

Home-related – Mandatory

Home Name:

Inspection Number:

Date:

Inspector ID:

Definition / Description	
Adverse drug reaction:	A harmful and unintended response by a resident to a drug or combination of drugs which occurs at doses normally used or tested for the diagnosis, treatment or prevention of a disease or the modification of an organic function.
Cannabis:	Cannabis has the same meaning as in subsection 2 (1) of the <i>Cannabis Act</i> (Canada).
Controlled substance:	A controlled substance within the meaning of the <i>Controlled Drugs and Substances Act</i> (Canada).
Drug:	A substance or a preparation containing a substance referred to in clauses (a) through (d) of the definition of drug in subsection 1 (1) of the <i>Drug and Pharmacies Regulation Act</i> , including a substance that would be excluded from that definition by virtue of clauses (f) to (i) of that definition, but does not include a substance referred to in clause (e) of that definition.
Medical cannabis:	Medical cannabis means cannabis that is produced or obtained for medical purpose in accordance with Part 14 of the <i>Cannabis Regulations</i> (Canada) or in accordance with a court order.
Medication incident:	A preventable event associated with the prescribing, ordering, dispensing, storing, labelling, administering or distributing of a drug, or the transcribing of a prescription, and includes: <ul style="list-style-type: none"> • An act of omission or commission, whether or not it results in harm, injury or death to a resident, or • A near miss event, where an incident does not reach a resident but had it done so, harm, injury or death could have resulted.
Natural health product:	Natural health product, as that term is defined from time to time by the <i>Natural Health Products Regulations</i> under the <i>Food and Drugs Act</i> (Canada), other than a product that is a substance that has been identified in the regulations made under the <i>Drug and Pharmacies Regulation Act</i> as being a drug for the purposes of that Act despite clause (f) of the definition of 'drug' in subsection 1 (1) of that Act. (<i>this definition for the purposes of r. 132 only</i>).
Pharmacist:	A member of the Ontario College of Pharmacists who holds a certificate of registration as a pharmacist.

Prescriber:	A person who is authorized under a health profession Act as defined in the <i>Regulated Health Professions Act, 1991</i> to prescribe a drug within the meaning of that Act.
Prescription:	A direction from a prescriber directing the dispensing of any drug or drugs for a resident.
Recreational Cannabis:	Recreational cannabis means cannabis other than, <ul style="list-style-type: none">(a) A drug containing cannabis to which the <i>Cannabis Regulations</i> (Canada) apply,(b) Medical cannabis,(c) Cannabis that is identified in the regulations under the <i>Drug and Pharmacies Regulation Act</i> as being a drug for the purposes of that Act,(d) Cannabis that is a natural health product to which the <i>Natural Health Product Regulations</i> (Canada) apply,(e) Industrial hemp within the meaning of the <i>Industrial Hemp Regulations</i> (Canada); and(f) A derivative or a product made from a derivative that is exempt from the application of the <i>Cannabis Act</i> (Canada) under the <i>Industrial Hemp Regulations</i> (Canada).
Topical:	A drug in the form of a liquid, cream, gel, lotion, ointment, spray or powder that is applied to an area of the skin and is intended to affect only the local area to which it is applied.

Use

The home-related mandatory inspection protocol (IP) is used to review the home's medication administration and management during the Resident Quality Inspection of the LTC home.

The inspector (nursing preferred) may also use this IP to inspect concerns related to medication administration and management during any type of inspection.

The inspection focuses on the licensee's obligations to meet the requirements of the *Long-Term Care Homes Act, 2007 and Ontario Regulation 79/10* in the following areas:

O. Reg. 79/10 s. 8	Policies, etc., to be followed and records
O. Reg. 79/10 s. 114 -118	Drugs
O. Reg. 79/10 s. 119 - 121	Pharmacy Service Provider
O. Reg. 79/10 s. 122 -137	Obtaining and Keeping Drugs
O. Reg. 79/10 s. 132.1 (1)	Recreational cannabis
O. Reg. 79/10 s. 132.2 (1)	Medical Cannabis

Note: Sections 114 to 132 and 132.2 to 137 do not apply with respect to recreational cannabis, and Sections 122, 126, 129, 130, 131 and 136 do not apply with respect to medical cannabis.

