PHARMACY TECHNICIAN

Non-Controlled Medication Audits

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INTRODUCTION

1. This Qualification Training Package (QTP) was developed to enhance and standardize on-the-job training for 4P0X1 personnel. As a trainer, the QTPs provide teachable elements of task breakdowns. The teachable elements will assist in guiding the trainee towards **independent** task performance, **proficiency,** and serve as an **evaluation** tool for trainers/certifiers.

2. Review the volume(s) of the Career Development Course(s) (CDC) and identify which module(s) of the QTP is needed for the trainee's job position or upgrade skill-level training. The QTP training for each module should be accomplished in the order which most closely mirrors the area in which the trainee is working. Items in column 2 of the Pharmacy Job Qualification Standard (JQS)/Specialty Training Standard (STS) marked with a 5 or 7 are core tasks for the 4P career field. Additional proficiency training may be required for these tasks at the supervisor's discretion.

3. Ensure the trainee reviews the training references in each module prior to attempting any task or QTP evaluation. Review the performance checklist and training objective with the trainee. If the trainee has questions about the objective, clarify the desired outcome/results of performance, demonstration or completion of the task. Remember the objective of each QTP is to standardize training and allow sufficient time for the trainee to learn each task thoroughly in order to perform the task **independently**.

4. When the trainee has received sufficient training and is ready to be evaluated on the objective, follow the evaluation instructions. The performance checklist must be used as you evaluate each task objective. When the trainee successfully demonstrates and accomplishes the objective, document the task completion appropriately in the member's Air Force Training Record (AFTR).

5. The QTP task completion is to be annotated in the trainee's electronic training record. **NOTE**: The individual checklists and final evaluations are **not** filed in each member's user files.

6.   If the trainee does not accomplish the objective, review the areas needing further instruction.   Conduct feedback for each module with the trainee, and document appropriately in the member's Air Force Training Record. As the trainer, once you are satisfied the trainee is ready to perform the task, he/she will be re-evaluated until the objective is met.

7.   If a task being trained requires third party certification by a task certifier/certifying official, the trainer ensures trainee is qualified to perform the task **independently**. The trainee will then be evaluated by certifier/certifying official. Tasks requiring certification are identified in column 2 of JQS with a number sign (#). The certifier/certifying official will ensure documentation in column 3E of the JQS. The certifier will ensure that a trainer's signature is documented prior to signing off on the task in AFTR.

8. Tasks associated with a QTP are identified in column 4D of the STS. The QTPs are a necessary tool for standardizing task qualifications for upgrade training or job position training. Such standardization benefits the JQS training concept throughout a member's career. These documents may also be used in assessing/certifying pharmacy technicians upon arrival at a new duty station.

9.   Feedback is a vital and important part of improving our educational process for pharmacy technicians. Your first hand expertise is valued and feedback highly encouraged ensuring we have the most up-to-date information and training possible.   Please direct all inquiries to: your immediate supervisor.

SUBJECT AREA: Non-Controlled Medication Audit Process

TASK NAME(S): Procedures include the following:
- Identifying which five medications are to be audited and for how long of a time period.
- How to conduct the initial inventory of the five medications.
- How to conduct the ending inventory of the five medications.
- Determining the amount of the five medications that were **ordered** during the audit period.
- Determining the amount of the five medications that were **dispensed** during the audit period.
- Calculating the differences in the expected inventory numbers to the actual inventory numbers.
- Reporting instructions and tracking options/examples.

CFETP/STS REFERENCE(S): 8.3.3.4

EQUIPMENT REQUIRED:

1. Composite Healthcare System Program (CHCS)
2. Medical Logistics Reporting Support
3. Defense Medical Logistics Standard Support (DMLSS)

TRAINING REFERENCE(S):

AFI 44-102

REMARKS/NOTES: Per AFI 44-102, 20 January 2012, Section 9.9.1.4. The Medical Treatment Facility (MTF) will: Conduct monthly audit of inventory of five selected non-controlled medications from the top 100 line items by dollar volume. The pharmacy flight commander or their designee will select the medications to be audited. Maintain documentation of the audit in the pharmacy, including: items audited, results, and actions taken.

