CCHE-57357 -Policy and Procedure



Internal Audit

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مدير ادارة تحسين		Next Review 31.12.20
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موافقة: :Authorization By إقرار:	Dr. Sherif Abouelnaga – CEO 57357 Group	Department: Pharmaceutical Service and Science

Policy Name:

1.0 Change of policy

1.1 No changes

2.0 Purpose

2.1 This policy and procedure were established to provide and validate directions for all licensed Pharmacist on the medication management review audit on the pharmacy department as well as Drug storage areas and administration areas to ensure that drug use and work flow are according to pharmacy policies, JCI standards and ASHP as well as resolution of questions or problems.

3.0 Policy

3.1 Policy statement:

- 3.1.1 Change in policy: no change in policy
- 3.1.2 Internal audit shall be performed by internal audit specialist to ensure safe and effective use of medication and appropriate work flow.

3.2 Scope:

3.2.1 This policy and procedures apply to all CCHE pharmacy Departments.

3.3 Responsibilities

- 3.3.1 Unit Clinical pharmacists.
- 3.3.2 Main pharmacy pharmacists.
- 3.3.3 Assigned auditors

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Issue Date:	01.09.2015	Review Date:	01.01.2023	Next Review Date:	31.12.20)25
Policy Code:	DPP-PSSD-002	Department:	Pharmaceutical	Service and Science	Issue No#:	04
Policy Name:	Internal Audit					

4.0 Definitions /abbreviations:

4.1 CCHE: Children Cancer Hospital – 57357 Egypt

4.2 CPID: Continuous Performance Improvement Department

4.3 MMU: Medication Management & Use

4.4 MMS: Medication Management & Safety

4.5 DPS: Department of pharmaceutical services.

5.0 Procedure:

- **5.1** Internal audit team is responsible for ensure that every pharmacist, nurse and patient are complying with JCI standards and ASHP in their specific work areas.
- **5.2** Internal audit team is responsible for reporting audit findings to DPS Director on monthly basis.
- **5.3** Internal Audit shall be done at least once monthly for each medication storage area.
- **5.4** Internal Audit shall be included any substance to be administrated to the patient either for treatment or for investigation.
- 5.5 Internal Audit should include extemporaneous preparation and investigational dyes.
- **5.6** During the audit the daily work flow of the audited area shouldn't be disturbed.
- **5.7** The internal audit team shall review and revises policies and procedures.
- **5.8** The internal audit team shall collect, review and analysis reporting of near miss and medications error
- **5.9** Identification root cause analysis and do action plans as reactive action of error and did failure mode and effect analysis as proactive tool when start new process or installation new device.
- **5.10** Created override report to oversee any process violation.
- **5.11** Created pharmacy dashboard to oversee pharmacy key performance indicators.
- **5.12** Monthly reports of interventions data analysis, incident reports with action plan, adverse drug reaction, allergy and toxicity.
- **5.13** The internal audit team shall be overseeing the regular employee CBC to do action plan regarding neutropenic pharmacists due to handle and prepare chemotherapy medications then we shall be transferred these pharmacists to other areas.
- **5.14** The internal audit team shall do media fill test to validate the aseptic technique of the IV Pharmacists and chemists.

6.0 References:

6.1 N/A

7.0 Appendices:

7.1 Related Forms:

7.1.1 N/A

7.2 Related Policy:

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7.2.1 Medication Management Program

7.3 Related Standards:

- 7.3.1 JCI standards 7h edition MMU Chapter. (MMU.7)
- 7.3.2 GAHAR standards MMS.04, 06, 07, 17

7.4 Attachments

7.4.1 Internal Audit Report template.



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Internal Audit Report (Complying with JCI Standards)