Procedure

Each section within this IP contains statements that provide guidance to the inspector in the collection of information during an inspection and may not be applicable in every situation. The information collected will be used to determine whether a home is in compliance with the LTCHA.

This IP contains three (3) Parts:

Part A - Medication administration, drug storage areas, and drug destruction records

Part B - Medication administration / processes

Part C - Medication management system

During the Resident Quality Inspection:

One (1) assigned inspector (nursing preferred) will complete the applicable questions in Part A with the focus on **safe medication administration and drug storage practices**. In Part B and C, the inspector will complete the questions relating to the LTCH **processes for the handling of Medication Incidents and Adverse Drug Reactions**, specifically questions #35, #36, and #63. To answer the applicable questions in Part A, B, and C, the following steps must be taken:

Step #1:

1. One (1) assigned inspector (nursing preferred) **starts by** reviewing the LTCH's processes for handling of medication incidents and adverse drug reactions.
2. The inspector will select the last medication incident from the LTCH's **last quarterly review** of medication incidents and adverse drug reactions. The resident involved in the medication incident must still reside in the home so that their medication administration pass can be further inspected upon. **Note: If there are no resident(s) with a medication incident in the last quarterly review, select a resident from the previous quarterly review.**
3. In Part B and C, the inspector will complete the questions relating to the LTCH processes for the handling of **Medication Incidents and adverse Drug Reactions**, specifically question #35, #36,

and #64 (see Part B on pages 9-10).

Step #2:

1. The inspector is now ready to complete applicable questions in Part A with the focus on safe medication administration and drug storage practices, and the inspector is responsible for observing the following:
 - One (1) drug storage area observed for controlled substances.
 - Medication administration for the resident identified in Step #1 above.
 - **Note:** *If there are no residents who have had a medication incident or adverse drug reaction in the last or previous quarterly review, select a resident residing in any location of the LTCH. In this case, select a resident identified with high risk conditions and associated medication regimes. For example: insulin-dependent diabetes, pain management, or anticoagulant therapy. The selected resident is not required to be part of the census sample. The entire medication / treatment pass for the selected resident will be observed.*

Where non-compliance is identified, the findings will be communicated during the inspection team meetings. The inspector will complete the applicable questions in Part B and/or C related to the non-compliance identified in Part A, B, and/or C.

The inspector must document evidence to support non-compliance in the 'Notes' section when answering 'No'.

PART A: Medication Administration and Drug Storage

Resident / Substitute Decision-Maker Interview

Interview the resident or SDM, if any, as appropriate to determine:

- Whether the resident / SDM was advised about the resident's medical condition and involved in the development of their medication regime.
- Whether resident / SDM was provided information on the risks and benefits of medications, has an understanding of this information, and is allowed to exercise their right to consent or refuse consent to treatment.
- Whether the home staff provided information about the risks and benefits, and offered alternative approaches where interventions were declined or refused.
- Whether staff administer medications as appropriate.
- Whether staff assess and monitor the resident for effectiveness of medications given.

Information Gathering

Notes

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Staff Interviews

Interview registered staff located in various resident home areas and on various shifts where appropriate, to determine their awareness of the home's medication policies and protocols.

Where non-registered nursing staff administers a topical, determine that the staff member has been trained.

Information Gathering

Notes

Observations

The Medication Administration

Observe the administration of medications to determine:

- Compliance with principles for the safe and timely administration of medications practices and in accordance with the directions specified by the prescriber.
- Where non-registered nursing staff administers a topical, determine that the staff member has been trained by a member of the registered nursing staff, and is supervised by a member of the registered nursing staff.
- Where a resident is permitted to administer a drug to themselves, that a physician or registered nurse in the extended class or other prescriber who attends the resident, has authorized this and it is consistent with the home's written policies.
- Whether drugs are in the original labelled container, or as packaged by pharmacy service provider, or Ontario Government Supply.

Drug Storage Observations

The inspector will make observations of drugs stored in an area or a medication cart, to determine:

- Exclusivity for drugs and drug-related supplies.
- Secured and locked at all times, when not in use.
- Protected from heat, light, humidity or other environmental conditions in order to maintain efficacy and complies with manufacturer's instructions for the storage of the drugs.
- Controlled substances are stored in a separate, double-locked stationary cupboard in the locked area or stored in a separate locked area within the locked medication cart.
- No more than a three (3) month drug supply is kept in the home (excluding emergency drug supply).
- Drugs remain in the original labelled container or package provided by the pharmacy service provider or the Government of Ontario.
- Access to this area is restricted to persons who may dispense, prescribe or administer drugs in the home and the Administrator.

