



Description of the ASHP Accreditation Standard for International Hospital and Health-System Pharmacy Services

The need for recognition of innovative, high quality, safe and effective hospital and health-system pharmacy services throughout the world has led ASHP to develop a new international accreditation standard and survey process. This accreditation standard embodies the processes of continuous quality improvement, and can result in elevation of the pharmacy and patient care services.

The *ASHP Accreditation Standard for International Hospital and Health-System Pharmacy Services* establishes criteria to guide, describe, and gain recognition for innovative, high quality, safe and effective hospital and health-system pharmacy services. The development of a standards-based accreditation process is critical for continuous quality improvement and consistency. Achievement of accreditation provides evidence of medication safety, effectiveness, and delivery of high quality of care, which leads to desired health outcomes.

The Standard's requirements serve as the basis for evaluating international pharmacy services in hospitals and health-systems for accreditation.

The Standard describes the criteria used in evaluation of hospital and health-systems that apply for accreditation of their hospital or health-system pharmacy services. The accreditation program is conducted under the authority of the ASHP Board of Directors. The *ASHP Regulations on Accreditation of International Hospital and Health-System Pharmacy Services* describes the policies governing the accreditation program and procedures for seeking accreditation.

The term hospital, in the standard, refers to both hospitals and health-systems, defined as both acute and ambulatory settings.

The standard addresses ten primary areas for high quality pharmacy practice required for accreditation:

1. Leadership and Management
2. Quality
3. Medication Policy and Drug Information
4. Medication Safety
5. Information Management
6. Supply Chain
7. Medication Use Process
8. Clinical Pharmacy Services
9. Facilities
10. Education and Training

Although not part of the core accreditation standards, hospital pharmacies demonstrating excellence in any of the following areas may be eligible for special recognition (accreditation with commendation).

11. Automation
12. Collaborative Medication Management
13. Research
14. Residency Education and Training

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Within each of the primary standard areas are key standards that demonstrate competency in that identified area of hospital pharmacy practice. The accompanying narrative for each standard describes the specific criteria for ASHP evaluation of those pharmacy services to determine consistency with the standards for accreditation within the overall management of medications and clinical pharmacy services.

All standards are required for accreditation except those in areas 11-14. As best practice evolves, these standards may eventually be required for accreditation as well.

Standard 1: Leadership and Management

- 1.1 Leadership and Organizational Structure
- 1.2 Pharmacy Strategic Planning, Mission, Vision, Goals, and Scope of Services
- 1.3 Practice Standards and Guidelines
- 1.4 Laws and Regulations
- 1.5 Pharmacy Services
 - 1.5.1 Twenty-Four-Hour Pharmacy Services
 - 1.5.2 After-Hours Pharmacy Access
- 1.6 Financial Performance
 - 1.6.1 Budget Management
 - 1.6.2 Health-System Integration
 - 1.6.3 Revenue, Reimbursement, and Compensation
 - 1.6.4 Drug Expenditures
- 1.7 Emergency Preparedness/Contingency Plans
 - 1.7.1 Emergency Preparedness
 - 1.7.2 Medical Emergencies
- 1.8 Safety
- 1.9 Policies and Procedures
- 1.10 Patient Confidentiality
- 1.11 Committee Work
- 1.12 Staffing and Competencies
 - 1.12.1 Position Descriptions
 - 1.12.2 Director of Pharmacy
 - 1.12.3 Pharmacist Licensure and Certification
 - 1.12.4 Pharmacy Technician Requirements
 - 1.12.5 Education and Training
 - 1.12.6 Recruitment, Selection, and Retention of Pharmacist Personnel
 - 1.12.7 Orientation of Personnel
 - 1.12.8 Communication
 - 1.12.9 Ethical Conduct
- 1.13 Performance Evaluation and Staff Development
- 1.14 Work Schedules and Assignments
- 1.15 Interprofessional Education
- 1.16 Well-Being and Resilience

Standard 2: Quality

- 2.1 Quality Plan
- 2.2 Metrics

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2.3 Quality Outcomes

Standard 3: Medication Policy and Drug Information

3.1 Pharmacy & Therapeutics (P&T) Committee

3.1.1 Formulary

3.1.2 Medication Therapy Monographs

3.2 Drug Information

Standard 4: Medication Safety

4.1 Medication Event Reporting System

4.2 Medication Safety Committee

4.2.1 Structure

4.2.2 Medication Safety Officer

4.2.3 Role

4.3 Just Culture

Standard 5: Information Management

5.1 Availability of Information

5.2 Computerized Prescriber Order Entry (CPOE)

5.3 Medication Administration Record (MAR) Computerized Generation

Standard 6: Supply Chain

6.1 Purchasing and Maintaining the Availability of Drug Products

6.1.1 Drug Product Acquisition and Availability

6.1.2 Pharmaceutical Manufacturers and Suppliers

6.2 Managing Inventory

6.2.1 Medication Storage

6.2.2 Drug Shortages

6.2.3 Samples

6.2.4 Patient Care Area Stock

6.2.5 Controlled Substances

6.2.6 Emergency Medications and Devices

6.2.7 Patient's Own Medications

6.3 Drug Product Storage Area Inspections

6.4 Returning Recalled, Expired, and Other Unusable Items

Standard 7: Medication Use Process

7.1 Preparing, Packaging, and Labeling

7.1.1 Preparing Medications

7.1.1.1 Compounding

7.1.1.2 Sterile Preparations

7.1.1.3 Hazardous Drug Products

7.1.2 Packaging Medications

7.2 Medication Dispensing

7.2.1 Prescribing

7.2.2 Diagnostic or Therapeutic Purpose

7.2.3 Medication Orders

7.2.4 Review of Medication Orders

7.3 Medication Delivery and Administration

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7.3.1 Drug Delivery Systems, Administration Devices, and Automated Distribution Devices

7.3.2 Medication Administration

Standard 8: Clinical Pharmacy Services

8.1 Inpatient

8.2 Outpatient/Ambulatory

Standard 9: Facilities

9.1 Adequate Space

9.2 Patient Counseling Space

9.3 Cleanroom

Standard 10: Education and Training

Standard 11 (With Commendation): Automation

11.1 Bar-Coding of Unit Dose Packaging and Point of Care Administration

11.2 Bar Coded Dispensing

11.3 Bar Coded Medication Administration

11.4 Automated Dispensing Cabinets

11.5 High-Density Storage/Inventory Management

11.6 Compounding Devices

11.7 Smart Pumps

11.8 Outpatient Pharmacy Automation

11.9 Radiofrequency Identification Tracking

11.10 Repackagers

Standard 12 (With Commendation): Collaborative Medication Management Services

12.1 Medication Therapy Decisions

Standard 13 (With Commendation): Research

Standard 14 (With Commendation): Residency Education and Training