



BOTSWANA NATIONAL HEALTH QUALITY STANDARDS FOR HOSPITALS

21. Pharmaceutical Service

These forms are designed to be used by both hospital personnel and external surveyors. The following information must be provided after each survey, before submitting the completed survey forms.

1. NAME OF HOSPITAL/CLINIC/FACILITY: _____

2. BASELINE/INTERNAL SURVEY INFORMATION:

Title and name of person who completed this document: _____

Post and position held: _____

Date of survey: _____

3. EXTERNAL SURVEY INFORMATION:

Name of external surveyor: _____

Date of external survey: _____

GUIDE TO COMPLETION OF FORM

N.B. Hospital staff are please to use BLACK ink at all times. The external surveyors are requested to use RED ink at all times.

Please circle the rated compliance with the criterion, e.g. NA (Not applicable), NC (Non-compliant), PC (Partially compliant), C (Compliant).

The default category affected is designated on the form for each criterion as follows:

1. patient and staff safety
2. legality
3. patient care
4. efficiency
5. structure
6. basic management
7. basic process
8. evaluation

The seriousness of the default is designated on the form for each criterion as follows:

1. mild
2. moderate
3. serious
4. very serious

Documents Checked

Surveyor:

Surveyor:



BOTSWANA NATIONAL HEALTH QUALITY STANDARDS FOR HOSPITALS

21. Pharmaceutical Service



BOTSWANA NATIONAL HEALTH QUALITY STANDARDS FOR HOSPITALS

21. Pharmaceutical Service

21.1 Management of the Service

21.1.1 Standard

Medication management is organised throughout the organisation to meet the needs of patients.

Standard Intent: As an important resource in patient care, medication use must be organised effectively and efficiently throughout a health organisation. Medication management is not only the responsibility of the pharmaceutical service but also of the managers and clinical care providers. How this responsibility is shared depends on the organisation's structure and staffing. In those facilities where there is no pharmacy, medications should be managed as per the requirements of the law. In facilities where there is a large central pharmacy, the pharmacy should organise and control medications throughout the organisation. Applicable laws and regulations are incorporated into the organisational structure and the operations of the medication management system used in the organisation.

A registered pharmacist who is qualified by education, training and experience, directly supervises the activities of the pharmacy or pharmaceutical service.

Documentation which guides the management of the service is available and consulted, e.g.

- current national acts and regulations relating to medication control guidelines, relating to professional practice.

	Criterion	Comments
		Recommendations
Criterion 21.1.1.1 Critical: .. Catg: Basic Management + Efficiency Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	A registered pharmacist with clearly defined responsibilities and accountabilities is designated to manage all aspects of the pharmaceutical service.	
Criterion 21.1.1.2 Critical: .. Catg: Basic Management + Efficiency Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	A registered pharmacist is appointed to act in the absence of the manager.	
Criterion 21.1.1.3 Critical: .. Catg: Basic Process + Legality Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	The responsibilities of the pharmacy manager include ensuring compliance with laws, regulations and professional guidelines relating to the service.	



BOTSWANA NATIONAL HEALTH QUALITY STANDARDS FOR HOSPITALS

21. Pharmaceutical Service

Criterion 21.1.1.4 Critical: .. Catg: Basic Process + Legality Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	The responsibilities of the pharmacy manager include ensuring compliance with pharmacy practice and current pharmaceutical and other health professional guidelines, e.g. medical and nursing.	
Criterion 21.1.1.5 Critical: .. Catg: Basic Management + Patient Care Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	There is an adequate number of staff members available to meet patient needs during working hours and after hours.	

21.1.2 Standard

The pharmaceutical service is coordinated with other related services in the organisation.

Standard Intent: The pharmaceutical service works with all other departments in the organisation to ensure safe medication usage and control, and to limit adverse drug reactions.

This communication is provided through committee meetings such as those of the Drugs and Therapeutic Committee, Pharmacovigilance Committee and the Drug Information and Toxicology Office. Minutes of these meetings are circulated to all relevant departments.

Pharmaceutical staff members work with other professional staff to identify their needs for in-service training and provide such training as part of the organisation's in-service training programme.

