

# Medication Management made easy

Your Key to Understanding Medication Management in Health Care Settings



## Joint Commission Resources Mission

The mission of Joint Commission Resources (JCR) is to continuously improve the safety and quality of health care in the United States and in the international community through the provision of education, publications, consultation, and evaluation services.

## Disclaimers

JCR educational programs and publications support, but are separate from, the accreditation activities of The Joint Commission. Attendees at Joint Commission Resources educational programs and purchasers of JCR publications receive no special consideration or treatment in, or confidential information about, the accreditation process. The inclusion of an organization name, product, or service in a JCR publication should not be construed as an endorsement of such organization, product, or service, nor is failure to include an organization name, product, or service to be construed as disapproval.

This publication is designed to provide accurate and authoritative information regarding the subject matter covered. Every attempt has been made to ensure accuracy at the time of publication; however, please note that laws, regulations, and standards are subject to change. Please also note that some of the examples in this publication are specific to the laws and regulations of the locality of the facility. The information and examples in this publication are provided with the understanding that the publisher is not engaged in providing medical, legal, or other professional advice. If any such assistance is desired, the services of a competent professional person should be sought.

© 2021 The Joint Commission

Published by Joint Commission Resources  
Oak Brook, Illinois 60523 USA  
<https://www.jcrinc.com>

Joint Commission Resources, Inc. (JCR), a not-for-profit affiliate of The Joint Commission, has been designated by The Joint Commission to publish publications and multimedia products. JCR reproduces and distributes these materials under license from The Joint Commission.

All rights reserved. No part of this publication may be reproduced in any form or by any means without written permission from the publisher. Requests for permission to make copies of any part of this work should be sent to [permissions@jcrinc.com](mailto:permissions@jcrinc.com).

ISBN (print): 978-1-63585-219-6  
ISBN (e-book): 978-1-63585-220-2

Printed in the USA

For more information about The Joint Commission, please visit <https://www.jointcommission.org>.

## Development Team

*Executive Editor:* Mary Beth Curran  
*Editorial Coordinator:* Kristine Stejskal  
*Associate Director, Global Publications:* Helen M. Fry, MA  
*Associate Director, Production:* Johanna Harris  
*Executive Director, Global Publishing:*  
Catherine Chopp Hinckley, MA, PhD

## Reviewers

*Joint Commission Division of Accreditation and Certification Operations*  
Wade Parker, RN, MHA, Field Surveyor  
Peter Vance, LPCC, CPHQ, Field Director, Surveyor  
Management and Development

*Joint Commission Division of Business Development, Government, and External Relations*  
Pearl S. Darling, MBA, Executive Director, Ambulatory Care Services  
Julia Finken, BSN, MBA, CPHQ, CSSBB, Executive Director, Behavioral Health Care and Human Services  
Gina Zimmermann, Executive Director, Nursing Care Center and Assisted Living Community Services

*Joint Commission Division of Healthcare Improvement*  
Robert Campbell, PharmD, Director, Standards Interpretation Group, and Director, Medication Management

*Joint Commission Division of Healthcare Quality Evaluation*  
Maureen Vance, MSN, RN, Clinical Project Director, Department of Standards and Survey Methods

*Joint Commission Resources*  
Jeannell Mansur, RPh, PharmD, FASHP, FSMSO, CJCP, Principal Consultant, Medication Management and Safety

*Office of the General Counsel*  
Kathleen Pankou, Senior Assistant General Counsel

