SUPPORTING JCI STANDARDS FOR HOSPITALS, AUGUST 2016

A|Store Medicine and Medical Consumables Management System

This document highlights selected A|Store solutions with matching feature capabilities to the 5th Edition of the Joint Commission International Standards for hospitals - update June 2015. It focuses on following chapters; **Patient-Centered Standards** – International Patient Safety Goals, Access to Care and Continuity of Care, Patient and Family Rights, Assessment of Patients, Care of Patients, Medication Management and Use. **Health Care Organization Management Standards** – Quality Improvement and Patient Safety, Governance, Leadership and Direction and Management of Information.

For intent statements and further information, please consult the 2015 International Hospital Accreditation Standards.

International Patient Safety Goals (IPSG)

Identify Patients Correctly

Standard IPSG.1	The hospital develops and implements a process to improve accuracy of patient identifications		
Element	**JCI Description**	**A|STORE Solution**	**A|STORE Solution Capability**
IPSG 1.1	Patients are identified using two patient identifiers, not including the use of the patient's room number or location.	A|Store Management Software A|Store Main Station	• A|Store offers different patients identifiers such as Patient Name, Patient ID, admission date and every order is linked and indexed by these identifiers.
IPSG 1.2	Patients are identified before providing treatments or procedures.	A|Store Management Software A|Store Main Station A|Store Wall Station	• Patient selection could be required to allowing end user access to inventory within the A|Store System.
IPSG 1.3	Patients are identified before any diagnostic procedures.	A|Store Management Software A|Store Main Station	• Treatment information is not situated in A|Store, but diagnosis or label results can take place without identifying the patient. Patient information are available in system for informing the user about patient who is being treated.

International Patient Safety Goals (IPSG)

Improve the Safety of High Alert Medicine

Standard IPSG.3	The hospital develops and implements a process to improve the safety of high-alert medications		
Element	JCI Description	A|STORE Solution	A|STORE Solution Capability
IPSG 3.2	The hospital implements strategies to improve the safety of high-alert medications, which may include specific storage, prescribing, preparation, administration, or monitoring processes.	A|Store Main Station A|Store Cabinet A|Store External Lock	• A|Store system provides high-end security with its cell and drawer structure. • Drugs are entered in the system have their specific information such a specific application routes, storage, preparation or administration instructions. The electronic processing of the drug information helps to reduce prescription, preparation or administration errors, as specific data could be entered for such drugs in the system. All medications can be assigned a unique barcode number. • High risk medications are protected in separate sections.
IPSG 3.3	The locations, labeling, and storage of high-alert medications, including look-alike/sound-alike medications, is uniform throughout the hospital.	A|Store Management Software A|Store Main Station A|Store Cabinet A|Store External Lock	• A|Store Management Software provides a stock management system that makes correct labeling of all medications. • The location of the drugs could be managed thorough A|Store Management Software. This enables the proper assembly of high-alert medications, as they have a unique assigned barcode.
Standard IPSG.3.1	The hospital develops and implements a process to manage the safe use of concentrated electrolytes		
Element	JCI Description	A|STORE Solution	A|STORE Solution Capability
IPSG 3.1.1	The hospital has a process that prevents inadvertent administration of concentrated electrolytes.	A|Store Management Software A|Store Main Station A|Store Cabinet A|Store External Lock	• All medications are managed throughout the electronic workflow in A|Store. This make impossible to inadvertent administration of any drugs. • Pharmacist controls the process of preparation and administration of concentrated electrolytes. • Concentrated electrolytes are stored in A|Store Cabinets.
IPSG 3.1.2	Concentrated electrolytes are present only in patient care units identified as clinically necessary.	A|Store Management Software A|Store Cabinet A|Store External Lock	• The user can define in the system that concentrated electrolytes may only be present in patient care units. In addition to this, and following A|Store´s Workflow, inadvertent administration of concentrated electrolytes may be prevented as the user will not have the possibility to document its administration in the system.

International Patient Safety Goals (IPSG)

Improve the Safety of High Alert Medicine

Standard IPSG.3.1	The hospital develops and implements a process to manage the safe use of concentrated electrolytes		
Element	JCI Description	A|STORE Solution	A|STORE Solution Capability
IPSG 3.1.3	Concentrated electrolytes that are stored in patient care units are clearly labeled and stored in a manner that promotes safe use	A|Store Management Software A|Store Cabinet A|Store External Lock	• Concentrated electrolytes are stored in separate sections in A|Store Cabinets with alert labels. • A|Store's Main Station and Cabinet System support segregation of medications and appropriate access to medications by medication type.

