Commission SBAR Communication

Agenda Item/Title: Optum pharmacy

Date SBAR Communication Prepared: 12/10/2019

Reviewer: Irina Tiginyanu

Link to Action Plan:
☐ Action ☐ Information ☐ Follow-up ☐ Report only

Situation:

Pharmacy is seeking approval for their technician and assistant AUP

Background:

Assessment:

Pharmacy technicians and assistants are performing within their scope of practice.

Recommendation:

Recommendation to approve the ancillary utilization plan for assistants and technicians.

Follow-up Action:
Pharmacy Ancillary Utilization Application

All utilization plans must be submitted 60 days prior to next Pharmacy Commission business meeting. You can find the Commission meeting schedule on the Department of Health website.

Note: Utilization plans for technicians and assistants must accompany this application.

Select One:  ✔ New  ☐ Update

1. Demographic Information

UBI # 604 501 774
Federal Tax ID (FEIN) # 84-2827343

Legal Owner/Operator Name  Optum Pharmacy 701, LLC

Pharmacy License #  Pending

Pharmacy Name  Optum Pharmacy 701, LLC

Physical Address  8131 W Bostian Rd, Suite A350

City  Woodinville  State  WA  Zip Code  98072  County  King County

Facility Phone (enter 10 digit #)  800-741-9061  Fax (enter 10 digit #)  833-372-3355

2. Facility Specific Information

Number of Employees:

Pharmacists  6  Technicians  18  Assistants  30

3. Key Individuals

Responsible Pharmacist  Kimberly Swigart  License # PH60228584

Signature

I certify I have received, read, understood, and agree to comply with state law and rule regulating this licensing category. I also certify the information herein submitted is true to the best of my knowledge and belief.

Karen Peterson

Signature of Owner/Authorized Representative of Pharmacy

Date  10/2/2019

Secretary

Print Name

Print Title
1.0 PURPOSE

1.1 The purpose of this procedure is to outline the State Boards of Pharmacy requirements for Pharmacist to Technician ratios and describe the Pharmacy compliance with statutes and regulations regarding supervision, assignment, and delegation of tasks to Pharmacy Technicians or Technicians-in-Training.

2.0 SCOPE

2.1 This procedure is applicable to Pharmacist to Technician ratios for OptumRx and BriovaRx pharmacies.

3.0 ACCOUNTABILITY

3.1 It is the responsibility of the Senior Vice President, Chief Pharmacy Officer of OptumRx Pharmacy Operations to oversee overall compliance with this Procedure.

3.2 It is the responsibility of Pharmacists-in-Charge (PIs) from OptumRx pharmacies to:
   3.2.1 Evaluate and oversee the appropriateness and effectiveness of this Procedure.
   3.2.2 Ensure implementation and ongoing evaluation of this Procedure.
   3.2.3 Ensure staff training and compliance with this Procedure.

4.0 DEFINITIONS

4.1 N/A

5.0 PROCEDURES

5.1 Overview
   5.1.1 A Pharmacy Technician or Technician-in-Training may perform packaging, manipulative, repetitive or other nonjudgmental tasks, only while assisting, and while under the direct supervision and control of a Pharmacist.
   A. The Pharmacy complies with applicable Pharmacy Practice Acts when defining the functional role(s) of Technicians.

This document contains confidential, proprietary information of OptumRx. Release of this document externally is prohibited unless authorized by an authorized OptumRx representative. Copyright © 2015-2018 OptumRx. All rights reserved.
Ancillary Personnel Utilization Plan

Technicians

A. Pharmacy Technician or Technician-in-Training may perform packaging, manipulative, repetitive or other nonjudgmental tasks, only while assisting, and while under the direct supervision and control of a Pharmacist. These tasks include:

1. Preparing prescriptions for dispensing;
2. Ordering medications;
3. Stocking of pharmacy shelves.

B. Manual monitoring of pharmaceutical storage area environment if there is a failure of the continuous monitoring systems.

