

Appendix 1. Profile of clarity and assessability of criteria in the Canadian and US drug management standards, according to steps in the medication-use system

Step in Medication-Use System	Canadian Standard (Accreditation Canada) ¹			US Standard (The Joint Commission) ²			p Value†
	Theme	No. of Criteria	% Clear* Assessable*	Theme	No. of Criteria	% Clear* Assessable*	
Patient-specific information	9: The organization maintains accessible and up-to-date client information	4	98	1.10: Patient-specific information is readily accessible to those involved in the medication management system	3	83	0.78
	Subtotal	4	98		3	83	0.54
Selection and procurement	2: The organization maintains an up-to-date and evidence-based list of available medications	8	99	2.10: Medications available for dispensing or administration (including stock medications) are selected, listed, and procured based on criteria	7	93	0.87
	3: The organization minimizes the medications it procures and has available	9	95	NA	NA	NA	NA
	Subtotal	17	97		7	93	0.63
Storage	6: The organization provides suitable space for drug storage in pharmacies and client/unit medication areas	7	95	2.20: Medications are properly and safely stored	13	94	0.84
	7: The organization carefully selects stock drugs for each client area	7	89	2.30: Emergency medications and/or supplies, if any, are consistently available, controlled, and secured	4	100	0.92
	8: The organization stores hazardous chemicals away from clients, service providers, and drug preparation areas	5	87	2.40: A process is established to safely manage medications brought into the hospital by patients or their families	3	86	0.72
	Subtotal	19	91		20	94	0.14
Ordering and transcribing	10: The organization communicates drug orders and other drug information in a standardized way	11	85	3.10: Only medications needed to treat patient's condition are ordered, provided, or administered	1	100	0.75
	NA	NA	NA	3.20: Medication orders are written clearly and transcribed accurately	12	89	0.83
	Subtotal	11	85		13	90	0.28

Continued on page E2

Supplementary data for Alemani J, Brisseau L, Lebel D, Vaillancourt R, Rocheleau L, Bussièrès JF. A pilot comparative study of the clarity and assessability of the drug management standards of Accreditation Canada and the US Joint Commission. *Can J Hosp Pharm* 2011;64(2):116-123.

Appendix 1. Profile of clarity and assessability of criteria in the Canadian and US drug management standards, according to steps in the medication-use system (continued)

Step in Medication-Use System	Canadian Standard (Accreditation Canada) ¹				US Standard (The Joint Commission) ²				p Value†	
	Theme	No. of Criteria	% Clear*	% Assessable*	Theme	No. of Criteria	% Clear*	% Assessable*	Clarity	Assessability
Preparing and dispensing	11: The pharmacy reviews all prescriptions or medication orders for accuracy and appropriateness	6	89	78	4.10: All prescriptions or medication orders are reviewed for appropriateness	5	87	80		
	12: The pharmacy prevents contamination when preparing medications	9	94	82	4.20: Medications are prepared safely	6	90	83		
	13: The pharmacy dispenses medications in a safe, accurate, and timely way	7	76	69	4.30: Medications are labeled	4	96	94		
	14: When there is no internal pharmacy or when the pharmacy is closed, the organization has a system to safely dispense medications	3	92	75	4.40: Medications are dispensed safely	5	82	68		
	15: The pharmacy transports medication in a safe, secure, and timely way	6	76	72	4.50: The hospital has a system for safely providing medications to meet patient needs when the pharmacy is closed	4	88	85		
Administration	16: The organization educates clients about their medications and delivery devices, and ways to prevent errors	5	97	75	4.70: Medications dispensed by the hospital are retrieved when recalled or discontinued by the manufacturer or the Food and Drug Administration for safety reasons	3	92	92		
	5: The organization clearly and legibly labels all drug concentrations	4	85	75	4.80: The hospital has a process to address medications that are returned to the pharmacy or the hospital	3	97	86	0.27	0.012
Administration	Subtotal	40	87	76		30	89	83	0.98	0.53
	17: The organization follows a process to allow and monitor clients' self-administration of their medications	4	96	85	5.10: Medications are safely and accurately administered	8	92	76		
	18: The organization safely and accurately administers medications	10	93	83	5.20: Self-administered medications are safely and accurately administered	3	97	81		
	19: The organization reduces the risk of error through careful procurement, maintenance, use, and standardization of medication delivery devices	7	92	74	NA	NA	NA	NA		
Subtotal	21	93	81		11	93	77			

Continued on page E3

Supplementary data for Alemani J, Brisseau L, Lebel D, Vaillancourt R, Rocheleau L, Bussi eres JF. A pilot comparative study of the clarity and assessability of the drug management standards of Accreditation Canada and the US Joint Commission. *Can J Hosp Pharm* 2011;64(2):116-123.