Access to Care and Continuity of Care (ACC)

Continuity of Care

Standard ACC.3	The hospital design and carries out processes to provide continuity of patient care services in the hospital and coordination among health care practitioners		
Element	JCI Description	A|STORE Solution	A|STORE Solution Capability
3.2	The patients' record(s) is available to those practitioners who are authorized to have access and need it for the care of the patient.	A|Store Management Software	• A|Store System controls access level of authorized personnel. • Authorized personnel could view patient records.
3.3	The patient's record(s) is up to date to ensure communication of the latest information.	A|Store Management Software	• All the records and changings are concurrently transferred to A|Store System from the HIS.
3.4	Continuity and coordination of care processes are supported by the use of tools, such as care plans, guidelines, or other such tools.	A|Store Management Software	• Continuity and coordination of care processes could be viewed as date and time based in A|Store.
3.5	Continuity and coordination are evident throughout all phases of patient care.	A|Store Management Software	• Centralized data managed at A|Store support all system components which are used to support phases of care in applicable environments.

Access to Care and Continuity of Care (ACC)

Continuity of Care

Standard ACC.3.2	Information related to the patient's care is transferred with the patient		
Element	JCI Description	A|STORE Solution	A|STORE Solution Capability
3.2.1	The patient's record or a summary of patient care information is transferred with the patient to another service or unit in the hospital.	A|Store Management Software A|Store Main Station	• If the patient transfer to another service or must be in operating room at any given time, all the patient records transfer to another A|Store which will be related with the patient.
3.2.6	The summary contains any medications and other treatments.	A|Store Management Software A|Store Main Station	• Medication and treatment records are concurrently transferred to A|Store System from the HIS.

Patient and Family Rights (PFR)

Protecting Patient Confidentiality

Standard PFR.1.1	The hospital seeks to reduce physical, language, cultural, and other barriers to access and delivery of services		
Element	JCI Description	A|STORE Solution	A|STORE Solution Capability
1.1.1	The department/service leaders develop and implement a process to limit the impact of barriers on the delivery of services.	A|Store Management Software	• Medications can be labeled with information in two languages thus allowing to overcome hearing and/or language barriers.

Standard PFR.1.3	The patient's rights to privacy and confidentiality of care and information are respected		
Element	JCI Description	A|STORE Solution	A|STORE Solution Capability
1.3.3	Confidentiality of patient information is maintained according to laws and regulations.	A|Store Management Software	• The fingerprint identification system physically identifies user identity prior to granting access, assuring only authorized clinicians and end users have access to patient information in accordance with their user privileges. • User access privileges are defined by managers in conjunction with pharmacist, and/or system administrator. • User activation history displays who activated or deactivated a user and when.

Care of Patients (COP)

Care Delivery for All Patients			
Standard COP.2.3	Clinical and diagnostic procedures and treatments performed, and the results or outcomes, are documented in the patient's record		
Element	JCI Description	A|STORE Solution	A|STORE Solution Capability
2.3.3	The results of procedures and treatments performed are documented in the patient's record.	A|Store Management Software	• The results of procedures and treatments performed are concurrently transfer to HIS from A|Store System.

Medication Management and Use (MMU)

Selection and Procurement			
Standard MMU.2	Medications for prescribing or ordering are stocked, and there is a process for medications not stocked or normally available to the hospital or for times when the pharmacy is closed		
Element	JCI Description	A|STORE Solution	A|STORE Solution Capability
2.1	There is a list of medications stocked in the hospital or readily available from outside sources.	A|Store Management Software A|Store Main Station	• A|Store System has advanced reporting feature, inventory and stock lists are viewable by authorized personnel.
2.3	There is a process for obtaining medications during the night or when the pharmacy is closed.	A|Store Management Software A|Store Main Station	• If an order is given from doctor, medicines could obtain from pharmacy out-of-hours.