Information Gathering

Notes

Administration of Drugs

No.	Yes	No	N/A	Question	Act/Reg.
1.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Does the licensee ensure that no drug is used by or administered to a resident in the home unless the drug has been prescribed for the	r. 131 (1)

				resident?	
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
2.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Does the licensee ensure that drugs are administered to residents in accordance with the directions for use specified by the prescriber?	r. 131 (2)
Note					

No.	Yes	No	N/A	Question	Act/Reg.
3.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Does the licensee ensure that when a resident is taking any drug or combination of drugs, including psychotropic drugs, there is monitoring and documentation of the resident's response and the effectiveness of the drugs appropriate to the risk level of the drugs?	r. 134 (a)
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
4.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Does the licensee ensure that no resident administers a drug to himself or herself unless the administration has been approved by the prescriber in consultation with the resident?	r. 131 (5)
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
5.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Does the licensee ensure that no resident who is permitted to administer a drug to himself or herself, keeps the drug on his or her person or in his or her room except, (a) As authorized by a physician, registered nurse in the extended class or other prescriber who attends the resident, and (b) In accordance with any conditions that are imposed by the physician, the registered nurse in the extended class or other prescriber? Note: "dentist" means a member of the Royal College of Dental Surgeons of Ontario r. 131 (8)	r. 131 (7) (a)(b)
Notes					

Drug supply

No.	Yes	No	N/A	Question	Act/Reg.
6.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Does the licensee ensure that drugs obtained for use in the home, except drugs obtained for any emergency drug supply, are obtained based on resident usage, and that no more than a three-month supply is kept in the home at any time?	r. 124
Notes					

Packaging of drugs

No.	Yes	No	N/A	Question	Act/Reg.
7.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Does the licensee ensure that drugs remain in the original labelled container or package provided by the pharmacy service provider or the Government of Ontario until administered to a resident or destroyed?	r. 126
Notes					

Safe storage of drugs

No.	Yes	No	N/A	Question	Act/Reg.
8.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Does the licensee ensure that drugs are stored in an area or a medication cart, <ul style="list-style-type: none"> i. that is used exclusively for drugs and drug-related supplies, ii. that is secure and locked, iii. that protects the drugs from heat, light, humidity or other environmental conditions in order to maintain efficacy, and iv. that complies with manufacturer's instructions for the storage of the drugs (i.e. expiration dates, refrigeration, lighting)? <p><i>Note: This subsection does not apply with respect to drugs that a resident is permitted to keep on his or her person or in his or her room in accordance with subsection 131 (7).</i></p>	r. 129 (1) (a) (i) (ii) (iii) (iv)
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
9.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Does the licensee ensure that controlled substances are stored in a separate, double-locked stationary cupboard in the locked area or stored in a separate locked area within the locked medication cart?	r. 129 (1) (b)
Notes					

Security of drug supply

No.	Yes	No	N/A	Question	Act/Reg.
10	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Does the licensee ensure that all areas where drugs are stored are kept locked at all times, when not in use?	r. 130. 1
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
11	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Does the licensee ensure all areas where drugs are stored are restricted to persons who may dispense, prescribe or administer drugs	r. 130. 2

				in the home, and the Administrator?	
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Drug destruction

No.	Yes	No	N/A	Question	Act/Reg.
12	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Does the licensee ensure that when a drug that is to be destroyed is a controlled substance, it will be done by a team acting together and composed of: <ul style="list-style-type: none"> i. one member of the registered nursing staff appointed by the Director of Nursing and Personal Care, and ii. a physician or a pharmacist? 	r. 136 (3) (a) (i) (ii)

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No.	Yes	No	N/A	Question	Act/Reg.
13	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Does the licensee ensure that where a drug that is to be destroyed is not a controlled substance, it will be done by a team acting together and composed of: <ul style="list-style-type: none"> i. one member of the registered nursing staff appointed by the Director of Nursing and Personal Care, and ii. one other staff member appointed by the Director of Nursing? 	r. 136 (3)(b)(i)(ii)

