

## Parnassus Hospital Operations IPPE Learning Objectives & Checklist

**Purpose:** The purpose of the operations IPPE experience is to familiarize students with hospital workflow and the responsibilities of technicians and pharmacists in ensuring quality patient care.

### Operational Areas at Parnassus:

**What is CUDA (Central Unit Dose Area)?** This is the basement pharmacy at the UCSF Medical Center which acts as the major staging area for medication distribution at the Parnassus campus.

**IVAS (Intravenous drug Admixture Services):** Located within CUDA, this is the area where IV chemotherapy and biohazardous agents stored are prepared.

**13SAT (13th Floor Satellite Pharmacy):** The satellite pharmacy located on 13 Moffitt is where non-batch (STAT, First dose, short expiration) IV infusions are prepared.

### Shadowing Desk Tech & related activities

*(Technician shifts: PN- D1 / PN - E1)*

#### Observation & Self Directed Activities

- ☐ Find the following areas in CUDA: Technician desk, purchasing pharmacy team, IVAS, narcotics cage
- ☐ Know where to find the following types of medications:
  - ☐ PO tabs/caps, PO liquids, IV vials / drips, Topical, Rectal, Vaginal, Inhalation, Vaccines
  - ☐ Review the types of medications stored in refrigerators
  - ☐ Know that compounded IV infusions come from Mission Bay / 13SAT (ask your technician about the batch workflow)
- ☐ Observe how to mix and draw up oral soln/suspensions from bulk bottles (Oral Specials)
- ☐ Observe hand hygiene and safety precautions for drawing up oral chemotherapy drugs (IVAS)
- ☐ Observe cleaning procedures for oral chemotherapy compounding hood (IVAS)
- ☐ Understand how to make special oral formulations from an oral extemporaneous compounding recipe

#### Preparation & Dispensing of medications

- ☐ Fill medication labels and prepare for pharmacist check
- ☐ Know which auxiliary stickers must be attached to medications before they are sent to the floor
  - ☐ Creams and ointments, inhalers, refrigerated medications, biohazardous drugs
- ☐ Utilize tube system to send medications to the ICUs, ED, or PACU
  - ☐ Know which medications cannot be tubed and why (ask your pharmacist)
- ☐ Check Pyxis Printer for "Stock-outs" and "Critical-Lows."
  - ☐ Know which of these need to be filled (based on time of day and workflow)
- ☐ Use APEX to analyze patient transfers; which (if any) medications must be transferred?
- ☐ Use the "Want List" and "ZOHO" to reorder medications that are low or out of stock

#### Communication & Professionalism

- ☐ Understand phone system; know which types of calls can be fielded by technicians and which require pharmacist attention
- ☐ Understand the proper way to answer phones and what information should be collected during conversations with nurses "Hello, CUDA Pharmacy my name is xxxx a pharmacy intern, how may I help you?"

#### Fill in the blanks:

- First doses of PO medications are dispensed from \_\_\_\_\_ and \_\_\_\_\_, whereas scheduled PO medications are dispensed from \_\_\_\_\_ and come attached to rings.
- The ED pharmacist prints a STAT label for a vial of norepinephrine. The fastest way to get it to them is via \_\_\_\_\_.
- A label prints out for a Hepatitis B Vaccine. This drug can be found in the \_\_\_\_\_.

### Pharmacy Runner & related activities

*(Technician shifts: PN - D4 / PN - E3)*

### Observation & Self Directed Activities

- ☐ Learn layout of the hospital: ICU, Moffitt, Long. Which types of patients are on each floor? Which floors are surgery floors?
- ☐ Learn delivery workflow:
  - ☐ Medications organized by floor in bins by PIC Desk
  - ☐ Chemotherapy drugs by IVAS (In CUDA)
  - ☐ Pick-up IV medications from 13 Satellite

### Preparation & Dispensing of medications

- ☐ Pyxis Fill
  - ☐ Assist technician in refilling Pyxis stock-outs and critically low medications
  - ☐ Understand the importance of entering accurate medication counts and expiration dates when filling the pyxis
- ☐ Medication Rings
  - ☐ Rings delivered at 6am and 6pm: look for these in patient cassettes
  - ☐ Know when to clean out old medications from patient cassettes
  - ☐ Know how to sort credits for return to appropriate location (CUDA or Owens st.)
- ☐ Fill OR surgery trays
  - ☐ Check for drug with the shortest expiration date
  - ☐ Try to identify what each drug could be used for

### Fill in the Blanks:

- A nurse is calling from 14M stating that she cannot find a medication. Possible places that she should look before you send a dose are in the \_\_\_\_\_, \_\_\_\_\_, and in the \_\_\_\_\_.
- While you are delivering medications a nurse stops you to ask if you have brought the bumetanide drip that she needs for her patient. You do not have it so you call \_\_\_\_\_ to see if they have made it.
- On your next round another nurse claims they cannot find the neupogen injection they need to give to their patient. You know that you delivered these on your last round and show them that they are located in \_\_\_\_\_.

### 13 Satellite Observations:

- ☐ Observe a technician making intravenous medications using aseptic techniques
- ☐ Help with the workflow by offering to deliver the IV compounded medication if you have already observed a runner shift
- ☐ Review the types of medications that are stored in the refrigerator
- ☐ Review when it is appropriate to store patient's own medications (POMs) in 13SAT
- ☐ Find where the narcotic medications are stored

### Clinical Activities:

- ☐ Review the medication reconciliation articulated lecture on CLE (under IPPE → Hospital Operations)

**\*\*Please Email Ashley Thompson & Kethen So with one recommendation for improving operational efficiencies that you observed while shadowing (Required).**