

Manual M-6, DM&S Program Evaluation

(Veterans Administration, Department of Medicine and Surgery Manual)

Part II, Evaluation Criteria

**Chapter 5, Pharmacy Service
(Paragraphs 5.01 through 5.16)**

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PART II
M-6

DM&S PROGRAM EVALUATION



PART TWO
EVALUATION CRITERIA

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CHAPTER 5. PHARMACY SERVICE

5.01 GENERAL

Change 13

The major elements for consideration, and the criteria furnished in the subsequent paragraphs of this chapter, are for use primarily by pharmacists who visit field stations to evaluate the adequacy and effectiveness of the Pharmacy Service. ~~Referral to the provisions of the chapter will also assist Area Medical Office staff who may have occasion to evaluate Pharmacy activities in the broader context of patient care.~~ Field station staff will be guided by these provisions in conducting local appraisals of the pharmacy program.

5.02 MAJOR ELEMENTS FOR CONSIDERATION

Since techniques for survey are not prescribed, the order of listing of the program elements which follow is not necessarily the order in which they need be considered. Also, the extent to which elements are covered during any one survey, and the emphasis to be given to particular elements are left to the judgment of the individual conducting the survey. By following the basic pattern there is greater assurance of completeness and it is expected that a desirable degree of uniformity will be achieved. The major elements for consideration in appraising the adequacy and effectiveness of the Pharmacy Service are:

- a. Quality and adequacy of professional service.
- b. Physical facilities.
- c. Pharmacy personnel.
- d. Dispensing practices.
- e. Bulk compounding.
- f. Stock control.
- g. Ward and clinic drugs.
- h. Budget.
- i. Committee on Therapeutic Agents.
- j. Investigational drugs.
- k. Related professional activities.
- l. Hometown pharmacy program.
- m. Miscellaneous (special accomplishments, awards, special equipment, improved procedures, etc.).

5.03 CRITERIA FOR EVALUATION

To the extent that the same evaluation criteria will be used by different people, greater objectivity and a desirable degree of uniformity will be achieved in evaluating the adequacy and effectiveness of field station pharmacy programs. It should be kept in mind, however, that individual determinations and decisions of overall adequacy and effectiveness are dependent upon the experience, specialized training, and professional judgment of the individual conducting the survey.

5.04 PROFESSIONAL SERVICE

All other elements are adjunctive to this overall consideration which relates directly to the mission of the Pharmacy Service.

Areas of Inquiry:

a. The Pharmacy Service consistently maintains a high quality of professional service in relation to the needs of the clinical services and clinics.

5.05 PHYSICAL FACILITIES

Areas of Inquiry:

a. Physical facilities are suitable as to space and location, with adequate lighting and ventilation.

b. There is adequate provision for proper temperature control.

c. Equipment and fixtures meet the requirements for proper functioning of the Pharmacy Service.

d. The general appearance of the pharmacy is satisfactory as to cleanliness, orderliness, etc.

5.06 PHARMACY PERSONNEL

Areas of Inquiry:

a. Professional and supportive staffing is adequate for the quality and scope of pharmacy service required in relation to the needs of clinical services and clinics.

b. Operating schedules and assignments indicate proper interservice and intra-service coordination.

c. Interservice and intraservice relationships are satisfactory.

d. Pharmacy personnel participate in all appropriate hospital educational activities.

5.07 DISPENSING PRACTICES

a. Prescriptions, Pharmacy Orders, Alcoholics and Narcotics

(1) Prescription Form (VA Form 10-2577)

Areas of Inquiry:

(a) Completeness.

(b) Files.

(2) Pharmacy Order (VA Form 10-2566).

Areas of Inquiry:

(a) Completeness.

(b) Use for control purposes.

(c) Quantities of medications.

(d) Hypnotic drug usage records.

(e) Files.

(3) Alcoholics and Narcotics Order (VA Form 10-2321).

