

**Performance Improvement Monitors**

CS-Controlled Substance, MS - MedSelect, F-Financial, O-Operations, C-Clinical, A-Antibiotic Stewardship Program

ID	Description	Rationale	Standard, Policy & Procedure	Threshold	Frequency	D/C
PI-CS1	Removal from Stock	To verify that controlled substances removed from DT are documented on eMAR	856 IAC 2-3-30, Pharmacy - NarcVault - Controlled Subs Storage & Security, Pharmacy - Automated Dispensing Systems, Pharmacy - Controlled Subs Recordkeeping	100%	Audit >10 dispensings/month	
PI-CS2	Floor Stock	To verify that controlled substances removed from pharmacy (Centrack) are restocked at DT	856 IAC 2-3-30, Pharmacy - NarcVault - Controlled Subs Storage & Security, Pharmacy - Automated Dispensing Systems, Pharmacy - Controlled Subs Recordkeeping	100%	Audit >10 restocks/month	
PI-CS3	Pharmacy reconciliation	To verify that controlled substance restocking is being properly reconciled	856 IAC 2-3-30, Pharmacy - NarcVault - Controlled Subs Storage & Security, Pharmacy - Automated Dispensing Systems, Pharmacy - Controlled Subs Recordkeeping	100%	100% - monthly report	
PI-CS4	Wholesaler Invoice/Inventory Review	To verify that all controlled substance purchases are loaded into Centrack	856 IAC 2-3-30, Pharmacy - NarcVault - Controlled Subs Storage & Security, Pharmacy - Automated Dispensing Systems, Pharmacy - Controlled Subs Recordkeeping	100%	100% - monthly report	
PI-CS5	CS Inventory monthly	To verify that controlled substance perpetual inventory is accurate in Centrack	856 IAC 2-3-30, Pharmacy - NarcVault - Controlled Subs Storage & Security, Pharmacy - Automated Dispensing Systems, Pharmacy - Controlled Subs Recordkeeping	100%	100% - monthly audit	
PI-CS6	Return to Stock	To verify that controlled substances unloaded from a DT are returned to pharmacy stock	856 IAC 2-3-30, Pharmacy - NarcVault - Controlled Subs Storage & Security, Pharmacy - Automated Dispensing Systems, Pharmacy - Controlled Subs Recordkeeping	100%	100% - monthly report	1Q14
PI-MS1	Medication Pocket/Bin Selection function	To verify that the correct drawer opens on the DT	MM.03.01.01, Pharmacy - Automated Dispensing Systems	100%	Audit >10 locations/month	
PI-MS2	Medication Return Bin function	To verify that the contents of the return bin are accurate and that the bin is functioning properly	MM.03.01.01, Pharmacy - Automated Dispensing Systems	80%	100% - monthly report	
PI-MS3	Verification of location	To verify that the medication location within a DT is accurate based on the Master Inventory Report	MM.03.01.01, Pharmacy - Automated Dispensing Systems	100%	Audit >10 locations/month	
PI-MS4	Authorized Access	To ensure that only authorized nursing staff have access to DT	MM.03.01.01, Pharmacy - Automated Dispensing Systems	100%	100% - monthly report	3Q21
PI-MS5	Expired Medications	To ensure that no expired medications are stocked at a DT	MM.03.01.01, Pharmacy - Medication Storage	100%	Audit >10 locations/month	
PI-MS6	Overrides	To verify that pharmacists are reviewing all medication overrides	856 IAC 1-28.1-7, MM.05.01.01, MM.05.01.11, Pharmacy - Automated Dispensing Systems	100%	100% - monthly report	1Q20
PI-MS7	Discrepancies	To ensure that discrepancies are being investigated and resolved properly	MM.05.01.11, Pharmacy - Automated Dispensing Systems	80%	100% - monthly report	1Q20
PI-MS8	Dispensing verification	To verify that barcodes are being scanned when dispensing medication from DT	MM.05.01.11, Pharmacy - Automated Dispensing Systems	90%	100% - monthly report	
PI-MS9	Dispensing verification of High Risk medication	To verify that barcodes are being scanned when dispensing High Risk medications from DT	MM.01.01.03, MM.05.01.11, Pharmacy - Management of High Risk Medications, Pharmacy - Automated Dispensing Systems	100%	100% - monthly report	
PI-F1	Cost or AWP	To verify that AWP & medication costs are updated monthly		100%	Monthly - Yes/No	
PI-F2	Patient Bill Review - charges	To ensure accurate charges for medications on patient's bills		98%	Audit >5 bills/quarter	
PI-F3	Patient Bill Review - quantity	To ensure accurate quantity of medication is on patient's bills		98%	Audit >5 bills/quarter	
PI-F4	Price verification of purchases	To verify that we are being charged the MMCAP contract price for purchases		98%	Audit >10 purchases per month	
PI-F5	NDC Accuracy (reports)	To verify that the NDC loaded into Cerner (for cost reporting purposes) is accurate		98%	Audit >30 medications/month	
PI-F6	NDC Accuracy (billing)	To verify that the NDC loaded into Cerner (for billing purposes) is accurate		98%	Audit >30 medications/month	
PI-O1	Removal of outdated meds from pharmacy	To ensure that expired medications are not found in pharmacy inventory	MM.03.01.01, Pharmacy - Medication Storage	100%	Audit >30 medications/quarter	

