CUBEX Station Policies and Procedures

POLICY

Nursing and pharmacy staff will use the CUBEX Station as an inventory, charging and information system for the control and distribution of medications for emergency, first-dose use and other situations where medications are not readily available from the pharmacy until the next scheduled delivery. The CUBEX Station is not intended to be a source of medications for continuous dosing i.e. routine and scheduled medications.

No medications will be removed from the CUBEX Station without a valid prescription or upon a physician's order.

All medications removed from the CUBEX Station will be reviewed and profiled by a pharmacist within 24 hours of removal from the station.

PROCEDURE

I. **Nursing staff entry and use of the CUBEX Station**
    A. **CUBEX Station entry**
        1. The CUBEX system requires two entries to access the CUBEX Station.
        2. The first entry is an alpha numeric personal ID known only to the user. The second entry is a private password or biometric fingerprint. Passwords and fingerprints cannot be recovered. Only the pharmacy or facility CUBEX managers can access the module for the user to reset their password or fingerprint.

    B. **CUBEX Station access privileges**
        The following privileges will be at the facilities discretion.
        1. Only designated nurses will have access privileges to controlled medications.
        2. All staff nurses will have access privileges to non-controlled medications.
        3. Station privileges such as the ability to Remove, Return, Waste, Witness and Recover Drawers will be role based
        4. Only designated nurses and designated pharmacy staff will have the following station privileges:
            -   Replacing scheduled and non-scheduled medications
            -   User maintenance and the assignment of temporary users
            -   Medication pocket maintenance
            -   Resolution of discrepancies
            -   All other station privileges excluding those that change system function and pharmacy stock information
        5. The pharmacy CUBEX Manager will have all station privileges

    C. **Changing of nursing access privileges**
        1. Only the Facility CUBEX manager or the Director of Nursing have the privileges to add, delete, or change user access.

    D. **Removal of medications**
        All medication orders/prescriptions will be reviewed, entered and profiled by a pharmacist and electronically transferred to the CUBEX Station via the interface within 24 hours of the medication's first removal from the CUBEX System.

        1. Upon receipt of an emergency order or new medication order the nurse will:

1

3. Authorized users will remove CUBEX paper as if it was a drug (no patient will not be billed).

F. Returning medications to the CUBEX Station (Medications that were taken out of the station and not opened)

1. Medications that were removed from the CUBEX Station and remain in their original tamper-evident packaging can be returned to the CUBEX Station by using the "Return" function and following the screen prompts thereafter.
2. Any medication that does not reside in its original tamper-evident packaging or is unusable for any reason, cannot be returned into the CUBEX Station.
3. Any Controlled Substance that is returned to the CUBEX Station can be returned to the CUBEX Station using the "Return" function and follow the screen prompts.
4. A witness is required when returning a controlled medication.
5. All medication returned to the station must be returned on the same day it was removed.

G. Wasting of medications. Documentation of waste in the CUBEX Station

1. All wasted medications require documentation of waste.
2. Documentation of waste is required when:
   a. A partial dose of medication is given
   b. A resident refuses the medication and the tamper-evident seal is broken
   c. The entire medication requires destruction because it was damaged
3. A witness is required to log-in to the station to document waste of a controlled medication.
4. A nurse may document medication waste in two ways:
   a. During the removal of a controlled substance from with the "Remove" screen:
      The CUBEX Station will prompt the nurse if they plan to administer a full dose (Yes or No) at which point the nurse will press the NO key. The CUBEX Station will then ask for a witness to sign-in with their I.D. and Password, after which the amount of the medication to be wasted is documented.
   b. The nurse may return to the CUBEX Station <u>after</u> the removal and administration of any medication. The nurse selects "Record Waste" from the Main Menu screen, selects the patient and medication, then the station will ask for a witness to sign-in after which the amount of medication to be wasted is documented.

H. Refilling of medications

1. Medications that are below par on the "Purchase Order Report" will be prepared for refill in the pharmacy by designated pharmacy staff and checked by a pharmacist prior to facility delivery.
2. The CUBEX station uses <u>C</u>omputerized, <u>U</u>nit, <u>B</u>ased, <u>I</u>nventory, <u>E</u>xchange [CUBIE] pockets or CUBIEs. Each CUBIE is a tamper evident lidded container, with a programmable computer chip built into the bottom of the pocket.
3. CUBIEs are filled with manufactures unit dose or pre-packaged unit of use medications. All CUBIE refilling takes place in the pharmacy. Each CUBIE and its medication contents is checked, initialed, and sealed by a pharmacist prior to leaving the pharmacy. At the time of refilling, each CUBIE computer chip is programmed.
4. The information on the programed chip includes:
   - The medication and strength
   - The quantity
   - The lot number

activity and resolving the discrepancy. Discrepancy resolution may include reviewing previous withdrawals, validating administration, or calling the pharmacy for assistance.