Appendix 2. Criteria from the Canadian drug management standard rated as “clear” or “assessable” by less than two-thirds of panel members, in increasing order of assessability

Criterion No.	Statement ¹	Characteristic; No. (%) of Panel Members Assigning Positive Rating	
		Assessability	Clarity
4.1	The organization regularly reviews current research and evidence to identify problems with drug labeling, packaging, and nomenclature.	3 (25)	10 (83)
10.7	Prescribing medical professionals use special precautions when communicating orders for sound-alike and look-alike drugs.	3 (25)	9 (75)
13.6	The pharmacy sets and follows realistic criteria for dispensing emergency, urgent, and routine medications.	4 (33)	5 (42)
7.1	When selecting stock drugs for each client area, the organization considers the needs of each client service area, service provider expertise and familiarity with specific drugs, the risk of error with each drug, and the age and diagnoses of typical clients being treated.	4 (33)	9 (75)
8.2	The pharmacy's staff eliminates bulk chemicals that are not regularly used or considered dangerous.	5 (42)	9 (75)
14.3	The organization regularly evaluates its system for dispensing medications when the pharmacy is closed or when there is no internal pharmacy, and makes improvements as needed.	5 (42)	10 (83)
5.2	The organization labels commercially available IV infusion containers.	6 (50)	6 (50)
13.5	The pharmacy dispenses tablet medications in a dose that can be tapered.	6 (50)	6 (50)
15.2	The pharmacy has a medication delivery turn-around time consistent with established time frames for emergency, urgent, and routine medications.	6 (50)	6 (50)
1.7	The organization supports all staff and service providers to attend internal and external education programs related to safe medication use.	6 (50)	7 (58)
22.3	The organization carries out an internal quality control program for the pharmacy.	6 (50)	8 (67)
1.2	The pharmacists and pharmacy staff are actively involved in designing the organization's medication use and medication management processes.	6 (50)	11 (92)
3.3	To help differentiate products with similar labeling/packaging, the organization obtains products from different manufacturers.	6 (50)	12 (100)
9.4	The organization protects the privacy and confidentiality of client information.	6 (50)	11 (92)
10.6	The pharmacy accepts verbal and telephone orders only in emergencies.	6 (50)	11 (92)
18.9	Service providers address any medication-related concerns with a physician or pharmacist and follow established guidelines for notifying the prescribing medical professional of adverse drug events.	6 (50)	9 (75)
19.7	The organization minimizes the use of multi-dose vials.	6 (50)	11 (92)
20.1	The organization's service providers monitor the beneficial effects of medication on clients.	6 (50)	10 (83)
20.2	Service providers monitor clients for possible and actual medication-related adverse events.	6 (50)	11 (92)
20.3	Service providers document all medication-related effects in the client record.	6 (50)	10 (83)
15.6	The pharmacy has a quality control mechanism to return restocked products to the correct location.	7 (58)	7 (58)
21.3	The organization uses a drug use evaluation (DUE) process for medications with heightened error potential.	7 (58)	7 (58)
10.4	The pharmacy receives a complete, clear, and readable medication order that includes drug interaction and allergy information.	7 (58)	8 (67)

Reference

1. Managing medications [standard]. Ottawa (ON): Accreditation Canada; [cited 2010 Oct 3]. Available from: www.accreditation.ca/accreditation-programs/qmentum/standards/managing-medications/

Supplementary data for Alemanni J, Brisseau L, Lebel D, Vaillancourt R, Rocheleau L, Bussi eres JF. A pilot comparative study of the clarity and assessability of the drug management standards of Accreditation Canada and the US Joint Commission. *Can J Hosp Pharm* 2011;64(2):116-123.