Areas of Inquiry:

- (a) Use for bulk compounding.
 - (b) Issues.
 - (c) Records--inspection, currency, accuracy.
 - (d) Files.
- (4) Miscellaneous

Areas of Inquiry:

- (a) Issue, labeling and control practices.
- (b) Records and reports--accuracy, completeness, timely preparation, files.

b. Prepackaging

Areas of Inquiry:

- (1) Practices.
- (2) Extent.
- (3) Controls.

c. Issue Schedules

Areas of Inquiry:

- (1) Coordination.
- (2) Effectiveness.

d. Mailed Prescriptions

Areas of Inquiry:

- (1) Legal requirements.
- (2) Completeness.
- (3) Quantities.
- (4) Records.

e. Fee-Basis Physicians' Prescriptions (Outpatient Clinics). (See par. 5.15, "Hometown Pharmacy Program (Outpatient)")

Areas of Inquiry:

- (1) Policy governing referral to VA pharmacy.
- (2) Number.
- (3) Drug substitution--evidence of, and recommended corrective action, if required.

f. Issues for VA Offices (Outpatient Clinics)

Areas of Inquiry:

- (1) Policy.
- (2) Volume.

5.08 BULK COMPOUNDING

Areas of Inquiry:

- a. Extent.
- b. Techniques.
- c. Controls, records.
- d. Equipment.
- e. Product development.
- f. Advantageous additions of other products.

5.09 STOCK CONTROL

a. Stock Status of Pharmacy

Areas of Inquiry:

- (1) Consistency with activity--ward orders, prescriptions, alcoholics and narcotics orders.
- (2) Stock rotation.
- (3) Slow moving, deteriorated and excess stock.
- (4) Dated item control.
- (5) Duplication.
- (6) Inventory.
- (7) Efficiency of stocking arrangement and storage precautions--stock index; antidote and emergency drug compartment.
- (8) Cleanliness.

b. Liaison With Supply Division

Areas of Inquiry:

- (1) Issue allowances.
- (2) Stock levels.
- (3) Warehouse drug storage.
- (4) Local purchases--familiarity with current regulations; volume; approval of Committee on Therapeutic Agents.
- (5) Frequency of issue.
- (6) Extent of internal issue requests.
- (7) Exchange of supplies with manufacturers.

5.10 WARD AND CLINIC DRUGS

Areas of Inquiry:

- a. Quantities.
- b. Storage precautions.
- c. Controls and ordering aids.
- d. Containers, labels.
- e. Biologicals.
- f. Narcotics.
- g. Parenteral solutions.

5.11 BUDGET

Areas of Inquiry:

- a. Drug expenditures (0831).
- b. Bookkeeping--method of recording expenditures.
- c. Management--method of controlling expenditures.
- d. Participation in forecasts and estimates.

5.12 COMMITTEE ON THERAPEUTIC AGENTS

Areas of Inquiry:

- a. Scope and effectiveness.
- b. Frequency of meetings.
- c. Secretary's records--completeness and distribution of minutes.
- d. Standardization of New Products
 - (1) For replacement of product(s) in stock
 - (a) Advantages.
 - (b) Disposition of replaced item(s).
 - (2) As additional item
 - (a) Advantages.
 - (b) Effect on usage of other items.
- e. Duplication of similar products.
- f. Surplus and obsolescent stock.
- g. Local Procurement
 - (1) Role of committee.
 - (2) Procedure.

- h. Review and screening of all items stocked by pharmacy--annual inventory.
- i. Formulary
 - (1) Recommendations for inclusion.
 - (2) Revisions.
 - (3) Availability and use.

5.13 INVESTIGATIONAL DRUGS

Areas of Inquiry:

- a. Number and names.
- b. Authority for use.
- c. Storage in pharmacy.
- d. Issue on prescription.
- e. Information on--in pharmacy and on clinical service(s).
- f. Records.

5.14 RELATED PROFESSIONAL FUNCTIONS

Areas of Inquiry:

- a. Literature file.
- b. Library.
- c. Detailing policy.
- d. Policy on displays.
- e. Teaching responsibilities.
- f. Participation in research programs.
- g. Station bulletins.
- h. Professional papers.
- i. Participation in professional societies--membership, offices held, formal program participation.

5.15 HOMETOWN PHARMACY PROGRAM (OUTPATIENT)

Areas of Inquiry:

- a. Voucher Processing
 - (1) Time required.
 - (2) Difficulties encountered; State association responsibilities.
- b. States with individual contracts--number, coverage.
- c. Consistency of local policies with Central Office directives.

