Revisions to the Medication Management Standards Regarding Sample Medications

APPLICABLE TO BEHAVIORAL HEALTH CARE

Effective July 1, 2014

Medication Management Chapter

**MM.01.01.01**

The organization plans its medication management processes.

Note: This standard is applicable to organizations that engage in any of the medication management processes.

**Elements of Performance for MM.01.01.01**

1. For organizations that engage in any aspect of the medication management process: The organization has a written policy that describes that the following information about the individual served is accessible to staff who participate in the medication management process:
   - Age
   - Sex
   - Diagnoses/conditions
   - Allergies
   - Sensitivities
   - Height and weight (when necessary)
   - Drug and alcohol use and abuse
   - Current medications
   - Pregnancy and lactation information (when necessary)
   - Any additional information required by the organization
   
   (See also IM.02.01.01, EP 3; RC.01.01.01, EP 13)

   Note: This element of performance is also applicable to sample medications.

Key: A indicates scoring category A; C indicates scoring category C; D indicates that documentation is required; M indicates Measure of Success is needed; ♣ indicates an Immediate Threat to Health or Safety; ♦ indicates situational decision rules apply; ♠ indicates direct impact requirements apply. ♦️ indicates an identified risk area.
2. For organizations that engage in any aspect of the medication management process: The organization implements its policy to make information about the individual served accessible to prescribers and staff who participate in the management of the individual's medications.
   Note 1: This element of performance does not apply in emergency situations.
   Note 2: This element of performance is also applicable to sample medications.

**MM.01.01.03**

The organization safely manages high-alert medications.

Note: This standard is applicable to organizations that engage in any of the medication management processes.

**Elements of Performance for MM.01.01.03**

1. The organization identifies, in writing, its high-alert medications.
   Note: This element of performance is also applicable to sample medications.
   Footnote *: For a list of high-alert medications, see http://www.ismp.org.

2. The organization has a process for managing each identified high-alert medication.
   Note: This element of performance is also applicable to sample medications.

3. The organization implements its process for managing high-alert medications.
   (See also EC.02.02.01, EP 2)
   Note: This element of performance is also applicable to sample medications.

**MM.01.02.01**

The organization addresses the safe use of look-alike/sound-alike medications.

**Elements of Performance for MM.01.02.01**

1. The organization develops a list of look-alike/sound-alike medications it stores, dispenses, or administers.
   Note 2: This element of performance is also applicable to sample medications.

2. The organization takes action to prevent errors involving the interchange of the medications on its list of look-alike/sound-alike medications.
   Note: This element of performance is also applicable to sample 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.
MM.02.01.01
The organization selects and procures medications.
Note: This standard is applicable only to organizations that operate a pharmacy.

Elements of Performance for MM.02.01.01

1. For organizations that operate a pharmacy: The organization develops criteria for determining which medications are available for dispensing to individuals served. Note: This element of performance is also applicable to sample medications.

2. For organizations that operate a pharmacy: The organization develops and approves criteria for selecting medications, which include the following:
   - Indications for use
   - Effectiveness
   - Drug interactions
   - Potential for errors and abuse
   - Adverse drug events
   - Sentinel event advisories
   - Other risks
   - Costs
   Note: This element of performance is also applicable to sample medications.

3. For organizations that operate a pharmacy: Before using a medication new to the organization, the organization determines a method to monitor the response of the individual served. (See also MM.07.01.01, EP 2)
   Note: This element of performance is also applicable to sample medications.

7. For organizations that operate a pharmacy: The organization has a process to select, approve, and procure medications that are not on its list of medications.
   Note: This element of performance is also applicable to sample medications.

8. For organizations that operate a pharmacy: The organization implements the process to select, approve, and procure medications that are not on its medication list.
   Note: This element of performance is also applicable to sample medications.

MM.03.01.01
The organization safely stores medications.
Note: This standard is applicable only to organizations that store medications at their sites.

Elements of Performance for MM.03.01.01

2. For organizations that store medications: The organization stores medications according to the manufacturers’ recommendations or a pharmacist's instructions.
   Note: This element of performance is also applicable to sample medications.

3. For organizations that store medications: The organization stores controlled (scheduled) medications to prevent diversion, in accordance with law and regulation.
   Note: This element of performance is also applicable to sample medications.
4. For organizations that store medications: The organization has a written policy addressing the control of medication between receipt by staff and administration of the medication, including safe storage, handling, security, disposition, and return to storage.  
   Note: This element of performance is also applicable to sample medications.