3. The discrepancy report lists:
   - Medications for which a discrepancy has been flagged
   - The patient for whom the mediation was removed
   - The user who discovered the discrepancy with the time and date
   - Previous access information; user with time and date. When previous access was by pharmacy personnel, the pharmacist-in-charge will be notified to investigate and assist in the resolution of the discrepancy.

   The person resolving discrepancies must not be either of the individuals involved in creating the discrepancy.

4. A discrepancy report is run by selecting "Standard Reports" from the Main Menu followed by selection of the report entitled "Discrepancies-Unresolved". This report can be printed from the CUBEX Station or the CUBEX Console.

5. Resolution of any controlled medication discrepancy should occur immediately upon discovery. The nurse with "prior access" to the medication in question should be contacted immediately. Facility policy states that the nurse with "prior access" may be phoned if necessary.

6. Any unresolved medication discrepancy will be documented in the CUBEX Station as *"Discrepancies-Unresolved"*. The Pharmacy CUBEX Technician or Manager will review all open discrepancies daily and notify the respective Nurse Manager or Director of Nursing (DON) via email or phone of any open discrepancies.

7. Any unresolved medication discrepancy will require the filing of an Incident Report by the user that discovered the discrepancy and the user who had "prior access" to the medication in question. The incident report will be given to the DON.

8. The Pharmacist-in-Charge and the pharmacy CUBEX Manager will be notified of any unresolved controlled mediation discrepancies during regular pharmacy business hours.

9. It is the responsibility of the pharmacist to notify the Federal DEA in the event of a controlled medication discrepancy that has not been resolved in 7 days.

J. Medication outdating (performed only by designated pharmacy staff)
1. The CUBEX Station will store the expiration date for each CUBIE.
2. Only one type of medication, strength and lot will reside in each CUBIE.
3. The pharmacy CUBEX Manager or consultant pharmacist will perform an inventory and/or outdating of the medications residing in the CUBEX Station on a quarterly basis.
4. Prior to the quarterly outdate/inventory done at the facility, the pharmacy CUBEX Manager will run the "CUBIE Item Expiration" report. During the outdate procedure, the pharmacy representative will bring replacement CUBIEs filled with those medications due to expire, according to the "CUBIE Item Expiration" report, on site to refill those meds into the CUBEX station. For any other medications found to be outdated at this time that were not included on the "CUBIE Item Expiration" report, the CUBEX Station inventory will be reduced by the number of medications outdated and a log of all outdated medication activity will be stored and documented in the system. Medications (e.g. such as inhalers) removed in this fashion will be replaced as a standard refill with the next scheduled CUBEX delivery from the pharmacy.

K. Resident census changes

1. The user should review the Quick Reference Guide attached to the front of every station in an attempt to resolve the problem.
2. The user may then contact a Resource Nurse for assistance.
3. If necessary, CUBEX customer support may be called at 1-866-930-9251.
4. CUBEX customer support may dispatch technical support to assist in the resolution. Please be prepared to give your name and contact information so that you can be contacted advising when the Technician will be on site, and get the Case Number for the call to reference.
5. The pharmacy CUBEX Manager should be notified of any system malfunction in a timely manner.

B. In the event of a power outage or unresolved system failure, the keys may be used to gain access to the CUBEX Station.
1. Call CUBEX customer support at 1-866-930-9251.
2. The keys to open the CUBEX Station will be stored in the Director of Nursing's office.
3. All charge nurses should have access to the CUBEX Station keys.
4. If absolutely necessary, the keys can be used to open the back panel of the CUBEX Station allowing access to the medication inventory. Use of the keys has the same accountability as controlled drugs.
5. A written record should be kept of all medications removed from the system while awaiting a resolution. A Medication Sign-Out Sheet is located in the Policy and Procedures Binder. Documentation of medications removed during system downtime should include:
   - Name of medication, including dose and quantity
   - Doctor Name
   - Resident Name
   - Date and time removed
   - Nurse who removed the medication(s) and
   - Waste (if partial dose of a controlled medication is given) with witness signature

C. In the event of a "failed drawer", the screen will display a failed drawer icon.
After signing in, the user should select the icon and follow the prompts. If system cannot recover the failed drawer, please contact CUBEX customer support at 1-866-930-9251.

If the failed drawer is a carousel drawer containing controlled substances, the entire carousel drawer will require a complete inventory to be done and witnessed after recovery.

