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Service Specifications for Pharmaceuticals and Pharmaceutical Services

SCOPE OF SERVICES

1. In each fiscal year, the PROVIDER shall provide, furnish, and supply all drugs, pharmaceuticals, and pharmaceutical supplies (inclusively referred to as “drugs”) to the STATE’s Hale Mohalu Care Home, in Honolulu (“HMCH”) and Kalaupapa Care Home on the island of Molokai (“KCH”). The PROVIDER shall be responsible for supplying and stocking drugs as requested by the HMCH and KCH. This shall consist primarily of drugs used in an expanded adult residential care home pharmacy as opposed to drugs available in retail pharmacy which shall include, but not be limited to: intravenous (“IV”) fluid, IV sets, injectable antibiotics and other injectable drugs, irrigation solutions, and drugs used to treat decubitus and other ulcers. The PROVIDER shall possess a familiarity with those investigational drugs for Hansen’s disease utilized by the HMCH and KCH. The PROVIDER shall provide generic drugs when not medically contraindicated, in accordance with section 328-92, HRS. The PROVIDER shall:
 - a. Provide patient drug regimen reports on all HMCH and KCH patients, a minimum of once a month to the HMCH and the Medical Director of the STATE’s Hansen’s Disease Program.
 - b. Maintain a delivery system which shall be capable of delivering drugs seven (7) days a week, three hundred sixty-five (365) days a year, except for circumstances beyond the PROVIDER’s control. Delivery to the HMCH shall be made on the same day the order is made, and the order for the KCH shall be shipped on the next available flight using the STATE’s contracted air service. For emergency orders, drugs shall be delivered within two (2) hours of the HMCH’s request and to the KCH on the next available flight with same-day airport delivery. The PROVIDER shall notify the KCH when the emergency shipment is expected to arrive in Kalaupapa.
 - i. The STATE shall arrange to be billed directly by its contracted air service for the air freight charges to Molokai.
 - ii. For emergency shipments to the KCH when the STATE’s contracted air service cannot provide the service, the PROVIDER shall use any available air carrier and pay for the air freight charges. The STATE shall reimburse the PROVIDER for the emergency air freight charges. The PROVIDER shall include a breakdown of these charges on the monthly invoices to the STATE.
 - iii. The PROVIDER shall provide pharmacy on-call twenty-four (24) hours services, including weekends and holidays, to respond to emergency drug orders. The PROVIDER shall provide the HMCH and KCH with the telephone number and written procedures for requesting services after working hours.

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- c. Provide one Emergency (E) kit and one IV-kit for the HMCH. The PROVIDER shall provide a team of personnel with expertise in IV care to anticipate and solve medical problems that may arise with IV use.
 - d. Provide appropriate training for HMCH and KCH staff on administering difficult or complex drugs to patients.
 - e. Review all drug order errors identified by the HMCH's staff, KCH's staff, or the PROVIDER's clinical pharmaceutical service staff. Errors may include, but are not limited to, errors in medication (wrong drugs filled), errors in dosage instructions, or errors in actual counts of medications taken (drug administration errors). A licensed pharmacist on the PROVIDER's staff shall work with HMCH and KCH staff or the PROVIDER's staff, as appropriate, to ensure errors are not repeated. The PROVIDER shall report and discuss all such incidents with the Medical Director of the STATE's Hansen's Disease Branch when they are identified.
 - f. Submit to the nursing supervisors of the HMCH and KCH, written monthly patient reports of all drugs utilized by each patient during the prior calendar month. Monthly reports may be submitted in conjunction with monthly billings.
 - g. Comply with all applicable federal and state laws, regulations, policies and procedures pertaining to Drug Enforcement Agency, Department of Health, Pharmacy Board, Professional and Vocational Licensing, and Food and Drug Administration which are currently in place or as amended.
2. In each fiscal year, the PROVIDER shall provide clinical pharmaceutical services, which includes pharmaceutical quality assurance reviews as part of licensure requirements for the Hospital and Care Home. The PROVIDER shall:
- a. Review at least quarterly, all aspects of the total drug distribution system and recommend improvements in all areas of the drug distribution system. For purposes of this Agreement, the drug distribution system is defined as all processes including, but not limited to, calling in a prescription and filling it by the pharmacy, delivering it to the requesting sites, storage of drugs, inventory utilization, and administration of the drugs to the patients. Reviews shall be performed each quarter by a licensed pharmacist of the PROVIDER's staff to ensure safe drug therapy to the patients, safe distribution of drugs, and to determine the quality of drug storage.
 - b. Provide to the nursing supervisors of the Hospital and Care Home, written documentation of all professional review activities required as outlined in all applicable policy and procedure manuals including, but not limited to, the HMCH's Pharmacy and Therapeutics Policy and Procedure Manual.
 - c. Make recommendations to the Medical Director of the STATE's Hansen's

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Disease Branch for improving patient care through improvements in the drug distribution system. The recommendations may include, but are not limited to, adjusting doses as appropriate, pointing out interacting drugs, considering the use of newer medications as they become available and deemed appropriate, and considering the use of drugs which are available at a more reasonable price than those currently being used. Final decisions regarding patient care and drugs shall be the responsibility of the Medical Director or other physicians designated by the Medical Director.

- g. Provide a licensed pharmacist to serve as a member of the HMCH's Pharmacy and Therapeutics Committee and attend all required quarterly meetings to meet state licensure requirements.
- h. Review patients' medical records, drugs prescribed for each patient, and drugs in inventory monthly at the HMCH and quarterly at the KCH for quality assurance associated with licensure of both facilities.
- i. Review the drug regimen of each patient at least monthly and report any irregularities to the Medical Director, nursing supervisors, the patients' primary care physician, and the Administrator of the Hospital. Each patient's health record shall indicate the date of the review and the initials of the pharmacist who performed the review. If irregularities are identified, the PROVIDER's pharmacist shall prepare a drug irregularity report and submit the report to the Medical Director and Administrator of the Hospital.
- j. Consult and assist the STATE in establishing policies and procedures to control the distribution and administration of drugs.
- k. Advise the Medical Director and nursing supervisors on federal and state laws and regulations related to pharmacy services, and provide current information pertaining to drug service.
- l. The PROVIDER shall obtain and maintain a current pharmacy license and the PROVIDER's pharmacists shall be duly licensed to practice pharmacy in the State of Hawaii throughout the period of this Agreement.