Medication Management and Use (MMU)

Standard MMU.3.1	There is a process for storage of medications and nutrition products that require special consideration		
Element	JCI Description	A|STORE Solution	A|STORE Solution Capability
3.1.1	The hospital establishes and implements a process for how nutrition products requiring special Considerations are stored.	A|Store External Lock	• Nutritional Products could store, access and track the nutritional products in refrigerated storage. • A|Store External Lock contains a display screen for heat tracking of the products inside the refrigerator. • The buzzer gives warning if the heat drops down or goes up the certain heat level that you have been set.
3.1.4	Hospital has developed and applying process about storing patient's own medicines.	A|Store Management Software A|Store Cabinet	• Patient's own medicines could be stored in a particular area. Firstly personnel apply these medicines to patient if they are applicable in doctor order. After these medicine stock is over, personnel start to apply medicine from the hospital inventory.
Standard MMU.3.2	Emergency medications are available, monitored, and safe when stored out of the pharmacy		
Element	JCI Description	A|STORE Solution	A|STORE Solution Capability
3.2.1	Emergency medication are available in the units where they will be needed or readily accessible within the hospital to meet emergency needs.	A|Store Management Software A|Store Main Station A|Store Cabinet A|Store External Lock	• A|Store fingerprint login interface supports easily accessing to system in emergency situations. • Override feature could be used to manage select emergency medications readily and quickly. • Some medications must keep outside of A|Store System in emergency department.
3.2.2	The hospital establishes and implements a process for how emergency medications are stored, maintained, and protected from loss or theft.	A|Store Management Software A|Store Main Station A|Store Cabinet A|Store External Lock	• Non-authoritative personnel couldn't login and access to A|Store System. • User-defined virtual kits allow for fewer steps during removal of multiple emergency medications. • System provides back-up inventory in emergency situations.

Medication Management and Use (MMU)

Standard MMU.3.2	Emergency medications are available, monitored, and safe when stored out of the pharmacy		
Element	JCI Description	A|STORE Solution	A|STORE Solution Capability
3.2.3	Emergency medications are monitored and replaced in a timely manner after use or when expired or damaged.	A|Store Management Software	• A|Store System has advanced reporting function. Authorized personnel could access the reports for example inactivity report, stock control report, stock follow-up report etc... Also expired medicines could be seen and follow for the expiration date filter.
Standard MMU.3.3	The hospital has a medication recall system		
Element	JCI Description	A|STORE Solution	A|STORE Solution Capability
3.3.1	There is a medication recall system in place.	A|Store Management Software A|Store Main Station	• Medications could be recalled easily and quickly in A|Store system. • A|Store Main Station contains a locked section for recall medications. • System gives information of the quantity prescribed, the batch number as well as the patient information. • Processes of recall medications are recorded and logs in system.
3.3.2	The hospital establishes and implements a process for use of medications known to be expired or outdated.	A|Store Management Software A|Store Main Station	• System doesn't open drawer/door of Main Station/Cabinet if an expired or outdate medication is selected from the system. So it provides high security. • Non-authoritative personnel couldn't login and access to A|Store System. • User-defined virtual kits allow for fewer steps during removal of multiple emergency medications. • System provides back-up inventory in emergency situations.

Medication Management and Use (MMU)

Ordering and Transcribing

Standard MMU.4	Prescribing, ordering, and transcribing are guided by policies and procedures		
Element	JCI Description	A|STORE Solution	A|STORE Solution Capability
4.1	The hospital establishes and implements a process for the safe prescribing, ordering, and transcribing of medications in the hospital.	A|Store Management Software A|Store Main Station	• A|Store System provides safe prescribing, ordering, and transcribing in digital environment.

Standard MMU.4.3	Medications prescribed and administered are written in the patient's record		
Element	JCI Description	A|STORE Solution	A|STORE Solution Capability
4.3.1	Medications prescribed or ordered are recorded for each patient.	A|Store Management Software A|Store Main Station	• All the information about medication times and treatments are recorded in A|Store.
4.3.2	Medication administration is recorded for each dose.	A|Store Management Software A|Store Main Station	• Personnel could see the dosage information and doctor note before collecting medicines.

Preparing and Dispensing

Standard MMU.5.1	Medication prescriptions or orders are reviewed for appropriateness		
Element	JCI Description	A|STORE Solution	A|STORE Solution Capability
5.1.1	The hospital defines the patient-specific information required for an effective review process, and the source or availability of this information is available at all times when the pharmacy is open or closed.	A|Store Management Software	• A|Store is integrated with HIS and pharmacy may open or may not, all medicine and consumables record of the patient is always accessible by authorized personnel.

