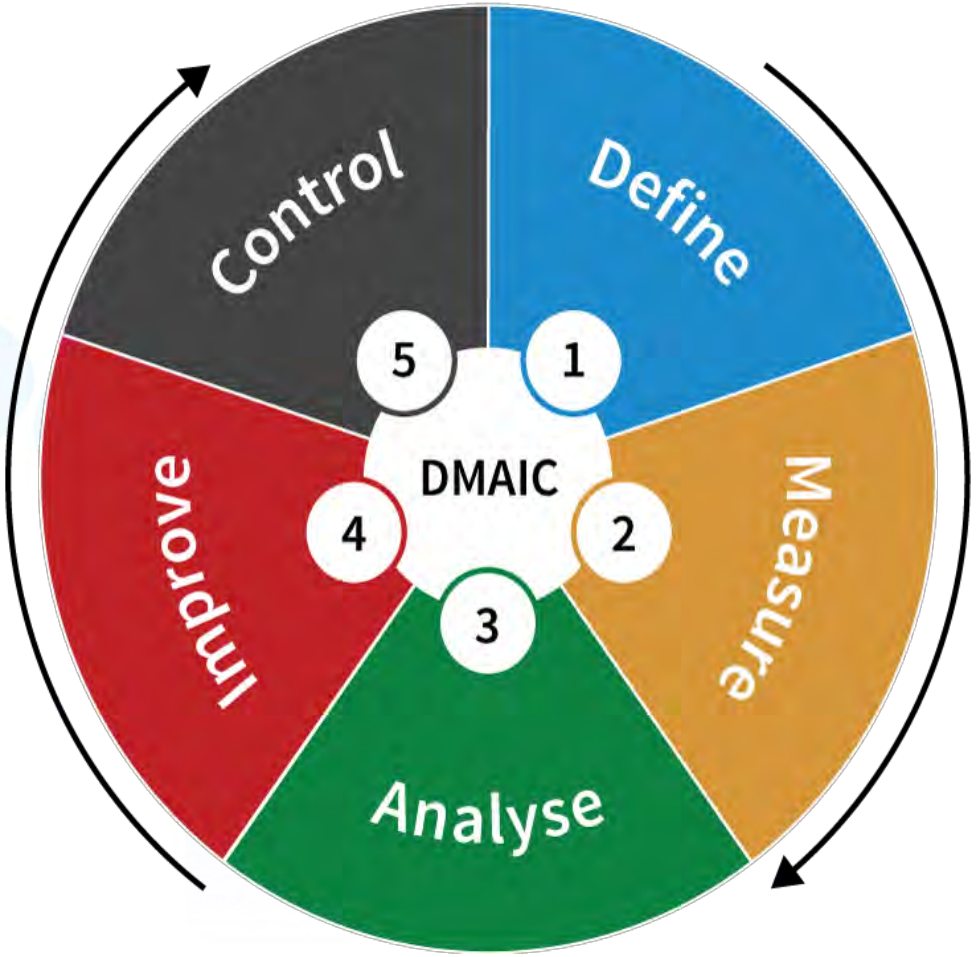
- Members appointment ,mandate, frequency of meetings
- Mission, vision
- Therapeutic formulary periodic review
- Management of LASA medications
- List of Hazardous Drugs, High Risk Drugs, and Controlled Substances
- Pharmacovigilance follow-up
- Annual Activity Report
- Methods of evaluation, control
- Monitoring with indicators
- Improvement actions
- Means of communication

Means of Communication: with health professionals

- The introduction of new drugs in the formulary.
- Shortage of products, out of stock.
- Suspension of supply of certain products.
- Substitution by other products.
- Availability of drugs after being in shortage.
- Evaluations Reports.
- Tenders Results.
- Medications with short expiry date.

Monitoring

- Define your action plan
- Monitoring by Indicators
- Distill the data (FMEA)
- Improvement actions
- Follow up by Inspecting/Auditing



Take Home Messages

- The effectiveness of the medication management system depends on adherence to policies and procedures.
- Medecine management and supply chain need must be carried out in accordance with standard guidelines and good practice.
- Evaluation has to be a regular activity in order to monitor its performance.

THANK YOU