OBJECTIVE:

1. To comply with AFI 44-102 and observe any trends in possible drug diversion within the MTF.

EVALUATION INSTRUCTIONS:

1. After the trainee has received instructions, allow sufficient practice on each part of the task.

2. Use the performance checklist to ensure all steps of the task are accomplished without assistance and without error.

3.   Document task competency upon completion of the AFTR 6-part training/competency folder.

STEPS IN TASK PERFORMANCE:

1. Identify which five medications are to be inventoried and for how long of a time period.
2. Conduct the initial inventory of the five medications at all of the pharmacy sites within the MTF.
3. Conduct the ending inventory of the five medications at all of the pharmacy sites within the MTF
4. Determine the amount of the five medications that were **ordered** during the audit period.
5. Determine the amount of the five medications that were **dispensed** during the audit period.
6. Calculate the differences in the expected inventory numbers to the actual inventory numbers.
7. Report results to Pharmacy Flight Commander and/or the Pharmacy & Therapeutics Function per local policy and instruction.

ATTACHMENT(S):
Attachment 1: High Total Expenditure Report
Attachment 2: Example of tracking sheet using Excel formatting.
Attachment 3: Consumption History
Attachment 4: Example of P & T Report

PERFORMANCE CHECKLIST:

PROCEDURES

PERFORMANCE ITEMS	SAT	UNSAT
Summary: **AFI 44-102 clearly states that the pharmacy flight commander or their designee will select the medications for audit from the top 100 line items by dollar volume. It is therefore necessary to run the top 100 line item report in DMLSS and select which five medications to inventory.** *Audit Overview***: Ensure that the five medications are able to be audited accurately; in that there aren't partial dispensing's of the medications. Verify that the medications that are chosen are on the top 100 report every month that they are audited. Ensure the audit times are consistently recorded to indicate opening or ending of the shift in order to run the correct usage report from CHCS. A plan of action may be necessary if diversion is suspected in the supply chain to include movement from the Prime Vendor all the way to the patient.** **1. Identify which five medications are to be inventoried and for what time period.**		
a. Log into DMLSS		
b. Click on the Reports Icon		
c. Select the High Total Expenditure Report		
d. Run the report for the current fiscal year, unless you are at the beginning of the fiscal year.		
e. Choose to report by MTF		
f. Minimum dollar value can be set at $0.00.		
g. Hit the submit button and allow for lengthy runtime.		
h. Export the report to Excel. Select the entire worksheet by hitting the button with a triangle in it between the A and the 1 cells. Then hit the Sort & Filter button in the upper right hand corner and choose Filter.		
j. Go to the pack price amount column and choose from highest to lowest. You will then need to filter out the non-med items from the short item description column.		
k. Limit the report to the top 100 items for review.		
j. Print report for Pharmacy Flight Commander or designee to select the five medications to be audited and have them also select a time period for the audit based upon local guidance. (One month, one quarter, etc.) See Attachment 1 for an example report.		
2. Conduct the initial inventory of the five medications at all of the pharmacy sites within the MTF.		

a. Identify all of the locations within the MTF that the medications are stored. Remember to include automated dispensers and inpatient U/D meds.		
b. Physically count all of the medications to be audited at either the beginning or end of the duty day as indicated by the audit time period. If the audit is to be completed from 1 April until 30 April the inventory could be accomplished at either the opening of 1 April or the close of the last duty day in March.		
c. Summarize and total by medication and record on a tracking page to include the time of the audit. See Attachment 2 for an example.		
3. Conduct the ending inventory of the five medications at all of the pharmacy sites within the MTF.		
a. See procedures from performance item 2. a thru c.		
4. Determine the amount of the five medications that were ordered during the audit period.		
a. Obtain a consumption history report from Medical Logistics. The report should contain the order history for the five medications during the audit period. See Attachment 3 for an example.		
b. Summarize usage by medication and enter the total amount ordered onto the tracking sheet.		
5. Determine the amount of the five medications that were dispensed during the audit period. **Note: While there are multiple ways in which to summarize the data using both Excel and CHCS the authors have tried to add some standardization to the process. Please seek out a person with Excel experience and learn more efficient ways to perform tasks with Excel.**		
a. Log into CHCS		
b. Enter ^ODU		
c. Select 1) Patient, Drug and Physician		
d. Select 1) Detailed Data Report		
c. Choose report to run ALL SITES, PHYSICIANS, and PATIENTS		
d. Select the medications to be audited one at a time.		
e. Choose earliest and latest fill dates based upon audit period.		
f. Enter Q at the Queue on Device prompt.		
g. Enter spool at the next Queue on Device prompt.		
h. Enter a name of your file at the Spool Document Name prompt. If you name it your last name and then the report name it will be easy to retrieve. For example if Tim Smith was ordering the report for the 5 Meds, name it Smith5med.		
i. Confirm you are adding a new spool document and enter thru the expiration date warning and start time is now.		
j. Wait until report is run, typically five minutes or less.		
k. Enter ^PSR and select Print Spooled Report		