Pharmacists visit wards and departments on a regular basis to check prescriptions, administration records and storage and control of medicines.

	Criterion	Comments
		Recommendations
Criterion 21.1.2.1 Critical: .. Catg: Basic Process + Efficiency Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	Collaboration exists between the pharmacy staff and other relevant staff in the organisation to ensure safe prescribing, ordering, storage, preparation, dispensing and administration of medicines.	



BOTSWANA NATIONAL HEALTH QUALITY STANDARDS FOR HOSPITALS

21. Pharmaceutical Service

Criterion 21.1.2.2	The organisation defines the requirements of a complete order or prescription, taking relevant legal specifications into account.	
Critical: ..		
Catg: Basic Management + Legality		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 4 Very Serious		

21.2 Access to Appropriate Medication

21.2.1 Standard

An appropriate selection of medications for prescribing or ordering is stocked or readily available.

Standard Intent: Every organisation must decide which medications to make available for prescribing and ordering by the care providers. This decision is based on the organisation's mission, patient needs, and the types of services provided. The organisation develops a list of all the medications based on the laws and regulations of the country. Medication selection is a collaborative process, which considers patient need and safety as well as economics. The organisation has a method, such as a committee, to maintain and monitor this medication list and to monitor the use of medication within the organisation. An in-stock list is produced periodically.

Management of medication use in an organisation requires an understanding of the sources and uses of medications, which are not prescribed or ordered within the organisation.

On occasion, medications not readily available to the organisation are needed. There are also occasions where medications are needed at times when pharmacies are closed. Each organisation needs to plan for these occurrences and to educate staff on the procedures to follow should they occur. When patient emergencies occur, quick access to appropriate emergency medications is critical. Each organisation plans the location of emergency medications, and the medications to be supplied in these locations. To ensure access to emergency medications when needed, the organisation establishes a procedure or process to prevent theft or loss of the medications, and to ensure that medications are replaced when used, or when damaged or out of date. Each organisation also needs to determine its role in providing medications to patients at discharge. Those who prescribe or order medication know what medications, if any, are available and how to obtain them.

	Criterion	Comments
		Recommendations
Criterion 21.2.1.1	Medicines appropriate for the organisation's mission, patient needs and services provided are available for prescribing.	
Critical: ..		
Catg: Basic Management + Patient Care		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 4 Very Serious		



Republic of Botswana

BOTSWANA NATIONAL HEALTH QUALITY STANDARDS FOR HOSPITALS

21. Pharmaceutical Service

Criterion 21.2.1.2 Critical: '' Catg: Basic Process + Efficiency Compliance NA NC PC C Default Severity for NC or PC = 3 Serious	There is a list of medicines stocked in the organisation or readily available from outside sources.	
Criterion 21.2.1.3 Critical: '' Catg: Basic Process + Efficiency Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	There is a method for control of medication use within the organisation.	
Criterion 21.2.1.4 Critical: '' Catg: Basic Process + Efficiency Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	There is a process to obtain required medicines not stocked or not normally available to the organisation.	
Criterion 21.2.1.5 Critical: '' Catg: Basic Process + Efficiency Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	There is a process to obtain required medicines when the pharmacy is closed.	
Criterion 21.2.1.6 Critical: '' Catg: Basic Process + Efficiency Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	Emergency medicines are available in the organisation within a time frame to meet emergency needs.	



BOTSWANA NATIONAL HEALTH QUALITY STANDARDS FOR HOSPITALS

Republic of Botswana

21. Pharmaceutical Service

Criterion 21.2.1.7 Critical: '' Catg: Evaluation + Efficiency Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	Emergency medicines are monitored and replaced in a timely manner after use or when expired or damaged.	
Criterion 21.2.1.8 Critical: '' Catg: Basic Process + Pat & Staff Safety Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	Policies and procedures related to the handling of expired medicines are implemented throughout the organisation.	



BOTSWANA NATIONAL HEALTH QUALITY STANDARDS FOR HOSPITALS

21. Pharmaceutical Service

21.3 Policies and Procedures

21.3.1 Standard

There is a collaborative effort to develop and monitor policies and procedures for the pharmaceutical service.