C. Environmental Variance and Resolution. When equipment is unable to maintain the required storage conditions due to malfunction or power outage, the pharmacy staff:

1. Transfers medications or gel packs to a functioning refrigerator, freezer, or other space where the appropriate conditions are available.
2. Marks the affected unit(s) with an “Out of Service” notice.
3. Transfers refrigerated medications into coolers along with frozen gel packs.
4. Transfers frozen medications into coolers along with dry ice.
5. Purchases additional ice or dry ice from local ice distributors if needed.
6. Transfers medications back to the appropriate refrigerator or freezer once the unit is restored and functional.

D. Facility and Inventory Equipment Cleaning. This task includes:

1. Regular cleaning of all major equipment components.
2. Dusting medication storage areas including shelves, refrigerators, and freezers on a monthly basis as part of the review for expired or damaged product.

E. Calibration and Maintenance Schedule. A calibration check of the automated dispensing equipment is completed and documented at least once a month, after calibration or cleaning, anytime they are offline, or as recommended by the manufacturer or vendor. Parata canister calibration is completed by a technician or pharmacist for testing before the unit is placed into the machine for use.

F. Dispensing Equipment Cleaning.

G. Counting Trays and Spatulas Cleaning.


I. Automated Dispensing Equipment Cleaning.

J. Dispensing Equipment Quality Assurance Testing and Auditing. This includes regularly maintaining counting machines, pill scales, and automated dispensing equipment by performing quality assurance of the equipment according to manufacturer specifications.
Ancillary Personnel Utilization Plan

Assistants

A. Pack Pharmacy orders. All packing functions are performed by authorized personnel under direction of licensed/registered pharmacists in compliance with all state and federal laws and regulations. These tasks include:
   1. Moving totes over the computer chip reader to a station;
   2. Packing in bags, boxes, cotton liner or cooler boxes, or foil bags;
   3. Packing a temperature indicator device in the appropriate location within cotton liner, when indicated;
   4. Packing frozen gel packs around the medication per procedure;
   5. Packing dry ice;
   6. Assembling boxes;
   7. Confirming all appropriate items are in the bag/box;
   8. Sealing;
   9. Placing bagged/boxed order on the conveyor or cart for transport to the shipping area to be sorted to the appropriate carrier;
10. For boxed carrier deliveries, placing paperwork and any unrefrigerated items included in the order into the box outside of the cotton liner and seal the box with tamper evident tape;
11. For courier deliveries in foil bags, placing paperwork and refrigerated items included in the order inside plastic bag and seal to protect the items from moisture;
12. Affixing appropriate stickers to the box and cotton liner.

B. Rotate product on shelves.

C. Manual monitoring of pharmaceutical storage area environment if there is a failure of the continuous monitoring systems.

D. Environmental Variance and Resolution. When equipment is unable to maintain the required storage conditions due to malfunction or power outage, the pharmacy staff:
   1. Transfers medications or gel packs to a functioning refrigerator, freezer, or other space where the appropriate conditions are available.
   2. Marks the affected unit(s) with an “Out of Service” notice.
   3. Transfers refrigerated medications into coolers along with frozen gel packs.
   4. Transfers frozen medications into coolers along with dry ice.
   5. Purchases additional ice or dry ice from local ice distributors if needed.
   6. Transfers medications back to the appropriate refrigerator or freezer once the unit is restored and functional.

E. Monitoring Product Expiration and Damage. This includes:
   1. Inspecting all medications on the shelves, in refrigerators, and in freezers every month for expiring/short dated and damaged product in pharmacy.
   2. Reviewing all shelves, refrigerators, and freezers for expiring, expired, damaged, and nonsaleable items, removing from inventory, and isolating the product in the designated quarantine area on a monthly basis.
   3. Documenting that the inventory was reviewed for expired, expiring, and damaged products in the Walking the Shelves log as part of the routine pharmacy cleaning of pharmaceutical storage areas.
Ancillary Personnel Utilization Plan

Assistants Cont.

F. Facility and Inventory Equipment Cleaning. This task includes:
   1. Regular cleaning of all major equipment components.
   2. Dusting medication storage areas including shelves, refrigerators, and freezers on a monthly basis as part of the review for expired or damaged product.