□ BMT □ 4th Floor & Pyxis □ Medication Main Store 6 □ Dispesse In □ Radiology □ Radiology □ Jurgical ICU □ 5th Floor & Pyxis □ Medication Main Store 6 □ Dispense In □ Radiotherapy □ Radiotherapy □ 2nd Floor & Pyxis □ Day Care MTX □ Medication Sub store 6th □ Dispense Out □ Sampling □ 3rd Floor D & Pyxis □ Day Care MTX □ Medication Sub store 6th □ MSC 1 □ Other: No. Items JCJ Standard Review (Yes, No or N/A) A. Crash Cart (If not suitable for this are encircle with N/A) □ Other: 1. Crash Cart availability MMU 3.2 E1,3 Yes No N/A 2. Cart locked MMU 3.2 E1,3 Yes No N/A 3. D.C. Shock on charger MMU 3.2 E2 FMS.4 Yes No N/A 4. Medications are stored safely & securely. MMU 3.2 E2 FMS.4 Yes No N/A 5. Handling Hazardous drugs MMU 5.2 E1,2,3 FMS.5 Yes No N/A 6. High Alert Meds (List available, Policy awareness. IPSG.3 E2,4 Yes No N/A 7. Look —A. Like items separated IPSG.3 E2,4 Yes No N/A 8. Refrigerators	□ ICU	☐ 3rd Floor E ☐ Day Care 3rd	☐ Supplies Sub sto	ore 5th 🗆 Dental Clinic
□ 2nd Floor & Pyxis □ Day Care MTX □ Medication Main Store 2nd □ Dispense Out □ Sampling □ 3rd Floor & Pyxis □ Day Care MTX □ Medication Sub store 6th □ MSC 1 □ Vaccine Clinic □ 3rd Floor D & Pyxis □ Day Care MTX □ Medication Sub store 6th □ MSC 3 □ Other: No. Items JCI standard Review (Yes, No or N/A) A. Crash Cart (If not suitable for this are encircle with N/A) 1. Crash Cart availability MMU 3.2 E1,3 Yes No N/A 2. Cart locked MMU 3.2 E1,3 Yes No N/A 3. D.C. Shock on charger Yes No N/A B. Floor Stock Medications (If not suitable for this are encircle with N/A) 4. Medications are stored safely & securely. MMU 3.2 E2 FMS.4 Yes No N/A 5. Handling Hazardous drugs MMU .5 E 1,2,3 FMS .5 Yes No N/A 4. High Alert Meds (List available, Policy awareness, Labels) 7. Look —A. Like items separated IPSG .3 E2,4 Yes No N/A 8. Refrigerators (Temp., Thermometer, Cleaning Log) C. Kits & preparations (If not suitable for this are encircle with N/A) 9. Appropriate Preparation & Labeling of bedside MMU.5 E1,2,3 FMS.5 Yes No N/A 10. Availability of anesthetic cream (sampling and cannulation site) 11. Extravasation Kits & awareness MMU.5 E1,2,3 FMS.5 Yes No N/A 12. Spill Kits & awareness MMU.5 E1,2,3 FMS.5 Yes No N/A 13. First Aid Kits & awareness MMU.5 E1,2,3 FMS.5 Yes No N/A 14. Inventory (Fixed & regular refill) MMU.3.2 E3 Yes No N/A 15. No Presence of Expired / Returns / Unused items (If not suitable for this are encircle with N/A) 16. No Medication Returns MMU.3.2 E3 Yes No N/A 17. Appropriate Storage of drugs MMU.3.2 E3 Yes No N/A 18. New drugs (Appropriate use and Adv. Events). MMU.3.2 E3 Yes No N/A 19. Appropriate Storage of drugs MMU.3.2 E3 Yes No N/A 19. Appropriate Storage of drugs MMU.3.2 E3 Yes No N/A 19. Appropriate Disposal of Meds. MMU.3.2 E3 Yes No N/A 19. Appropriate Disposal of Meds. MMU.3.2 E3 Yes No N/A 19. Appropriate Disposal of Meds. MMU.3.2 E3 Yes No N/A 19. Appropriate Disposal of Meds. MMU.3.2 E3 Yes No N/A	□ BMT	☐ 4th Floor & Pyxis ☐ Emergency	□ IV Sub store	□ Radiology