Standard Intent: Safe pharmaceutical practices are guided by laws and regulations as well as organisational policies and procedures. Medical, nursing, pharmacy and administrative staff members participate in a collaborative process to develop and monitor the policies and procedures.

The clinical and managerial leaders use a collaborative process to develop policies and procedures and train staff in their implementation.

Of particular concern is that the policies or procedures identify:

- how planning will occur
- the documentation required for the care team to work effectively
- special consent considerations, e.g. trial medicines
- monitoring requirements
- special qualifications or skills of staff members involved in the care process
- availability and use of resuscitation medicines.

Clinical guidelines are frequently helpful and may be incorporated in the process. Monitoring provides the information needed to ensure that the policies and procedures are adequately implemented and followed for all relevant patients and services.

Policies and procedures should focus on high risk procedures, e.g:

- a. safe storage, prescribing, ordering, dispensing, transcribing and administration of medications in the organisation;
 - b. Documentation requirements ;
 - c. keeping at least three months of buffer stock;
 - d. use of verbal medication orders;
 - e. availability and use of medication samples;
 - f. documentation and management of any medications brought into the organisation for or by the patient;
 - g. self-administration of medication by the patient;
 - h. dispensing of medications at the time of the patient's discharge;
 - i. preparation, handling, storage and distribution of parenteral and enteral nutrition products;
 - j. Storage, handling, distribution and dispensing of controlled, high-alert and hazardous medications;
 - k. Storage, handling, distribution and dispensing of investigational medications;
 - l. Management of medications, used in clinical trials;
- Security of staff, equipment and stock;
- m. management of adverse drug reactions;
 - n. management of medication errors;
 - o. management of expired medicines..

	Criterion	Comments
		Recommendations
Criterion 21.3.1.1	Policies and procedures, which include at least those from a) to o) in the intent above, are developed and implemented.	
Critical: ..		
Catg: Basic Process + Patient Care		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 4 Very Serious		



BOTSWANA NATIONAL HEALTH QUALITY STANDARDS FOR HOSPITALS

21. Pharmaceutical Service

Criterion 21.3.1.2	There is evidence that policies and procedures have been developed collaboratively with all relevant departments.	
Critical: ..		
Catg: Basic Process + Efficiency		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 4 Very Serious		

21.4 Dispensing of Medicines

21.4.1 Standard

Dispensing of medications adheres to laws, regulations and professional standards of practice.

Standard Intent: A registered pharmacist reviews each prescription or order for medication. When questions arise, the individual who prescribed or ordered the medication is contacted.

The dispenser signs the prescription. When pharmacist assistants/technicians or interns dispense, they are supervised and their signatures as dispensers are countersigned by a registered pharmacist.

The organisation dispenses medications in the most ready-to-administer form possible, to minimise opportunities for error during distribution and administration. The central pharmacy and other medication distribution points throughout the organisation use the same system. The system supports accurate dispensing of medications in a timely manner.

It is generally accepted that the dispensing process is divided into three phases:

Phase 1: Interpretation and evaluation of a prescription

Phase 2: Preparation and labelling

Phase 3: Provision of information and instructions to the patient

These three phases may be performed by a pharmacist or a pharmacist technician under the direct supervision of a pharmacist. Other cadres can dispense (medicine) as per the provisions of the Medicines and Related Substances Act of 2013 and Regulations thereof.

	Criterion	Comments
		Recommendations
Criterion 21.4.1.1	Medicines are prepared and dispensed in a safe and clean environment.	
Critical: ..		
Catg: Basic Process + Efficiency		
Compliance		
NA NC PC C		
Default Severity for NC or PC = 3 Serious		