l. Enter your document name, Smith5med		
m. At the output to: prompt, go to the File selection in the upper left hand corner of the screen and select Logging. Activate Logging on and Disk hot buttons. Hit the browse button and choose the location and name that you want to save the report under. Then hit OK.		
n. You will return to the Output to selection, hit enter and watch the report cycle thru the screen.		
o. Go to the File selection again and select Logging and Disk hot buttons again to turn them off.		
p. You are done with the CHCS portion of the task. Open Excel.		
q. Select File and then Open, find your file in the open file window, but be sure to change the file selector from All Excel Files to All Files. Double click on your file.		
r. The text import wizard will open. Choose the Delimited hot button and then hit next. Ensure the Fixed Width delimiters button is selected and then scroll down into your report several inches until you see data. Find the Qty and the Drug column headings and click just to the left of the Qty and Drug headings. You will then click to the right of the Qty and 1.5 inches to the right of the Drug name. Once you have "drawn" four lines on the report hit finish. Your document will then be converted to Excel formatting.		
s. Select Column A, C, and E then delete them.		
t. You will be left with 2 columns. Find the first quantity in column A and delete the cell just above it. Allow the program to "shift cells up". This will align the quantities with the medication names.		
u. Return to the top of the excel worksheet and select the triangle cell between A and 1. The entire worksheet will be highlighted. Select the Sort & Filter button, usually in the upper right hand area of the tool bar.		
v. Select the filter button for column B, it looks like a hot button with a triangle in it. Choose the select all button all of the selections should be unselected at this point. Now reselect only the names of the 5 medications that want to report on.		
w. You can now summarize the totals of each medication that were dispensed by selecting the first dispensed quantity in Column A with the left click of the mouse. Hold the left button down and scroll the mouse down until you reach the end of the dispensing's for that medication.		
x. Look at the bottom right of the Excel worksheet and the Sum: field will show you how many of that medication was dispensed.		
y. Record that number in the dispensed column of your tracking worksheet.		
6. Calculate the differences in the expected inventory numbers compared to the actual inventory numbers.		
a. All of the columns in your tracking sheet should now be completed.		
b. Add your starting count to your ordered count.		
c. Subtract your dispensed count from the number in b. and enter that number in your Expected End column.		

d. Compare the Ending count column and Expected End column and record the difference as either a positive number (over) or a negative number (under) in the delta column.		
e. Save report for historical relook and then carry the Delta over from the next month for comparison if you are auditing the same medications for more than a month.		
7. Report results to the Pharmacy Flight Commander and/or the Pharmacy & Therapeutics Function per local policy and instruction.		
a. Complete the tracking spreadsheet and copy the worksheet to begin again the next audit period.		
b. Determine if diversion is suspected and if so develop an action plan for the pharmacy and logistics departments.		
c. Create a Memo for Record to the P&T Function; see Attachment 4 for an example.		
FINAL RESULTS:		
Trainee:		
Trainer:		
Date:		

FEEDBACK: Using the performance checklist as a review reference, discuss the trainee's performance, indicating strengths, weaknesses, suggested improvement, etc. If the trainee performed all of the task steps satisfactorily, document appropriately in trainee's 6-part training and competency assessment folder.