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10. Availability of anesthetic cream (sampling and cannulation site) 11. Extravasation Kits & awareness 12. Spill Kits & awareness 13. First Aid Kits & awareness 14. Inventory (Fixed & regular refill) 15. NO Presence of Expired & Unused items 16. No Medication Returns 17. Appropriate storage of drugs 18. New drugs (Appropriate use and Adv. Events). 19. Appropriate Disposal of Meds. 20. Controlled Meds. Accurately counted and recorded 11. Extravasation Kits & awareness 12. Yes No N/A 13. First Aid Kits & awareness 14. MMU.3.2 E3 Yes No N/A 15. NO Presence of Expired & Unused items 16. No Medication Returns 17. Appropriate storage of drugs 18. New drugs (Appropriate use and Adv. Events). 18. MMU.3.2 E3 Yes No N/A 19. Appropriate Disposal of Meds. 19. MMU.3.2 E3 FMS.5 Yes No N/A			f not suitable for this are encire	cle with N/A)
11. Extravasation Kits & awareness MMU.3.2 E1,3 Yes No N/A 12. Spill Kits & awareness MMU.5 E1,2,3 FMS.5 Yes No N/A 13. First Aid Kits & awareness FMS.8.2 E5 OHSAS 18001 D. Expired / Returns / Unused items (If not suitable for this are encircle with N/A) 14. Inventory (Fixed & regular refill) MMU.3.2 E3 Yes No N/A 15. NO Presence of Expired & Unused items MMU.3.2 E3 Yes No N/A 16. No Medication Returns MMU.3.2 E3 Yes No N/A 17. Appropriate storage of drugs MMU.3.2 E2 Yes No N/A 18. New drugs (Appropriate use and Adv. Events). MMU.2.1 E5 Yes No N/A 19. Appropriate Disposal of Meds. MMU.3.2 E3 FMS.5 Yes No N/A 20. Controlled Meds. Accurately counted and recorded MMU.3 E3 MMU.4 E1 Yes No N/A MMU.3 E3 MMU.4 E1 Yes No N/A	9.	Appropriate Preparation & Labeling of bedside	MMU.5 E1,2,3 PCI.7	Yes No N/A
12. Spill Kits & awareness MMU.5 E1,2,3 FMS.5 Yes No N/A 13. First Aid Kits & awareness FMS.8.2 E5 OHSAS 18001 Yes No N/A D. Expired / Returns / Unused items (If not suitable for this are encircle with N/A) 14. Inventory (Fixed & regular refill) MMU.3.2 E3 Yes No N/A 15. NO Presence of Expired & Unused items MMU.3.2 E3 Yes No N/A 16. No Medication Returns MMU.3.2 E3 Yes No N/A 17. Appropriate storage of drugs MMU.3.2 E2 Yes No N/A 18. New drugs (Appropriate use and Adv. Events). MMU.2.1 E5 Yes No N/A 19. Appropriate Disposal of Meds. MMU.3.2 E3 FMS.5 Yes No N/A 20. Controlled Meds. Accurately counted and recorded MMU.3 E3 MMU.4 E1 Yes No N/A MMU.3 E3 MMU.4 E1 Yes No N/A	10.		COP .6 E2	Yes No N/A
12. Spill Kits & awareness MMU.5 E1,2,3 FMS.5 Yes No N/A 13. First Aid Kits & awareness FMS.8.2 E5 OHSAS 18001 Yes No N/A D. Expired / Returns / Unused items (If not suitable for this are encircle with N/A) 14. Inventory (Fixed & regular refill) MMU.3.2 E3 Yes No N/A 15. NO Presence of Expired & Unused items MMU.3.2 E3 Yes No N/A 16. No Medication Returns MMU.3.2 E3 Yes No N/A 17. Appropriate storage of drugs MMU.3.2 E2 Yes No N/A 18. New drugs (Appropriate use and Adv. Events). MMU.2.1 E5 Yes No N/A 19. Appropriate Disposal of Meds. MMU.3.2 E3 FMS.5 Yes No N/A 20. Controlled Meds. Accurately counted and recorded MMU.3 E3 MMU.4 E1 Yes No N/A MMU.3 E3 MMU.4 E1 Yes No N/A	11.	Extravasation Kits & awareness	MMU.3.2 E1,3	Yes No N/A