5.16 MISCELLANEOUS

Areas of Inquiry:

- a. Significant accomplishments.
- b. Awards.
- c. Special equipment developed.
- d. Improved procedures, reports to management, systematic review, etc.

October 24, 1966

Part II, "Evaluation Criteria," VA Department of Medicine and Surgery Manual M-6, "DM&S Program Evaluation," is changed as indicated below:

NOTE: In addition to minor editorial changes, updating Contents and station nomenclature; eliminating references to Area Medical Offices, where appropriate, and substituting Special Assistants for Field Operations, specific changes include:

a. Paragraph 15.24d(2). Revised to delete inpatient and CBOC program plans under Speech Pathology.

b. Paragraph 15.25b(2). Revised to include type of funding support under Research.

c. Paragraphs 22.01 through 22.06. Revised to define responsibility for review of the fiscal program in DM&S and to furnish revised criteria for use in evaluating that program.

chg 17 ✓ Page vi, "CONTENTS--Continued": Under "15.03" delete "15.04 Statistical Data - - - 15-1".

chg 15 ✓ Page ix, "CONTENTS. . .Continued": Under "22.06" add "22.07 Staff Support- - - 22-2".

✓ Pages 1-1 and 1-2: Remove these pages and substitute pages 1-1 and 1-2 attached. (Par. 1.01a changed as directed by change 10; pars. 1.01f and 1.04c changed.)

✓ Page 2-1, paragraph 2.01, lines 8 and 9: After "station; (2)" delete "Area Medical Office staff; and (3)".

✓ Page 5-1, paragraph 5.01, lines 3 through 5: After "Pharmacy Service." delete "Referral to the provisions . . . context of patient care."

✓ Page 8-4, paragraph 8.09c, line 1: After "reports to" delete "Area Medical Office and".

Page 12-1, paragraph 12.01c

✓ Line 3: After "available in" delete "the Area Medical" and insert "Central".

✓ Lines 5 and 6: After "responsible" delete "Area Medical Office staff member" and insert "Central Office program director".

✓ Pages 15-1 and 15-2, paragraph 15.04: Delete this paragraph.

✓ Pages 15-7 and 15-8: Remove these pages and substitute pages 15-7 and 15-8 attached. ("NOTE" under par. 15.20k changed; pars. 15.24d(2) and 15.25b(2) changed.)

✓ Pages 17-1 and 17-2: Remove these pages and substitute pages 17-1 and 17-2 attached. (Pars. 17.01b, 17.02b, 17.03a, 17.04 c through e, and 17.05c changed; par. 17.05d deleted.)

✓ Page 20-5, paragraph 20.08c, line 7: After "control" change comma to a period and delete "and success reported to the Area Medical Director."

✓ Pages 22-1 and 22-2: Remove these pages and substitute pages 22-1 and 22-2 attached. (Pars. 22.01, 22.04, and 22.06 changed; pars. 22.02d, 22.04a(4) 22.07 added.)

✓ Page 25-1, paragraph 25.03a, lines 3 and 4: After "the station." delete "Whenever practicable, these . . . initiation of the visit. Otherwise," and capitalize "the".

October 24, 1966

M-6, Part II
Change 13

✓ Page 26-5, paragraph 26.07e, line 3: After "visiting stations--" delete "Area Office staff" and insert "staff of the Special Assistants for Field Operations".

H. Martin Engle
H. MARTIN ENGLE, M.D.
Chief Medical Director

Distribution: RPC: 1057
FD

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REMARKS

I am returning the attached material with the request that we inform facilities requesting copies of VA Manual M6, Part 2, that the manual will not be reprinted and that Health Care Review Service is working on the developing of a consolidated policy statement to replace M6, Part 2, and similar requirements relating to review of facility activities.

Also, facilities requesting copies of M6, Part 2, as a response to Internal Audit recommendations, should inform Internal Audit staff of the developmental activity of Health Care Review Service in regard to review policy.

FROM  JOHN MULHEARN, Chief, Quality Assurance Division, Health Care Review Service (174)	DATE 11-7-77 TEL. EXT. 275-0301
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