Attachment 1: High Total Expenditure Report

item_id	short_item_desc	sos_cd	org_nm	mtf_nm	org_id	ip_pack_cd	pack_price_amt	total_usage	total_exp
7510NM155511	BOISE CASCADE 155511	EAG	POST GRADUATE DENTAL SCHOOL-AF	FM3047 WILFORD HALL ASC	155511	AT	987.83	56	19305.87
6520011541733	GOLD ALLOY CAST DENTAL PORCELAIN-TO-GOLD	EAG	MCKOWAN DENTAL LAB - MRDL	FM3047 WILFORD HALL ASC	155812	PG	3.07	430	16545
7510NM1B5511	BOISE CASCADE	EAG	DUNN DENTAL CLINIC - MRDSL	FM3047 WILFORD HALL ASC	1B5511	AT	261.84	69	21330
M00513372	FORCEP ENDOSCOPY BIOPSY OVAL CUP W/NEEDL	EAG	GASTRO CLINIC - MMIG	FM3047 WILFORD HALL ASC	335417	BX	2376	10	20420.03
74200018	LASER FIBER COOL TOUCH CGEV 600 UM	EAG	DERMATOLOGY BAMC	FM3047 WILFORD HALL ASC	33541A	EA	275.8	120	34068.9
6515012835192	PARAGARD T 380-A IUDS	EAG	OB/GYN CLINIC - MMNO	FM3047 WILFORD HALL ASC	335452	PG	240.81	48	11006.67
NBS20	NOT-TO-EXCEED PURCHASE ORDER FOR NEWBORN	EAG	PEDIATRIC CLINIC - MMNP	FM3047 WILFORD HALL ASC	335461	EA	703.8	65	42705.8
NBS20	NOT-TO-EXCEED PURCHASE ORDER FOR NEWBORN	EAG	PEDIATRIC CLINIC - MMNP	FM3047 WILFORD HALL ASC	335461	EA	703.8	4	1210.2
6515L100999	SENSOR PULSE OXIMETRY DISPOSABLE ADULT/N	EAG	PEDIATRIC CLINIC - MMNP	FM3047 WILFORD HALL ASC	335461	BX	290.16	103	32747.85
7510NM335461	BOISE CASCADE #335461	EAG	PEDIATRIC CLINIC - MMNP	FM3047 WILFORD HALL ASC	335461	AT	25.24	26	11334.3
49281058905	MENACTRA VIAL 0.5ML	EAG	REID (BMT) IMMUNIZATIONS	FM3047 WILFORD HALL ASC	335612	PG	361.32	3254	1158812.3
58160081552	TWINRIX VACCINE SYRINGEML	EAG	REID (BMT) IMMUNIZATIONS	FM3047 WILFORD HALL ASC	335612	BX	471.91	962	432423.24
58160084252	BOOSTRIX VACCINE SYRINGE 0.5ML	EAG	REID (BMT) IMMUNIZATIONS	FM3047 WILFORD HALL ASC	335612	CT	252.45	923	223577.91
49281086010	IPOL VIAL 5ML	EAG	REID (BMT) IMMUNIZATIONS	FM3047 WILFORD HALL ASC	335612	VI	165.85	1348	217716.78

Attachment 2: Example of tracking sheet using Excel formatting.

Medication (count as unit, i.e. 30 Lidoderm patches=1)	Inventory Date/Time	Starting Count	Inventory Date/Time	Ending Count	Expected End	Ordered (+)	Dispensed (-)	Delta	Delta from Previous Month
Humira 40mg/0.8ml pen, 2s	31-Mar-14 1730		30-Apr-14 1730						
Lidoderm 5% patch, 30s	31-Mar-14 1730		30-Apr-14 1730						
Spiriva 18mcg CP Handihaler, 30s	31-Mar-14 1730		30-Apr-14 1730						
Advair 250/50 Diskus, 60s	31-Mar-14 1730		30-Apr-14 1730						
Restasis 0.05%, 30s	31-Mar-14 1730		30-Apr-14 1730						

Pharmacy Name:		
Name of person verifying inventory:		

Rationale for Inventory: AFI 44-102, 20 January 2012, Sec.9.9.1.4. States: Conduct monthly audit of inventory of five selected non-controlled medications from the top 100 line items by dollar volume. The pharmacy flight commander or their designee will select the medications to be audited. Maintain documentation of the audit in the pharmacy, including: items audited, results, and actions taken.