5. For organizations that store medications: The organization safely handles medications between receipt by staff and administration of the medications.  
   Note: This element of performance is also applicable to sample medications.

6. For organizations that store medications: The organization prevents unauthorized individuals from accessing medications in accordance with its policy and law and regulation.  
   Note: This element of performance is also applicable to sample medications.

7. For organizations that store medications: The organization labels stored medications with the contents, expiration date, and any applicable warnings provided by the pharmacy.  
   Note: This element of performance is also applicable to sample medications.

8. For organizations that store medications: The organization removes all expired, damaged, and/or contaminated medications and stores them separately from medications available for administration. (See also MM.05.01.19, EP 1)  
   Note: This element of performance is also applicable to sample medications.

18. For organizations that store medications: The organization inspects all medication storage areas periodically, as defined by the organization, to verify that medications are stored properly.  
   Note: This element of performance is also applicable to sample medications.

**MM.03.01.05**  
The organization safely controls medications brought into the organization by individuals served, their families, or prescribers.  
Note: This standard is applicable only to organizations in which staff administer medications or self-administration of medications is allowed within the organization’s facilities.

**Elements of Performance for MM.03.01.05**

1. For organizations in which staff administer medications or self-administration is allowed within the organization’s facilities: The organization defines in writing when medications brought into the organization by individuals served, their families, or prescribers can be administered.  
   Note: This element of performance is also applicable to sample medications.

2. For organizations in which staff administer medications or self-administration is allowed within the organization’s facilities: Before use or administration of a medication brought into the organization by an individual, his or her family, or a prescriber, the organization identifies the medication and visually evaluates the medication's integrity. (See also MM.05.01.07, EP 3; MM.06.01.01, EP 4)  
   Note: This element of performance is also applicable to sample medications.
3. For organizations in which staff administer medications or self-administration is allowed within the organization’s facilities: The organization informs the prescriber and individual served if the medications brought into the organization by individuals, their families, or prescribers are not permitted.

Note: This element of performance is also applicable to sample medications.

**MM.05.01.09**

Medications are labeled.

Note: This standard is applicable only to organizations that dispense or administer medications.

**Elements of Performance for MM.05.01.09**

1. For organizations that dispense or administer medications: Medication containers are labeled whenever medications are prepared but not immediately administered.

Note 1: An immediately administered medication is one that an authorized staff member prepares or obtains, takes directly to an individual served, and administers to that individual without any break in the process.

Note 2: This element of performance is also applicable to sample medications.

2. For organizations that dispense or administer medications: Information on medication labels is displayed in accordance with law and regulation.

Note: This element of performance is also applicable to sample medications.

3. For organizations that dispense or administer medications: All medications dispensed or administered in the organization are correctly labeled with the medication name, strength, and amount (if not apparent from the container).

Note: This element of performance is also applicable to sample medications.

**MM.05.01.11**

The organization safely dispenses medications.

Note: This standard is applicable only to organizations that operate a pharmacy.

**Elements of Performance for MM.05.01.11**

1. For organizations that operate a pharmacy: The organization dispenses quantities of medications that are consistent with the needs of the individual served.

Note: This element of performance is also applicable to sample medications.

2. For organizations that operate a pharmacy: The organization dispenses medications and maintains records in accordance with law and regulation, licensure, and professional standards of practice.

Note 1: Dispensing practices and recordkeeping include antidiversion strategies.

Note 2: This element of performance is also applicable to sample medications.
**MM.05.01.17**

Organizations that operate a pharmacy or distribute sample medications follow a process to retrieve recalled or discontinued medications.

**Elements of Performance for MM.05.01.17**

1. For organizations that operate a pharmacy or distribute sample medications: The organization has a written policy describing how it will retrieve and handle medications within the organization that are recalled or discontinued for safety reasons by the manufacturer or the US Food and Drug Administration (FDA). (See also EC.02.01.01, EP 11)
   
   **Note:** This element of performance is also applicable to sample medications.

2. For organizations that operate a pharmacy or distribute sample medications: The organization implements its policy on retrieving and handling medications when they are recalled or discontinued for safety reasons. (See also EC.02.01.01, EP 11)
   
   **Note:** This element of performance is also applicable to sample medications.

3. For organizations that operate a pharmacy or distribute sample medications: When a medication is recalled or discontinued for safety reasons by the manufacturer or the US Food and Drug Administration (FDA), the organization notifies the prescribers and those who dispense or administer the medication. (See also EC.02.01.01, EP 11)
   
   **Note:** This element of performance is also applicable to sample medications.

4. For organizations that operate a pharmacy or distribute sample medications: When required by law and regulation or organization policy, the organization informs individuals served that their medication has been recalled or discontinued for safety reasons by the manufacturer or the US Food and Drug Administration (FDA). (See also EC.02.01.01, EP 11)
   
   **Note:** This element of performance is also applicable to sample medications.

**MM.05.01.19**

The organization safely manages unused, expired, or returned medications.