Tirst Aid Kits & awareness FMS.8.2 E5 OHSAS Yes No N/A	12.			
14. Inventory (Fixed & regular refill) MMU.3.2 E3 Yes No N/A 15. NO Presence of Expired & Unused items MMU.3.2 E3 Yes No N/A 16. No Medication Returns MMU.3.2 E3 Yes No N/A 17. Appropriate storage of drugs MMU.3.2 E2 Yes No N/A 18. New drugs (Appropriate use and Adv. Events). MMU.2.1 E5 Yes No N/A 19. Appropriate Disposal of Meds. MMU.3.2 E3 FMS.5 Yes No N/A 20. Controlled Meds. Accurately counted and recorded MMU.3 E3 MMU.4 E1 MMU.4 E1 MMU.6 E1,2,3	13.	First Aid Kits & awareness		Yes No N/A
15. NO Presence of Expired & Unused items MMU.3.2 E3 Yes No N/A 16. No Medication Returns MMU.3.2 E3 Yes No N/A 17. Appropriate storage of drugs MMU.3.2 E2 Yes No N/A 18. New drugs (Appropriate use and Adv. Events). MMU.2.1 E5 Yes No N/A 19. Appropriate Disposal of Meds. MMU.3.2 E3 FMS.5 Yes No N/A 20. Controlled Meds. Accurately counted and recorded MMU.3 E3 MMU.4 E1 MMU.4 E1 MMU.6 E1,2,3		D. Expired / Returns / Unused ite	ms (If not suitable for this are	e encircle with N/A)
16. No Medication Returns MMU.3.2 E3 Yes No N/A 17. Appropriate storage of drugs MMU.3.2 E2 Yes No N/A 18. New drugs (Appropriate use and Adv. Events). MMU.2.1 E5 Yes No N/A 19. Appropriate Disposal of Meds. MMU.3.2 E3 FMS.5 Yes No N/A 20. Controlled Meds. Accurately counted and recorded MMU.3 E3 MMU.4 E1 MMU.6 E1,2,3 Yes No N/A	14.	Inventory (Fixed & regular refill)	MMU.3.2 E3	Yes No N/A
17. Appropriate storage of drugs MMU.3.2 E2 Yes No N/A 18. New drugs (Appropriate use and Adv. Events). MMU.2.1 E5 Yes No N/A 19. Appropriate Disposal of Meds. MMU.3.2 E3 FMS.5 Yes No N/A 20. Controlled Meds. Accurately counted and recorded MMU.3 E3 MMU.4 E1 MMU.6 E1,2,3 Yes No N/A	15.	NO Presence of Expired & Unused items	MMU.3.2 E3	Yes No N/A
17. Appropriate storage of drugs MMU.3.2 E2 Yes No N/A 18. New drugs (Appropriate use and Adv. Events). MMU.2.1 E5 Yes No N/A 19. Appropriate Disposal of Meds. MMU.3.2 E3 FMS.5 Yes No N/A 20. Controlled Meds. Accurately counted and recorded MMU.3 E3 MMU.4 E1 MMU.6 E1,2,3 Yes No N/A	16.	No Medication Returns	MMU.3.2 E3	Yes No N/A
19. Appropriate Disposal of Meds. MMU.3.2 E3 FMS.5 Yes No N/A 20. Controlled Meds. Accurately counted and recorded MMU.3 E3 MMU.4 E1 MMU.6 E1,2,3 Yes No N/A	17.	Appropriate storage of drugs		Yes No N/A
20. Controlled Meds. Accurately counted and recorded MMU.3 E3 MMU.4 E1 MMU.6 E1,2,3 Yes No N/A	18.	New drugs (Appropriate use and Adv. Events).	MMU.2.1 E5	Yes No N/A
recorded MMU.6 E1,2,3	19.	Appropriate Disposal of Meds.	MMU.3.2 E3 FMS.5	Yes No N/A
, ,	20.			Yes No N/A
	21.			Yes No N/A

Date:

Area: