

Managing High-Alert/Hazardous and Look-Alike/Sound-Alike (LASA) Medications in your Bureau of Primary Care Health Center (BPHC)

Overview of Standards and Tips to Help Maintain Compliance

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The Joint Commission

- Accredits/certifies over 21,000 health care organizations and programs.
- Vision Statement: All people always experience the safest, highest quality, best-value health care across all settings.



Our Organizing Principle



Leading the Way to **Zero**



Imagine a Day of **Zero**

- **Zero** complications of care
- **Zero** missed opportunities
- **Zero** overuse
- **Zero** harm
- **Zero** lost revenue
- **Zero** harm events of any kind



A Day of Zero 2018



NATION-WORLD

Nurse's Error At University Medical Center Kills Patient, Medicare In Jeopardy

The nurse meant to give a patient a routine sedative but made a deadly mistake. The error, which caused the death of an otherwise stable patient, has now jeopardized the Medicare reimbursement status of one of the largest and most prestigious hospitals.

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A Day of Zero 2019
**10 People Hospitalized After Mistakenly
Injected with Insulin Instead of the Flu Shot in
a Group Care Health Care Facility**



ZERO HARM

High-alert and Hazardous Medications



High-alert and Hazardous medications

- **High-alert medications** are those medications that bear a heightened risk of causing **significant patient harm** and or/**sentinel events** when they are used in error and, as a result require special safeguards to reduce the risk of errors
- **Hazardous drugs and medications** are those in which studies in animals or humans indicate that exposure to them has a potential for **causing cancer, developmental or reproductive toxicity, genotoxicity, or harm to organs**

High-alert and Hazardous Medications

- For safe management, the organization needs to develop its **own** lists of both **high-alert medications** and **hazardous drugs**
- The list should be based on the **organization's unique utilization patterns**, its **own** internal data about medication errors and sentinel events or near misses
- In addition, the organization may separately choose to include **other drugs** that require special precautions i.e. investigational drugs, controlled substances, or psychotherapeutic medications

High-alert and Hazardous Medications

- Standard MM.01.01.03 The organization safely manages high-alert and hazardous medications**

High-alert and Hazardous Medications

- MM 01.01.03 (2 Elements of Performance) (EP's)
- 1. **D** The organization identifies, in writing, its high-alert and hazardous medications
- 2. The organization follows a process for managing high-alert and hazardous medications
- *** Note: This element of performance is also applicable to sample medications**
- *** **D** Indicates, list must be documented**

High-alert and Hazardous Medications: Compliance Tips

- EP 1. **D** The organization identifies, in writing, its high-alert and hazardous medications
 - * *Develop a list and document it*
 - * *Collaborate with your pharmacy consultant to help develop your list*
 - * *Review National Institute for Occupational Safety and Health (NIOSH) resources to help develop a unique list of high-alert and hazardous medications*

High-alert and Hazardous Medications: Compliance Tips

- EP 2. The organization follows a process for managing high-alert and hazardous medications
 - * *Segregate medications in different bins or locations*
 - * *Distinguish medications by using “tall man lettering” i.e. upper case letters*
 - * *Sticker identification to identify the high-alert or hazardous medications in your organization*

High-alert and Hazardous medications

- Examples of **High-alert** medications
 - *opioids*
 - *insulin*
 - *anticoagulants*
 - *neuromuscular blocking agents*
- Example of a **Hazardous** medication
 - *chemotherapy agent*

ZERO HARM

Look-Alike/Sound-Alike Medications

Look-Alike/Sound-Alike-(LASA) Medications

- **Look-Alike/Sound-Alike medications** are those either written or spoken, which may lead to **potentially harmful errors** when confused with each other

Look-Alike/Sound-Alike-(LASA) Medications

- For safe management, the organization needs to develop its **own** list of look-alike/sound-alike (LASA) medications
- The list should be based on the **organization's unique utilization patterns**, its own internal data about medication errors and sentinel events or near misses
- In addition, the organization may separately choose to include **other drugs** that require special precautions i.e. investigational drugs, controlled substances, or psychotherapeutic medications

Look-Alike/Sound-Alike-(LASA) Medications

- Standard MM.01.02.01 The organization addresses the safe use of **look-alike/sound-alike** medications

Look-Alike/Sound-Alike-(LASA) Medications

- MM 01.02.01 (3 Elements of Performance) (EP's)
- 1. **D** The organization develops a list of look-alike/sound-alike medications it stores, dispenses, or administers
- 2. The organization takes action to prevent errors involving the interchange of the medications on its list of look-alike/sound-alike medications
- 3. The organization annually reviews and, as necessary, revises its list of look-alike/sound-alike medications
- * ***Note: This element of performance is also applicable to sample medications***
- * **D** ***Indicates, list must be documented***

Look-Alike/Sound-Alike-(LASA) Medications

- EP 1. **D** The organization develops a list of look-alike/sound-alike medications it stores, dispenses, or administers
 - ** Develop list and document it*
 - ** Collaborate with your pharmacy consultant to help develop your list*
 - ** One source of look-alike/sound-alike medications is The Institute for Safe Medication Practices (ISMP)*

