

Improve Your Medication Management Processes



Medication management remains a primary concern in hospitals. Let JCI Medication Management consultants help you with a comprehensive assessment 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 high risk processes may include:

- Sterile admixtures compounding
- Safe adoption of technology
- Chemotherapy
- Pediatric medication processes

Pharmacy operations assessments include strategic planning, improved use of human and material resources, staff training and competency assessment, and use of data and dashboards to monitor and assess performance of key medication processes.

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

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

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

- Electronic medical systems, including computerized prescriber order entry, electronic medication administration documentation, and automation of pharmacy processes
- Smart pumps
- Barcode medication verification and dispensing
- Automated dispensing cabinets

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:

- Workshops on the foundations of medication safety
- Workshops on Joint Commission International medication management standards, interpretation, and tracer methodology

Attending a three-day training session will 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 target solutions to address those specific points of breakdown. JCI consultants 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 perform assessments and drive performance improvement in the following high-risk areas:

- High-risk medication processes including sterile compounding, chemotherapy safety, and pediatric medication management processes
- Optimal use of medication-related technologies
- Problem prone processes such as medication reconciliation
- Pharmacy performance improvement

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

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