IV.   Reports
A.   Sampling of reports/description included in this procedure are as follows:
1. Patient Summary Report – tracks medication access listed by patient name.
2. Stock Reorder by Supplier or Inventory by Supplier – provides list of medications that need to be refilled.
3. Item Expiration Report – lists all medications that will expire within a specified period of time.
4. Discrepancies - Unresolved Report – lists discrepancies that have yet to be resolved. Both pharmacy and the facility will retain this report as required by federal and/or state regulations.
5. Controlled Substance Activity Report- Both pharmacy and the facility will retain the report as required by federal and/or state regulations
6. Monthly Controlled Substance Charges and Credits Report
7. On-site Facility User Report

Pharmacy Procedures

I. **The pharmacy CUBEX Manager(s)**

The Director of Pharmacy Operations will assign responsibility of operating and maintaining the CUBEX Station system to the individuals known as Pharmacy CUBEX Manager(s).

A. The Pharmacy CUBEX Manager(s) responsibilities include:

1. Printing, distributing and storing reports.
   a. Stock and Refill reports: to identify medications which require restocking.
   b. Charges and Credits: for resident billing.
   c. Controlled Substance reporting for Schedule II – V medications. One copy is sent to the facilities and one copy is held by the pharmacy for DEA inspection and retained as required by Federal Regulations.
   d. All medication activities are to be used as a reference in the event of a billing inquiry. (A Charges & Credits Report or a Patient Summary Report may be helpful in a billing inquiry.)
   e. Item Expiration Report to determine meds that need to be removed or outdated.
   f. All Discrepancy Reports.

2. Maintenance of CUBEX data at the Pharmacy:
   a. Medication formulary database and
   b. CUBEX system access privileges for Pharmacy personnel.
1. Central data "Archiving" to CD-ROM.
2. Liaison to all facilities regarding CUBEX issues.
3. Assisting CUBEX customer support in the resolution of system malfunctions.
4. Training and assisting other pharmacy personnel in the use of the CUBEX system.

II. **Pharmacy staff access to the CUBEX System**

A. CUBEX Station (Facility) access privileges:
1. Pharmacy CUBEX Manager will have access to all CUBEX Station privileges at their facilities.
2. Other pharmacy personnel will have limited access, as required at the facilities and as determined by the facility CUBEX manager and Pharmacist-in-Charge.

B. CUBEX Console (Pharmacy) privileges
1. Pharmacists will have the following privileges:
   a. Patient Add/Edit/Delete
   b. Generating Reports
2. Pharmacy Technicians will have the privilege to generate reports.
3. CUBEX managers will have all of the console privileges.
4. CUBEX technician will have other selected privileges at both console and facilities.

III. **Quality control and medication outdating**

A. No medications dispensed from the pharmacy will have less than a three-month expiration.
B. Every month the consultant pharmacist will remove the soon to be outdated medications and return them to the pharmacy.

regulations. A copy of the prescriber's order MUST be sent to the pharmacy before the controlled substance will be restocked in the CUBEX Station.

VII. **CUBEX Quality Assurance – Monitoring by the pharmacy**
To assure compliance with Policies and Procedures and appropriate use of the CUBEX system the following items are to be monitored by the pharmacy CUBEX manager:

    A. Pharmacy Indicators
        1. Pharmacist Call Logs
        2. Pharmacy Notification Log
        3. Medication/Incident Reporting Forms
        4. All Discrepancy Reports
        5. Routine daily reports

    B. Facility Indicators
        1. Narcotic Inventory Reports
        2. Discrepancy Reports
        3. All Training Certificates (tutorial and verification of annual training)
        4. Order Verification

VIII. **Resident census and user access management**
    A. The facility CUBEX manager has the access rights to add residents, edit residents or remove residents from the CUBEX station.
    B. If available, resident updates transmitted via an interface from the facility's electronic medical record (EMR) to the pharmacy can be edited by the pharmacy staff utilizing the pharmacy software system.

IX. **System malfunctions and power outages**
    A. In the event of a system failure the following steps will be taken:
        1. The CUBEX operator's manual will be consulted in an attempt to resolve the problem.
        2. If unresolved, the pharmacy CUBEX manager will be notified and authorized nursing staff may be directed to call CUBEX customer support at 1-866-930-9251 who will assist in troubleshooting the problem.
        3. When necessary, CUBEX will send technical support on-site to assist in the resolution.

    B. In the event of a sudden power outage, the computer's backup power (UPS) will keep the CUBEX running for a short period of time after which it will no longer be functional until the generator power is accessed. Please notify pharmacy CUBEX manager of any such occurrence.
    C. In extreme emergency situations, the CUBEX Station contents can be accessed utilizing the station keys, but this action should not be done without the direct authorization from the pharmacy CUBEX Manager.

X. **Questions regarding the use of the CUBEX system**
    A. Direct questions to the Pharmacy CUBEX Manager at 913-294-9125 or your facility account manager.
    B. Call CUBEX Customer Support at 1-866-930-9251 for additional assistance.