Medication Management and Use (MMU)

Standard MMU.5.2	A system is used to dispense medications in the right dose to the right patient at the right time		
Element	**JCI Description**	**A|STORE Solution**	**A|STORE Solution Capability**
5.2.1	There is a uniform medication and dispensing system in the hospital.	A|Store Management Software A|Store Main Station A|Store Cabinet	• A|Store provide a secured, consistent and replicable system to manage, store and dispense medications.
5.2.2	After preparation, medications not immediately administered are labeled with the name of the medication, the dosage/concentration, the date prepared, the expiration date, and the patient's name.	A|Store Management Software A|Store Main Station A|Store Cabinet	• Medicines are labelled with date information by pharmacist before distribution. • Medication Label module with A|Store system supports labeling of patient dose-specific medications prepared on the nursing unit.
5.2.3	Medications are dispensed in the most ready-to-administer form	A|Store Management Software A|Store Main Station A|Store Cabinet	• Pharmacist prepares the medicines in order properly and distributes them to related A|Store Main Station or Cabinet. • When the personnel clicked the related patient, A|Store System opens only cabinet door or main station drawer and cell which has got the selected patient's medicine. • A|Store secure medication dispensing system support unit dose dispensing in single dose format if needed.
5.2.4	The system supports accurate and timely dispensing	A|Store Management Software A|Store Main Station A|Store Cabinet	• Authorized personnel could follow medicine time and if there is any delay in medicine time, system makes necessary to entry any reason. • All transactions could be stored, printed, or archived.

Medication Management and Use (MMU)

Administration

Standard MMU.6	The hospital identifies those qualified individuals permitted to administer medications		
Element	**JCI Description**	**A|STORE Solution**	**A|STORE Solution Capability**
6.1	Personnel are defined in hospital processes by job descriptions and authorization.	A|Store Management Software	• Personnel are defined in A|Store System who authorized to administer medicine to the patient. • Authorization depends on personnel's job definition. Pharmacist has got medicine refilling authorization but the nurse has got only medicine collecting authorization.
6.2	Only those permitted by the hospital and by relevant licensure, laws, and regulations administer medications.	A|Store Management Software	• Only authorized personnel can login the system, collect medicine and administer to the patient. • Access requires User ID and fingerprint or password. • The A|Store fingerprint identification helps ensure only approved personnel access the system.
6.3	There is a process to place limits, when appropriate, on the medication administration of individuals.	A|Store Management Software	• Provides layers of security locks (software and hardware) to control access to medication. • User Privileges or Security Groups features limit access to appropriately trained and licensed indivduals. • Access requires User ID and fingerprint or password.

Standard MMU.6.1	Medication administration includes a process to verify the medication is correct based on the medication prescription or order		
Element	**JCI Description**	**A|STORE Solution**	**A|STORE Solution Capability**
6.1.1	Medications are verified with the prescription or order.	A|Store Management Software	• Profile interface restricts access to only medication orders reviewed and approved by a Pharmacist. Orders are transferred to A|Store from HIS after pharmacist's check and approval. • Override report allows review of all meds accessed before being profiled.
6.1.2	The dosage amount of the medication is verified with the prescription or order.	A|Store Management Software	• Pharmacist checks the dosage in order and if he/she give approval, order will be transferred to A|Store System. So this organization doesn't avoid any possible mistakes.

Medication Management and Use (MMU)

Standard MMU.6.1	Medication administration includes a process to verify the medication is correct based on the medication prescription or order		
Element	JCI Description	A|STORE Solution	A|STORE Solution Capability
6.1.3	The route of administration is verified with the prescription or order.	A|Store Management Software A|Store Main Station A|Store Cabinet	• Pharmacist prepare the medicines in order and distribute them to related A|Store Main Station or Cabinet. It bring along correct and safety medication. • The personnel who administer medicines to the patient, check against the order before collect medicines in Cabinet or Drawers.
6.1.4	Medications are administered on a timely basis.	A|Store Management Software A|Store Main Station A|Store Cabinet	• Medication times are defined in A|Store and personnel could administered medicine timely basis.
6.1.5	Medications are administered as prescribed and noted in the patient's record.	A|Store Management Software A|Store Main Station	• Doctor could entry notes to *Doctor Note* section before give the order and it transferred HIS to A|Store System after pharmacist's approval.
Monitoring			
Standard MMU.7	Medication effects on patients are monitored		
Element	JCI Description	A|STORE Solution	A|STORE Solution Capability
7.1	Medication effects on patients are monitored.	A|Store Management Software A|Store Main Station	• Nurse could entry his/her note after administering medicine to the patient.
7.2	Medication adverse effects on patients are monitored and documented.	A|Store Management Software A|Store Main Station	• If the medicine make adverse effect to the patient, nurse could entry information so it helps take precaution for next administrations.