PI-O2	Cost of Non-formulary medications	To ensure that we adhere to approved formulary medications		80%	100% - monthly report	2Q19
PI-O3	Med Error documentation	To ensure proper documentation of medication errors in the patient's medical record	42 CFR §482.25(b)(6), MM.07.01.03, Nursing - Medication Occurrence	98%	100% - quarterly audit of errors that reached patient	
PI-O4	Timely medication administration	To ensure that medications are administered in the approved timeframe	MM.06.01.01, Nursing - Med. Mgmt - Oral Medication Administration, Nursing - Med. Mgmt - Insulin, Nursing - Med. Mgmt - PRN/STAT meds	98%	Audit >10 administrations/month	1Q20
PI-O5	Omission Medication Errors	To reduce the number of omission errors	MM.06.01.01, Nursing - Med. Mgmt - Oral Medication Administration, Nursing - Med. Mgmt - Insulin, Nursing - Med. Mgmt - PRN/STAT meds	2.25/100k	100% - monthly audit of all med errors and eMAR records	
PI-O6	Override Medication Errors	To reduce the number of dispensing errors from the MedSelect cabinets during override mode or OFFLINE activities.	MM.03.01.01, Pharmacy - Automated Dispensing Systems	98.55%	100% - quarterly audit of errors that reached patient	
PI-O7	Documentation of PRNs in eMAR	To ensure proper documentation in the medical record when PRN medication are removed from MedSelect	MM.06.01.01, Nursing - Med. Mgmt - Oral Medication Administration, Nursing - Med. Mgmt - Insulin, Nursing - Med. Mgmt - PRN/STAT meds	100%	Audit of > 10 PRNs per month	
PI-O8	Disaster Preparedness Medications	To ensure that the pharmacy's supply of certain vital medications exceeds 96 hours at all times	EM.01.01.01, EM 02.02.03, Pharmacy Disaster Preparedness Plan	100%	100% - quarterly audit of all medication on emergency drug list	
PI-C1	High risk ordering	To ensure that all orders for high risk medications have the required "special instructions" as defined in policy	MM.01.01.03, Pharmacy - Management of High Risk Medications	100%	100% - quarterly audit	2Q19
PI-C2	Polypharmacy review	To ensure that physician prescribing is in compliance with the State's Polypharmacy guidelines	Medical Staff - Prescribing Guidelines	75%	100% - quarterly audit	1Q17
PI-C3	Anticoagulation	To ensure compliance with Medical Staff's Anticoagulation Policy.	NPSG.03.05.01, Medical Staff - Anticoagulation Therapy Policy	100%	100% - quarterly audit	
PI-C4	Safe Injection Practices	To ensure that nursing staff safely prepare and administer injections	MM.05.01.07, Nursing - Medication Process	95%	Random observations of at least 30 injections per quarter	
PI-C5	Medication Orders Chart Audit	To ensure that medication orders are clear and accurate	MM.04.01.01, Pharmacy - Physician's Orders	95%	Review of 30 patient charts per quarter	
PI-C6	Medication Order Review Audit	To ensure that medication orders are reviewed as defined in policy	MM.04.01.01, Pharmacy - Physician's Orders	95%	Review of 30 patient charts per quarter	
PI-C7	Metabolic effects of antipsychotics	To ensure that we are monitoring for negative metabolic effects of antipsychotic medications	MM.04.01.01, Pharmacy - Physician's Orders	95%	Review of 30 patient charts per quarter	
PI-A1	Appropriateness of treatment	To verify that anti-infective medication use adheres to either facility-developed or nationally recognized guidelines.	MM.09.01.01, Pharmacy - Antibiotic Stewardship Program	N/A - trends monitored	Monthly	
PI-A2	Appropriateness of treatment guidelines	To determine if treatment guidelines are being developed for infections types seen at ESH.	MM.09.01.01, Pharmacy - Antibiotic Stewardship Program	N/A - trends monitored	Quarterly	
PI-A3	Documentation of indication on physician's order	To ensure that the 'reason for use' is communicated to all staff involved in the patient's care.	MM.09.01.01, Pharmacy - Antibiotic Stewardship Program	80%	Monthly	
PI-A4	Rate of C. diff infection	To evaluate the effectiveness of current procedures in preventing C. diff infection. [# cases per 1000 pt-days]	MM.09.01.01, Pharmacy - Antibiotic Stewardship Program	N/A - trends monitored	Monthly	
PI-A5	Rate of MDRO infection	To evaluate the effectiveness of current procedures in preventing MDRO infections. [# cases per 1000 pt-days]	MM.09.01.01, Pharmacy - Antibiotic Stewardship Program	N/A - trends monitored	Monthly	
PI-A6	Number of grams of antibiotics used (Defined Daily Dose)	Assess antibiotic consumption facility-wide.	MM.09.01.01, Pharmacy - Antibiotic Stewardship Program	N/A - trends monitored	Monthly	3Q17
PI-A7	Expenses for antibiotics	To track expenses for anti-infective agents.	MM.09.01.01, Pharmacy - Antibiotic Stewardship Program	N/A - trends monitored	Quarterly	3Q17
PI-A8	Acceptance of recommendations	To track the rate at which the medical staff adjusts prescribing based on recommendations	MM.09.01.01, Pharmacy - Antibiotic Stewardship Program	N/A - trends monitored	Quarterly	