Look-Alike/Sound-Alike-(LASA) Medications

- EP 2. The organization takes action to prevent errors involving the interchange of the medications on its list of look-alike/sound-alike medications
 - * *Segregate medications in different bins or locations*
 - * *Distinguish medications by using “tall man lettering” i.e. upper case letters*
 - * *Sticker identification to identify the look-alike/sound-alike medications in your organization*

Look-Alike-Sound-Alike-(LASA) Medications

- EP 3. The organization annually reviews and, as necessary, revises its list of look-alike/sound-alike medications
- ** Review your processes to ensure your list of LASA medications is reviewed on an annual basis*
- ** Ensure you have a process in place to document the review, and (if applicable), changes, to your LASA medication list*
- ** Date stamp the list and/or ensure the information is captured in annual medication management minutes, which are then reviewed and approved by your governing body*

Look-Alike/Sound-Alike-(LASA) Medications

– Examples of **Look-Alike/Sound-Alike (LASA)** medications

- *Allegra* *Viagra*
- *Benadryl* *Benazepril*
- *Cerebyx* *Celebrex*
- *Lidocaine* *Novocaine*
- *Epinephrine* *Ephedrine*

Other Tips for Compliance

- *Keep your lists available in **all** areas of your organization where medications on your **high-alert/hazardous** and **look-alike/sound-alike (LASA)** medications are administered and available such as:
 - Medication rooms
 - Crash carts
 - Dental carts
 - Automatic Dispensers
 - Narcotic Lockers
 - Procedure Rooms
 - Immunization Rooms
 - Refrigerators that store medications (i.e. insulin or other medications)
 - etc....

Other Tips for Compliance

- * Make sure **all** staff who administer medications within your organization are **aware** of your organization's lists, polices, and processes (strategies to prevent errors when administering medications that are on your **high-alert/hazardous** and **look-alike/sound-alike (LASA) medication lists**)
- * Add the discussion of your high-alert/hazardous and look-alike/sound-alike (LASA) medication to a discussion point in staff meetings i.e. **lists, strategies, and purpose**

Resources to help develop your lists

- **National Institute for Occupational Safety and Health (NIOSH)**

<https://www.cdc.gov/niosh/topics/hazdrug/>

- **Institute for Safe Medication Practices (ISMP)**

<http://www.ismp.org/Tools/confuseddrugnames.pdf>

Tracer Activity (Medication Management)

- **Medication Management Tracer** - In tracer activities, **surveyors will:**
 - * Look to see if you have high-alert and hazardous Look-alike/sound-alike medication lists and where the lists are located
 - * Talk with staff to see if they understand the meaning of the lists and the strategies used within the organization to identify medications on your high-alert and hazardous look-alike/sound-alike medication lists
 - * Look to see if you have implemented your strategy
 - * Look to see if you have completed an annual review of your look-alike/sound alike (LASA) medication list

(Frequent Observations) (RFI's)

- Organization has not implemented or partially implemented its strategy from preventing errors from medications on its high-alert and hazardous or look-alike/sound-alike (LASA) medication lists**
- Organization's staff are unaware of the strategy used within the organization to prevent errors on its high-alert and hazardous or look-alike/sound-alike (LASA) medication lists**
- Organization has not completed and or documented an annual review of its look-alike/sound-alike (LASA) medication list**

(Frequent Observations) (RFI's)

- Organization has downloaded a copy of a high-alert and hazardous or look-alike/sound-alike (LASA) medication list from the internet and have not made it unique to the medications used within the organization (i.e. medications on the downloaded copy are not administered within the organization)

(Frequent Observations) (RFI's)

- Organization has no high-alert and hazardous or look-alike/sound-alike medication lists available**
- Organization's lists are not available in areas where medications on your high-alert and hazardous or look-alike/sound-alike (LASA) are administered or stored (i.e. staff are unaware of lists)**



Summary

Develop your high-alert and look-alike/sound-alike lists

Utilize **resources and a pharmacy consultant** to help develop your list
Make sure the lists are **unique** to the medications used within your BPHC

Document the lists

Keep your lists **available in all areas** of your organization where medications on your high-alert/hazardous and look-alike/sound-alike (LASA) medications are administered and stored

Make sure **all staff who administer medications within your organization are aware of your organization's lists, policies, and processes (strategies to prevent errors when administering medications)** that are on your high-alert/hazardous and Look-alike-/sound-alike (LASA) medication lists

Document an **annual review** of your look-alike/sound-alike medications list (LASA)

Leading the Way to Zero



- Imagine a day of **zero**.
- **Zero** patient falls.
- **Zero** complications of care.
- **Zero** infections.
- **Zero** lost revenue.
- **Zero** patient safety events of any kind.

- **All gone.**
- **Replaced by improved efficiency and care.**

“Aiming for zero harm
is the first step toward
achieving it.”

--- Chassin and Loeb 2013

Questions??????

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