Attachment 3: Consumption History

Commodity Class	Item Description	Transaction Code	Customer Name	Quantity	Surcharge	Price	Total Price	Date Posted
PHARMACEUTICAL	SPIRIVA 18 MCG C	BRS	ER DISCHARGE PHARMACY 615 ONLY	8	-$38.07	$90.64	$687.05	13 Feb 2013
PHARMACEUTICAL	SPIRIVA 18 MCG C	BRS	MAIN OUTPATIENT PHARMACY 615 ONLY	3	-$14.28	$90.64	$257.64	04 Feb 2013
PHARMACEUTICAL	SPIRIVA 18 MCG C	BRS	MAIN OUTPATIENT PHARMACY 615 ONLY	18	-$85.65	$90.64	$1,545.87	08 Feb 2013
PHARMACEUTICAL	SPIRIVA 18 MCG C	BRS	MAIN OUTPATIENT PHARMACY 615 ONLY	24	-$114.21	$90.64	$2,061.15	11 Feb 2013
PHARMACEUTICAL	SPIRIVA 18 MCG C	BRS	MAIN OUTPATIENT PHARMACY 615 ONLY	6	-$28.55	$90.64	$515.29	19 Feb 2013
PHARMACEUTICAL	SPIRIVA 18 MCG C	BRS	PHARMACY PRIMARY CARE - 615 ONLY	18	-$85.65	$90.64	$1,545.87	05 Feb 2013
PHARMACEUTICAL	SPIRIVA 18 MCG C	BRS	PHARMACY PRIMARY CARE - 615 ONLY	12	-$57.10	$90.64	$1,030.58	11 Feb 2013
PHARMACEUTICAL	SPIRIVA 18 MCG C	BRS	PHARMACY PRIMARY CARE - 615 ONLY	15	-$71.38	$90.64	$1,288.22	13 Feb 2013
PHARMACEUTICAL	SPIRIVA 18 MCG C	BRS	PHARMACY PRIMARY CARE - 615 ONLY	9	-$42.83	$90.64	$772.93	19 Feb 2013
PHARMACEUTICAL	SPIRIVA 18 MCG C	BRS	PHARMACY PRIMARY CARE - 615 ONLY	12	-$57.10	$90.64	$1,030.58	21 Feb 2013
PHARMACEUTICAL	SPIRIVA 18 MCG C	BRS	PHARMACY PRIMARY CARE - 615 ONLY	9	-$42.83	$90.64	$772.93	25 Feb 2013
PHARMACEUTICAL	SPIRIVA 18 MCG C	BRS	PHARMACY PRIMARY CARE - 615 ONLY	8	-$38.07	$90.64	$687.05	28 Feb 2013
PHARMACEUTICAL	SPIRIVA 18 MCG C	BRS	PHARMACY ROBOTIC REFILL - 615 ONLY	196	-$932.69	$90.64	$16,832.75	11 Feb 2013
PHARMACEUTICAL	SPIRIVA 18 MCG C	BRS	PHARMACY ROBOTIC REFILL - 615 ONLY	64	-$304.55	$90.64	$5,496.41	14 Feb 2013

Attachment 4: Example of P&T Report

<div align="right">Date</div>

MEMORANDUM FOR PHARMACY AND THERAPEUTICS COMMITTEE

FROM: xx MDTS/SGQP

SUBJECT: Quarterly Non-Controlled Drug Audit Report

1.   AFI 44-102 sec 9.9.1.4. States "Pharmacy will conduct a monthly audit of inventory of five selected non-controlled medications from the top 100 line items by dollar volume". The Pharmacy reports the findings from this quarterly audit to the P&T committee.

2. The five medications selected for this audit, January through March 2014 were as follows:
   a.   Humira 40mg/0.8ml pen, 2s
   b.   Lidoderm 5% patch, 30s
   c.   Spiriva 18mcg CP Handihaler, 30s
   d.   Advair 250/50 Diskus, 60s
   e.   Restasis 0.05%, 30s

3. The deltas for each of the medications were noted and if any trends existed they would be investigated. At this time, there is no concern for possible diversion regarding these medications. The pharmacy will select another set of 5 medications to audit for the next quarter IAW with AFI 44-102 guidance.

4. If you have any questions regarding these reviews, please contact me at 555-1212.

<div align="center">SIGNATURE BLOCK</div>