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No.	Yes	No	N/A	Question	Act/Reg.
14	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Does the licensee ensure that when a drug is destroyed, the drug is altered or denatured to such an extent that its consumption is rendered impossible or improbable?	r. 136 (6)

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PART B: Medication Administration / Processes

(Complete applicable questions for Mandatory Tasks in Part B & C, and if non-compliance is identified in Part A)

Record Review / Interview
<p>Review policies and protocols for safe administration of medication processes to determine whether:</p> <ul style="list-style-type: none"> • Procedures are in place for safe medication administration. • Monitored dosage system for drug administration is used. • Proper packaging of drugs is maintained. • Drugs are stored safely – for instance, medication cart which is secured and locked, for controlled substances and all other drugs. • There are records for drug ordering and receiving. • There are policies and procedures for medication incidents and adverse drug reactions. • There are policies and procedures that address home’s responsibility for drug destruction and disposal.

Handling of Medication Incidents and Adverse Drug Reactions

The inspector will review the LTCH's written processes for handling of medication incidents and adverse drug reactions to determine:

- Processes are developed and implemented to ensure that every medication incident involving a resident and that every adverse drug reaction is:
 - Documented, together with a record of the immediate and corrective actions taken to assess and maintain the resident's health and prevent recurrence.
 - Every medication incident and adverse drug reaction is reported to the
 - Resident,
 - Resident's SDM, if any,
 - Director of Nursing and Personal Care,
 - Medical Director,
 - Prescriber of the drug,
 - Resident's attending physician or the registered nurse in the extended class attending the resident, and
 - Pharmacy service provider.
- Records are kept:
 - All medication incidents and adverse drug reactions are documented, reviewed and analyzed quarterly in order to reduce and prevent medication incidents and adverse drug reactions;
 - Corrective action is taken as necessary, related to the results of the review and analysis of medication incidents and adverse drug reactions in order to reduce or prevent recurrence; and
 - A written record is kept of everything, including the review.

Interview the resident or SDM, if any, as appropriate to determine:

- Whether staff inform the resident/SDM of any medication incidents and adverse drug reactions.

Interview registered staff to determine:

- Whether written processes are in place related to medication incidents and adverse drug reactions, including documentation and records.

Information Gathering

Notes

Medical directives and orders – drugs

No.	Yes	No	N/A	Question	Act/Reg.
15	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Does the licensee ensure that all medical directives or orders for the administration of a drug to a resident are reviewed at any time when the resident's condition is assessed or reassessed in developing or revising the resident's plan of care?	r. 117 (a)
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
16	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Does the licensee ensure that no medical directive or order for the administration of a drug to a resident is used unless it is individualized to the resident's condition and needs?	r. 117 (b)
Notes					

Information in every resident home area or unit

No.	Yes	No	N/A	Question	Act/Reg.
17	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Does the licensee ensure that the following are available in every resident home area or unit in the home: <ol style="list-style-type: none"> 1. Recent and relevant drug reference materials 2. The pharmacy service provider's contact information, and 3. The contact information of at least one poison control centre or similar body? 	r. 118 paras 1, 2, 3
Notes					

Retaining of pharmacy service provider (Part B)

No.	Yes	No	N/A	Question	Act/Reg.
18	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Does the licensee retain a pharmacy service provider for the home?	r. 119 (1)
Notes					

Responsibilities of pharmacy service provider

No.	Yes	No	N/A	Question	Act/Reg.
19	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	For each resident of the home, does the licensee ensure that the pharmacy service provider participates in the following activities: <ul style="list-style-type: none"> • the development of medication assessments • medication administration records • records for medication reassessment, and • maintenance of medication profiles? 	r. 120. 1
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
20	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Does the licensee ensure that the pharmacy service provider participates in the evaluation of therapeutic outcomes of drugs for residents?	r. 120. 2
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
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21	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Does the licensee ensure that the pharmacy service provider participates in risk management and quality improvement activities, including review of medication incidents, adverse drug reactions and drug utilization?	r. 120. 3
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
22	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Does the licensee ensure that the pharmacy service provider participates in developing audit protocols for the pharmacy service provider to evaluate the medication management system?	r. 120. 4
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
23	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Does the licensee ensure that the pharmacy service provider participates in educational support to the staff of the home in relation to drugs?	r. 120. 5
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
24	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Does the licensee ensure that the pharmacy service provider participates in drug destruction and disposal if required by the licensee's policy?	r. 120. 6
Notes					