**Elements of Performance for MM.05.01.19**

1. For organizations that administer medications: The organization determines how it will manage unused, expired, or returned medications. (See also MM.03.01.01, EP 8)
   
   **Note:** This element of performance is also applicable to sample medications.

2. For organizations that administer medications: When the organization accepts unused, expired, or returned medications, it has a process for destroying the medications or returning the medications to a pharmacy’s control that includes procedures for preventing diversion.
   
   **Note:** This element of performance is also applicable to sample medications.

3. For organizations that administer medications: The organization determines if and when outside sources are used for destruction of medications.
   
   **Note:** This element of performance is also applicable to sample medications.
4. For organizations that administer medications: The organization implements its process for managing unused, expired, or returned medications. Note: This element of performance is also applicable to sample medications.

MM.07.01.01
The organization monitors individuals served to determine the effects of their medication(s). Note: This standard is applicable only to organizations that prescribe or administer medications.

Elements of Performance for MM.07.01.01

1. For organizations that prescribe or administer medications: The organization monitors the side effects and effectiveness of the medications, as reported by the individual served or his or her family. Note: This element of performance is also applicable to sample medications.

2. For organizations that prescribe or administer medications: The organization monitors the response of the individual served to his or her medications by taking into account information from the clinical/case record, and the individual's response. (See also MM.02.01.01, EP 3) Note 1: Monitoring response to medications is an important assessment activity. In particular, monitoring the response to the first dose of a new medication is essential to safety because any adverse reactions, including serious ones, are more unpredictable if the medication has never been used before with the individual. Note 2: This element of performance is also applicable to sample medications.

3. For organizations that prescribe or administer medications: When a medication is prescribed within the organization, the prescriber takes into account information from the clinical/case record, relevant lab values, medication profile, and the individual's response. Note: This element of performance is also applicable to sample medications.

MM.07.01.03
The organization responds to actual or potential adverse medication events, significant adverse medication reactions, and medication errors. Note 1: This standard is applicable only to organizations that prescribe or administer medications. Note 2: See the Glossary for definitions of "adverse medication event" and "significant adverse medication reaction."

Elements of Performance for MM.07.01.03

1. For organizations that prescribe or administer medications: The organization has a written process to respond to actual adverse medication events, significant adverse medication reactions, and significant medication errors. Note: This element of performance is also applicable to sample medications.

2. For organizations that prescribe or administer medications: The organization’s written process addresses prescriber notification in the event of a significant adverse medication event, significant adverse medication reaction, or a significant medication error. Note: This element of performance is also applicable to sample medications.
3. For organizations that prescribe or administer medications: The organization complies with internal and external reporting requirements for significant adverse medication events, significant adverse medication reactions, or significant medication errors.
   Note: This element of performance is also applicable to sample medications.

5. For organizations that prescribe or administer medications: The organization implements its process for responding to significant adverse medication events, significant adverse medication reactions, or significant medication errors.
   Note: This element of performance is also applicable to sample medications.

**MM.08.01.01**

The organization evaluates the effectiveness of its medication management system.
Note 1: This evaluation includes reconciling medication information. (Refer to NPSG.03.06.01 for more information)
Note 2: This standard is applicable only to organizations that prescribe, dispense, or administer medications.

**Elements of Performance for MM.08.01.01**

1. For organizations that prescribe, dispense, or administer medications: The organization collects data on the performance of its medication management system. (See also PI.01.01.01, EPs 14 and 15)
   Note: This element of performance is also applicable to sample medications.

2. For organizations that prescribe, dispense, or administer medications: The organization analyzes data on its medication management system.
   Note: This element of performance is also applicable to sample medications.

3. For organizations that prescribe, dispense, or administer medications: The organization compares data over time to identify risk points, levels of performance, patterns, trends, and variations of its medication management system.
   Note: This element of performance is also applicable to sample medications.

6. For organizations that prescribe, dispense, or administer medications: The organization takes action on improvement opportunities identified as priorities for its medication management system. (Refer to PI.03.01.01, EP 2)
   Note: This element of performance is also applicable to sample medications.