



COMMUNITY HEALTH ACCREDITATION PROGRAM

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May 22, 2003

Dear Sir or Madam:

The Community Health Accreditation Program, Inc. (CHAP) accredits community based services/programs, including home infusion pharmacies. CHAP has written this informational letter in coordination with the National Home Infusion Association to provide your organization with information about accreditation standards, their role in the provision of services by home infusion providers, and the impact of the standards on providers' business environment.

CHAP's accreditation program strives to assure that patients receive quality-driven clinical services from the home infusion pharmacy. CHAP's accreditation standards are developed to assure the continuous and ongoing provision of quality infusion services, as well as the prevention and detection of such critical incidences as adverse drug reactions, medication errors, mechanical equipment failures, and patient/family non-compliance.

We applaud your organization's decision to require accreditation. Our hope is that you will recognize that the compliance with accreditation standards requires a commitment of staff, time, and financial resources.

In order to meet CHAP's standards, the pharmacy must provide a full spectrum of assessment, care planning, reassessment, and performance improvement activities.

Infusion pharmacies must:

- provide comprehensive assessment activities that consider patient history, current physical and medical status, laboratory reports, cognitive and psychosocial status, family/care partner support, prescribed treatment, and concurrent oral prescription and over the counter medications;
- perform drug/drug interaction monitoring and the identification of potential drug, dose, or drug-catheter incompatibilities
- provide comprehensive admission procedures that include patient teaching for mechanical and disposable equipment use, medication storage and handling, emergency procedures (i.e. natural or other disasters and emergencies), vascular access device management, recognition and reporting of adverse drug reactions and other infusion related complications;
- provide comprehensive care planning activities that consider actual or potential drug or equipment related problems, therapy monitoring with patient specific goals, coordination of activities with other providers such as home care agencies and physician offices;
- provide ongoing patient monitoring and reassessment activities to continually assess for response to treatment, drug complications, adverse reactions, and patient compliance;
- provide, as applicable, the review of patient laboratory finding, and consultation with the physician to adjust the medication orders in response to those results;

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- communicate, as applicable, with the home care agency on issues related to equipment, supplies, response to therapy, and complications;
- maintain appropriate physical facilities for the storage, preparation, dispensing, and quality control of all infusion medications and equipment in accordance with local, state, federal, and Board of Pharmacy regulations (which can be more extensive than requirements for "retail" pharmacies);
- maintain appropriate procedures for the compounding and distribution of sterile infusion products as described in national standards, federal and state regulations, and assure the continual quality control practices recommended by these organizations and other professional advisory organizations (which are more extensive than requirements for "retail pharmacies");
- maintain an ongoing employee education and competence validation program for all aspects of job functions;
- implement a comprehensive performance improvement program (i.e. quality management program) that includes the ongoing collection of clinical outcome data, patient perception data, the trending and analysis of these and other performance measure data, the root cause evaluation of all sentinel events, and the ongoing documentation of staff activities that use the data towards ongoing program improvement

Sincerely,



Terry A. Duncombe, RN, MSHA
President/CEO