System for notifying pharmacy service provider

No.	Yes	No	N/A	Question	Act/Reg.
25	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Does the licensee ensure that a system is in place for notifying the pharmacy service provider within 24 hours of the admission, medical absence, psychiatric absence, discharge, and death of a resident?	r. 121
Notes					

Purchasing and handling of drugs

No.	Yes	No	N/A	Question	Act/Reg.
26	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Does the licensee ensure that no drug is acquired, received or stored by or in the home or kept by a resident unless the drug: <ul style="list-style-type: none"> a) has been prescribed for a resident or obtained for the purposes of the emergency drug supply, and b) has been provided by, or through an arrangement made by, the pharmacy service provider or the Government of Ontario? <p>Note: This subsection does not apply where exceptional circumstance exist such that a drug prescribed for a resident cannot be provided by, or through an</p>	r. 122 (1) (a) and (b)

				<i>arrangement made by, the pharmacy service provider r. 122 (2)</i>	
Notes					

Monitored dosage system

No.	Yes	No	N/A	Question	Act/Reg.
27	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Does the licensee ensure that a monitored dosage system is used in the home for the administration of drugs?	r. 125 (1)
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
28	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Does the monitored dosage system promote the ease and accuracy of the administration of drugs to residents and support monitoring and drug verification activities?	r. 125 (2)
Notes					

Administration of drugs

No.	Yes	No	N/A	Question	Act/Reg.
29	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Does the licensee ensure that no person administers a drug to a resident in the home unless that person is a physician, dentist, registered nurse or a registered practical nurse?	r. 131 (3)
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
30	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Where a resident is permitted to administer a drug to himself or herself, does the licensee ensure that there are written policies to ensure that the residents who do so understand: (a) The use of the drug (b) The need for the drug (c) The need for monitoring and documentation of the use of the drug, and (d) The necessity for safekeeping of the drug by the resident where the resident is permitted to keep the drug on his or her person or in his or her room?	r. 131 (6) (a)(b)(c)(d)
Notes					

Drug record (ordering and receiving)

No.	Yes	No	N/A	Question	Act/Reg.
31	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Does the licensee ensure that a drug record is established, maintained and kept in the home for at least two years, in which is recorded the following information, in respect of every drug that is ordered and received in the home:	r. 133 (1-9)

				<ol style="list-style-type: none"> 1. The date the drug is ordered 2. The signature of the person placing the order 3. The name, strength and quantity of the drug 4. The name of the place from which the drug is ordered 5. The name of the resident for whom the drug is prescribed, where applicable 6. The prescription number, where applicable 7. The date the drug is received in the home 8. The signature of the person acknowledging receipt of the drug on behalf of the home 9. Where a controlled substance is destroyed, including documentation as per section 136 (4)? 	
Notes					

Resident's drug regimes

No.	Yes	No	N/A	Question	Act/Reg.
32	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Does the licensee ensure that appropriate actions are taken in response to any medication incident involving a resident and any adverse drug reaction to a drug or combination of drugs, including psychotropic drugs?	r. 134 (b)
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
33	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	At least quarterly, does the licensee ensure that there is a documented reassessment of each resident's drug regime?	r. 134 (c)
Notes					

Medication incidents and adverse drug reactions

No.	Yes	No	N/A	Question	Act/Reg.
34	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Does the licensee ensure that every medication incident involving a resident and every adverse drug reaction is: <ol style="list-style-type: none"> (a) documented, together with a record of the immediate actions taken to assess and maintain the resident's health, and (b) reported to the resident, the resident's SDM, if any, the Director of Nursing and Personal Care, the Medical Director, the prescriber of the drug, the resident's attending physician or the registered nurse in the extended class attending the resident and the pharmacy service provider? 	r. 135 (1) (a) (b)
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
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35	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<p>Does the licensee ensure that:</p> <p>(a) all medication incidents and adverse drug reactions are documented, reviewed and analyzed</p> <p>(b) corrective action is taken as necessary, and</p> <p>(c) a written record is kept of everything required under clauses (a) and (b)?</p>	<p>r. 135 (2) (a) (b) (c)</p>
Notes					