# Table of Contents

<b>Table of Terms</b> .....	vii
<b>Introduction</b> .....	1
<b>Chapter 1: The Medication Management Program</b> .....	9
• Overview of Medication Management .....	10
• Tool 1-1. Medication Management System Stakeholder Analysis Form .....	15
• Interdisciplinary Approach .....	16
• Tool 1-2. Accessibility of Patient Information Policy.....	18
• Patient and Staff Engagement and Education .....	19
• Tool 1-3. Patient Medication Education Checklist.....	21
• Common Compliance Challenges .....	21
• Tool 1-4. Medication Storage and Security Assessment Checklist.....	23
<b>Chapter 2: Selecting and Procuring Medications</b> .....	25
• Written Criteria for Selecting and Procuring Medications.....	26
• Tool 2-1. Medication Selection Criteria Worksheet.....	28
• Creating and Maintaining a Formulary .....	29
• Tool 2-2. Formulary Worksheet.....	31
• Medication Shortages and Outages.....	31
• Medication Substitution Protocols .....	32
• Tool 2-3. Medication Outage or Shortage Substitution Protocols.....	33
<b>Chapter 3: Safely and Securely Storing Medications</b> .....	35
• Safe Storage of Medications .....	37
• Tool 3-1. Medication Storage and Security Assessment Checklist.....	40
• Tool 3-2. Medication Control Policy .....	41
• Medication Control .....	40
• Managing Medications in the Inventory.....	43
• Tool 3-3. Recalled Medication Management Policy .....	44

<b>Chapter 4: Ordering and Transcribing Medications</b> .....	47
• Communicating Medication Orders .....	49
• Tool 4-1. Medication Orders Policy.....	49
• Medication Order Types .....	55
• Tool 4-2. Mock Tracer Worksheet: Medication Ordering.....	56
• Tool 4-3. Sample Titration Order Form.....	57
• Tool 4-4. Medication Titration Orders Policy.....	57
• Look-Alike/Sound-Alike Medications .....	57
• Tool 4-5. Look-Alike/Sound-Alike Medication Management Policy Development Checklist .....	61
• High-Alert and Hazardous Medications .....	61
• Tool 4-6. High-Alert and Hazardous Medication Management Policy.....	62
<b>Chapter 5: Preparing and Dispensing Medications</b> .....	65
• Reviewing Medication Orders .....	67
• Safe Preparation of Medication Orders .....	69
• Labeling Medications .....	71
• Dispensing Medications.....	72
• Tool 5-1. Automatic Dispensing Cabinets Override Review Policy.....	74
• Obtaining Medications .....	75
• Tool 5-2. After-Hours Dispensing Policy Development Checklist.....	75
• Tool 5-3. Mock Tracer Worksheet: Medication Dispensing.....	75
<b>Chapter 6: Administering Medications</b> .....	77
• Medication Administration Basics.....	79
• Administration Verification Process .....	82
• Tool 6-1. Preadministration Checklist .....	83
• Tool 6-2. Mock Tracer Worksheet: Medication Administration.....	83
• Medication Reconciliation .....	84
• Self-Administration and Medications from Home .....	87
• Tool 6-3. Self-Administered Medications Policy .....	88
• Investigational Medications.....	89
• Tool 6-4. Investigational Medications Process Checklist.....	90
<b>Chapter 7: Monitoring Patients' Reactions</b> .....	93
• Plan to Monitor Patient Response.....	94
• Tool 7-1. Sample Patient Monitoring Form .....	98
• Adverse Drug Event Response .....	98
• Tool 7-2. Adverse Drug Event Processes Checklist .....	100
• Tool 7-3. Medication Error Investigation Procedure Checklist.....	100
• Tool 7-4. Medication Event Incident Report .....	100

- Chapter 8: Evaluating the Medication Management Process**..... 101
  - Reporting Requirements..... 102
  - Tool 8-1. Medication Error Root Cause Analysis Checklist..... 104
  - Collecting Data ..... 106
  - Analyzing Data ..... 107
  - Tool 8-2. Data Collection and Analysis Worksheet..... 109
  - Identifying and Addressing Improvement Opportunities ..... 109
  - Tool 8-3. Risk Assessment Matrix ..... 111
  
- Chapter 9: Establishing an Antimicrobial Stewardship Program** ..... 115
  - Leadership’s Commitment to Antimicrobial Stewardship..... 116
  - Staff Education ..... 117
  - Antimicrobial Stewardship Program Elements ..... 118
  - Tool 9-1. Antimicrobial Stewardship Program Checklist ..... 120
  - Tool 9-2. Antimicrobial Stewardship Practice Checklist..... 122
  - Collecting and Analyzing Program Data ..... 122
  - Tool 9-3. Antimicrobial Stewardship Procedures..... 124
  
- Appendix: Applicable Medication Management Standards** ..... 125
  
- Index**..... 139