Management of Information (MOI)

Information Management

Standard MOI.2	Information privacy, confidentiality, and security – including data integrity – are maintained		
Element	**JCI Description**	**A|STORE Solution**	**A|STORE Solution Capability**
2.1	The hospital has written process that protects the confidentiality, security, and integrity of data and information.	A|Store Management Software	• Access requires User ID and fingerprint or password. • Provides layers of security locks (software and hardware) to control access to supplies and implants. • A|Store fingerprint identification systems helps ensure only approved personnel access the station. • All transactions are electronically tracked and documented. • System access can be limited by door and cell based.
2.2	The process is based on and consistent with laws and regulations.	A|Store Management Software	• A|Store focuses on safe medication. Security levels are defined as suitable with laws and regulations and A|Store provides layers of security to control access to data that may support laws and regulations.
2.4	Those persons who need or have a job position permitting access to each category of data and information are identified.	A|Store Main Station A|Store Wall Station	• There are different authorizations depends on personnel's job definition. • Pharmacist has got medicine refilling authorization but the nurse has got only medicine collecting authorization.

Standard MOI.3	The hospital determines the retention time of records, data, and information		
Element	**JCI Description**	**A|STORE Solution**	**A|STORE Solution Capability**
3.2	The retention process provides expected confidentiality and security.	A|Store Main Station A|Store Wall Station	• Provides layers of security to control access to data. • The authorized personnel could see medicine and dose information after choosing his/her patient. • When the personnel clicked the related patient, A|Store System opens only cabinet door or main station drawer and cell which has got the selected patient's medicine.

Management of Information (MOI)

Information Management			
Standard MOI.7	Records and information are protected from loss, destruction, tampering, and unauthorized access or use		
Element	**JCI Description**	**A|STORE Solution**	**A|STORE Solution Capability**
7.1	Records or information are protected from loss.	A|Store Management Software	• A|Store works integrated with HIS. All transactions are transferred and stored in HIS. They can also be archived electronically or in printed form.
7.3	Records and information are protected from tampering and unauthorized access or use.	A|Store Management Software	• The user access level defines which users may have access to this information. The system offers different subdivisions of user levels, such as viewer, modifying or delete. • The Pyxis BioID fingerprint identification system physically identifies user identity prior to granting access assuring only authorized clinicians and end users have access to patient information in accordance with their user privileges.
Patient Clinical Record			
Standard MOI.10.1	The clinical record contains sufficient information to identify the patient, to support the diagnosis, to justify the treatment, and to document the course and results of treatment		
Element	**JCI Description**	**A|STORE Solution**	**A|STORE Solution Capability**
10.1.1	Patient clinical records contain adequate information to identify the patient.	A|Store Management Software	• All clinical records or patient related information is always clearly identifiable to prevent confusion. Patient name, room number, birth date or patient number are used as identifiers
10.1.2	Patient clinical records contain adequate information to support the diagnosis.	A|Store Management Software	• The doctor could give extra information in *Doctor Note* section before give an order and the pharmacist could give extra information in *Pharmacist Note* section before confirm the order.

Management of Information (MOI)

Patient Clinical Record

Standard MOI.11	The hospital identifies those authorized to make entries in the patient clinical record		
Element	**JCI Description**	**A|STORE Solution**	**A|STORE Solution Capability**
11.1	Those authorized to make entries in the patient clinical record are identified in hospital policy.	A|Store Management Software A|Store Main Station	• A|Store is integrated with HIS and making entry could be done in HIS. • Only authorized personnel could make entry.
11.2	There is a process to ensure that only authorized individuals make entries in patient clinical records.	A|Store Management Software A|Store Main Station	• Only authorized personnel, pharmacists and end users have access to patient information in accordance with their user rights. • User access privileges are defined by system administrator.
11.4	Those authorized to have access to the patient clinical record are identified in hospital policy.	A|Store Management Software A|Store Main Station	• Only authorized personnel could be access to A|Store System with fingerprint or ID card. • User access privileges are defined by system administrator.
11.5	There is a process to ensure that only authorized individuals have access to the patient clinical record.	A|Store Management Software A|Store Main Station	• Only authorized personnel could be access to patient clinical records.

MOI.11.1Standardı	Every patient clinical record entry identifies its author and when the entry was made in the record		
Element	**JCI Description**	**A|STORE Solution**	**A|STORE Solution Capability**
11.1.1	The author can be identified for each patient clinical record entry.	A|Store Management Software	• All operations and operant personnel information are recorded in A|Store System.
11.1.2	The date of each clinical patient record entry can be identified.	A|Store Management Software	• All operations in A|Store System are recorded with date and time information.
11.1.3	The time of each patient clinical entry can be identified.	A|Store Management Software	• All operations in A|Store System are recorded with date and time information.