Restraining by administration of drug, etc., under common law duty

No.	Yes	No	N/A	Question	Act/Reg.
36	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<p>Does the licensee ensure that every administration of a drug to restrain a resident when immediate action is necessary to prevent serious bodily harm to the resident or to others pursuant to the common law duty, is documented, and does the licensee ensure that the following are documented:</p> <ol style="list-style-type: none"> 1. Circumstances precipitating the administration of the drug 2. Who made the order, what drug was administered, the dosage given, by what means the drug was administered, the time or times when the drug was administered and who administered the drug 3. The resident's response to the drug 4. All assessments, reassessments and monitoring of the resident 5. Discussions with the resident or where the resident is incapable, the resident's substitute decision-maker, following the administration of the drug to explain the reasons for the use of the drug? 	<p>r. 137 (2) (1-5)</p>
Notes					

PART C: Medication Management System

(Complete applicable questions if non-compliance is identified in Part A)

No.	Yes	No	N/A	Question	Act/Reg.
37	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<p>Has the licensee developed an interdisciplinary medication management system that provides safe medication management and optimizes effective drug therapy outcomes for residents?</p>	<p>r. 114 (1)</p>
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
38	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<p>Has the licensee ensured that written policies and protocols are developed for the medication management system to ensure the accurate acquisition, dispensing, receipt, storage, administration, and destruction and disposal of all drugs used in the home?</p>	<p>r. 114 (2)</p>

Notes

No.	Yes	No	N/A	Question	Act/Reg.
39	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Are the written policies and protocols developed, implemented, evaluated and updated in accordance with evidence-based practices and, if there are none, in accordance with prevailing practices?	r. 114 (3) (a)

Notes

No.	Yes	No	N/A	Question	Act/Reg.
40	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Are the written policies and protocols reviewed and approved by the Director of Nursing and Personal Care and the pharmacy service provider and, where appropriate, the Medical Director?	r. 114 (3) (b)

Notes

Policies to be followed

No.	Yes	No	N/A	Question	Act/Reg.
41	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Does the licensee ensure that any plan, policy, protocol, procedure, strategy or system instituted or otherwise put in place is in compliance with and is implemented in accordance with all applicable requirements under the Act?	r. 8 (1) (a)

Notes

No.	Yes	No	N/A	Question	Act/Reg.
42	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Does the licensee ensure that any plan, policy, protocol, procedure, strategy or system instituted or otherwise put in place is complied with?	r. 8 (1) (b)

Notes	separated a and b into two questions
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Quarterly evaluation

No.	Yes	No	N/A	Question	Act/Reg.
43	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Does the licensee ensure that an interdisciplinary team, which must include the Medical Director, the Administrator, the Director of Nursing and Personal Care and the pharmacy service provider, meets at least <u>quarterly</u> to evaluate the effectiveness of the medication management system in the home and to recommend any changes necessary to improve the system?	r. 115 (1)

Notes

No.	Yes	No	N/A	Question	Act/Reg.
44	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Does the quarterly evaluation of the medication management system include at least: (a) reviewing drug utilization trends and drug utilization patterns in	r. 115 (3) (a)(b)(c)

				<p>the home, including the use of any drug or combination of drugs, including psychotropic drugs, that could potentially place residents at risk</p> <p>(b) reviewing reports of any medication incidents and adverse drug reactions referred to in subsections 135 (2) and (3) and all instances of the restraining of residents by the administration of a drug when immediate action is necessary to prevent serious bodily harm to a resident or to others pursuant to the common law duty referred to in section 36 of the Act, and</p> <p>(c) identifying changes to improve the system in accordance with evidence-based practices and, if there are none, in accordance with prevailing practices?</p>	
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
45	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Does the licensee ensure that the changes identified in the quarterly evaluation are implemented?	r. 115 (4)
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
46	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Does the licensee ensure that a written record is kept of the results of the quarterly evaluation and of any changes that were implemented?	r. 115 (5)
Notes					

Annual evaluation

No.	Yes	No	N/A	Question	Act/Reg.
47	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Does the licensee ensure that an interdisciplinary team, which must include the Medical Director, the Administrator, the Director of Nursing and Personal Care, the pharmacy service provider and a registered dietitian who is a member of the staff of the home, meets <u>annually</u> to evaluate the effectiveness of the medication management system in the home and to recommend any changes necessary to improve the system?	r. 116 (1)
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
48	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Does the annual evaluation of the medication management system: <ul style="list-style-type: none"> (a) include a review of the quarterly evaluations in the previous year as referred to in section 115, (b) use an assessment instrument designed specifically for this purpose, and (c) identify changes to improve the system in accordance with 	r. 116 (3) (a)(b)(c)

				evidence-based practices and, if there are none, in accordance with prevailing practices?	
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
49	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Does the licensee ensure that the changes identified in the annual evaluation are implemented?	r. 116 (4)
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
50	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Does the licensee ensure that a written record is kept of the results of the annual evaluation and of any changes that were implemented?	r. 116 (5)
Notes					

Retaining of pharmacy service provider

No.	Yes	No	N/A	Question	Act/Reg.
51	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Is the pharmacy service provider a holder of a certificate of accreditation for the operation of the pharmacy under section 139 of the <i>Drug and Pharmacies Regulation Act</i> ?	r. 119 (2)
Notes					

Transition

No.	Yes	No	N/A	Question	Act/Reg.
52	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Is there a written contract between the licensee and the pharmacy service provider setting out the responsibilities of the pharmacy service provider?	r. 119 (3)
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
53	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Does the written contract provide that the pharmacy service provider shall: (a) provide drugs to the home on a 24-hour basis, seven days a week, or arrange for their provision by another holder of a certificate of accreditation for the operation of a pharmacy under section 139 of the <i>Drug and Pharmacies Regulation Act</i> , and (b) perform all the other responsibilities of the pharmacy service provider under the Regulation?	r. 119 (4) (a) (b)
Notes					

Emergency drug supply

No.	Yes	No	N/A	Question	Act/Reg.
54	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Does the licensee who maintains an emergency drug supply for the home ensure that only drugs approved for this purpose by the Medical Director in collaboration with the pharmacy service provider, the Director of Nursing and the Administrator, are kept?	r. 123 (a)
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
55	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Does the licensee who maintains an emergency drug supply for the home ensure that a written policy is in place to address: <ul style="list-style-type: none"> • the location of the supply, • procedures and timing for reordering drugs, • access to the supply, • use of drugs in the supply, and • tracking and documentation with respect to the drugs maintained in the supply? 	r. 123 (b)
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
56	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Does the licensee who maintains an emergency drug supply for the home ensure that, at least annually, there is an evaluation done by the Medical Director, pharmacy service provider, DONPC and Administrator, of the utilization of drugs kept in the emergency drug supply in order to determine the need for the drugs?	r. 123 (c)
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
57	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Does the licensee who maintains an emergency drug supply for the home ensure that any recommended changes resulting from the evaluation are implemented?	r. 123 (d)
Notes					

Changes in directions for administration

No.	Yes	No	N/A	Question	Act/Reg.
58	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Does the licensee ensure that a policy is developed and approved by the Director of Nursing and Personal Care and the pharmacy service provider and, where appropriate, the Medical Director, to govern changes in the administration of a drug due to modifications of	r. 127

				directions for use made by a prescriber, including temporary discontinuation?	
Notes					

Sending of drugs with a resident

No.	Yes	No	N/A	Question	Act/Reg.
59	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Does the licensee ensure that a policy is developed and approved by the Director of Nursing and Personal Care and the pharmacy service provider and, where appropriate, the Medical Director, to govern <u>the sending of a drug</u> that has been prescribed for a resident with him or her when he or she leaves the home on a temporary basis or is discharged?	r. 128
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
60	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Does the licensee ensure that where a resident wishes to use a drug that is a natural health product and that has not been prescribed, there are written policies and procedures to govern the use, administration and storage of the natural health product?	r. 132 (1)
Notes					

Monitored dosage system

No.	Yes	No	N/A	Question	Act/Reg.
61	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Does the licensee ensure that a monthly audit is undertaken of the daily count sheets of controlled substances to determine if there are any discrepancies, and that immediate action is taken if any discrepancies are discovered?	r. 130. 3
Notes					

Recreational cannabis

No.	Yes	No	N/A	Question	Act/Reg.
62	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Does the licensee ensure that there are written policies and procedures to govern, with respect to residents, the cultivation, acquisition, consumption, administration, possession, storage and disposal of recreational cannabis in accordance with all applicable laws, including, without being limited to, the <i>Cannabis Act (Canada)</i> and the <i>Cannabis Regulations (Canada)</i> ?	r. 132.1 (1)
Notes					

Medical cannabis

No.	Yes	No	N/A	Question	Act/Reg.
63	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Does the licensee ensure that there are written policies and procedures to govern, with respect to residents, the cultivation, acquisition, consumption, administration, possession, storage and disposal of medical cannabis in accordance with all applicable laws, including, without being limited to, the <i>Cannabis Act (Canada)</i> and the <i>Cannabis Regulations (Canada)</i> ?	r. 132.2 (1)
Notes					

Medication incidents and adverse drug reactions

No.	Yes	No	N/A	Question	Act/Reg.
64	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Does the licensee ensure that: (a) a quarterly review is undertaken of all medication incidents and adverse drug reactions that have occurred in the home since the time of the last review in order to reduce and prevent medication incidents and adverse drug reactions, (b) any changes and improvements identified in the review are implemented, and (c) a written record is kept of everything provided for in clause (a) and (b)?	r. 135 (3) (a)(b)(c)
Notes					

Drug destruction and disposal

(Complete applicable questions if non-compliance is identified in Part A)

No.	Yes	No	N/A	Question	Act/Reg.
65	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Does the licensee ensure that, as part of the medication management system, a written policy is developed in the home that provides for the ongoing identification, destruction and disposal of: (a) all expired drugs (b) all drugs with illegible labels (c) all drugs that are in containers that do not meet the requirements for marking containers specified under section 156 (3) of the <i>Drug and Pharmacies Regulation Act</i> , and (d) a resident's drug where, i. The prescriber attending the resident orders that the use of the drug be discontinued ii. The resident dies, subject to obtaining the written approval of the person who has signed the medical certificate of death under the <i>Vital Statistics Act</i> or the resident's attending physician, or iii. The resident is discharged and the drugs prescribed for the	r. 136 (1) (a)(b)(c)(d)

				resident are not sent with the resident?	
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
66	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Does the home's drug destruction and disposal policy include that drugs that are to be destroyed and disposed of shall be stored safely and securely within the home, separate from drugs that are available for administration to a resident, until the destruction and disposal occurs?	r. 136 (2) 1
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
67	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Does the home's drug destruction and disposal policy include that any controlled substance that is to be destroyed and disposed of shall be stored in a double-locked storage area within the home, separate from any controlled substance that is available for administration to a resident, until the destruction and disposal occurs?	r. 136 (2) 2
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
68	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Does the home's drug destruction and disposal policy include that drugs are destroyed and disposed of in a safe and environmentally appropriate manner in accordance with evidence-based practices and, if there are none, in accordance with prevailing practices?	r. 136 (2) 3
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
69	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Has the licensee ensured that where a drug that is to be destroyed is a controlled substance, the drug destruction and disposal policy provides that the applicable team document the following in the drug record: <ol style="list-style-type: none"> 1. The date of removal of the drug from the drug storage area 2. The name of the resident for whom the drug was prescribed, where applicable 3. The prescription number of the drug, where applicable 4. The drug's name, strength and quantity 5. The reason for destruction 6. The date when the drug was destroyed 7. The names of the persons who destroyed the drug 8. The manner of destruction of the drug? 	r. 136 (4) (1-8)
Notes					

No.	Yes	No	N/A	Question	Act/Reg.
70	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Does the licensee ensure: (a) that the drug destruction and disposal system is audited at least annually to verify that the licensee's procedures are being followed and are effective? (b) that any changes identified in the audit are implemented; and (c) that a written record is kept of everything provided for in clauses (a) and (b)?	r. 136 (5) (a)(b)(c)
Notes					

Based on information collected during the inspection process, the inspector may determine the need to select and further inspect other related care / services areas. When this occurs, the inspector will document reason(s) for further inspection in ad hoc notes, select and complete other relevant IPs related to medication, for example:

- Admission and Discharge
- Critical Incident Response
- Dignity, Choice and Privacy
- Falls Prevention
- Pain
- Personal Support Services
- Prevention of Abuse, Neglect and Retaliation
- Quality Improvement
- Reporting and Complaints
- Responsive Behaviours
- Safe and Secure Home
- Skin and Wound Care
- Sufficient Staffing
- Training and Orientation