Republic of Botswana

BOTSWANA NATIONAL HEALTH QUALITY STANDARDS FOR HOSPITALS

21. Pharmaceutical Service

Criterion 21.4.1.2 Critical: .. Catg: Basic Process + Efficiency Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	There is a uniform medication dispensing and distribution system in the organisation.	
Criterion 21.4.1.3 Critical: .. Catg: Basic Process + Efficiency Compliance NA NC PC C Default Severity for NC or PC = 3 Serious	The system supports accurate and timely dispensing.	
Criterion 21.4.1.4 Critical: .. Catg: Basic Process + Patient Care Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	Policies and procedures are implemented to ensure that medications are dispensed on the written instructions of a designated health worker qualified and/or experienced in their use.	
Criterion 21.4.1.5 Critical: .. Catg: Basic Process + Patient Care Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	Policies and procedures are implemented to ensure that medications are dispensed in conjunction with other medications only after thorough checking for drug interactions by dispensing staff.	
Criterion 21.4.1.6 Critical: 0 Catg: Basic Process + Pat & Staff Safety Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	Medicines are securely and legibly labelled with relevant information as required by law or organisational policy.	



BOTSWANA NATIONAL HEALTH QUALITY STANDARDS FOR HOSPITALS

21. Pharmaceutical Service

21.5 Control and Storage of Medication

21.5.1 Standard

Adequate facilities are available for the safe storage and dispensing of medications.

Standard Intent: Secure storage systems ensure that pharmaceuticals and related substances are held under conditions, which conform to statutory and the manufacturer's requirements.

Arrangements, including alarm systems, door access controls, and safes/vaults used to store controlled medicines exist to ensure the security of medicines.

The pharmacy or pharmaceutical service stores and dispenses medications in a clean and secure environment, which complies with laws, regulations and professional practice standards. In particular, medications are clearly labelled, stored properly, and protected from heat, light and moisture.

Deep freeze, refrigeration, cold room and cool area facilities are provided for safe storage of certain medications. There is a mechanism to ensure that the temperature has been maintained throughout the life of the medications. Deep freezers and refrigerators are defrosted when necessary. Doors, hinges and seals are all functional.

Medications stored and dispensed from areas outside the pharmacy, for example patient care units, comply with the same safety measures.

There is a registry, log or other mechanism to monitor and account for controlled substances.

	Criterion	Comments
		Recommendations
Criterion 21.5.1.1 Critical: '' Catg: Basic Management + Physical Struct Compliance NA NC PC C Default Severity for NC or PC = 3 Serious	Separate designated areas for the receipt and unpacking of incoming goods are provided.	
Criterion 21.5.1.2 Critical: '' Catg: Basic Management + Physical Struct Compliance NA NC PC C Default Severity for NC or PC = 3 Serious	Separate designated areas for the storage of normal stock of medicines are provided.	



Republic of Botswana

BOTSWANA NATIONAL HEALTH QUALITY STANDARDS FOR HOSPITALS

21. Pharmaceutical Service

Criterion 21.5.1.3 Critical: <input type="checkbox"/> Catg: Basic Process + Legality Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	Hazardous and flammable materials are stored in accordance with relevant regulations.	
Criterion 21.5.1.4 Critical: <input type="checkbox"/> Catg: Basic Management + Physical Struct Compliance NA NC PC C Default Severity for NC or PC = 3 Serious	Separate designated storage areas for materials under quarantine are provided, e.g. expired stock, damaged goods and compounded products awaiting testing and release.	
Criterion 21.5.1.5 Critical: <input type="checkbox"/> Catg: Basic Management + Physical Struct Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	Secure storage facilities are available and include smoke detectors, security alarm systems and/or barriers.	
Criterion 21.5.1.6 Critical: <input type="checkbox"/> Catg: Basic Process + Efficiency Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	Stock control systems are managed in the pharmacy and other related departments.	
Criterion 21.5.1.7 Critical: <input type="checkbox"/> Catg: Basic Process + Efficiency Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	A management information system is available which provides accurate statistics relating to pharmaceutical receipts and issues.	



Republic of Botswana

BOTSWANA NATIONAL HEALTH QUALITY STANDARDS FOR HOSPITALS

21. Pharmaceutical Service

Criterion 21.5.1.8 Critical: '' Catg: Basic Process + Efficiency Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	Medicines are stored in a clean environment.	
Criterion 21.5.1.9 Critical: 0 Catg: Basic Process + Efficiency Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	The cold chain is maintained for medicines where necessary.	
Criterion 21.5.1.10 Critical: '' Catg: Basic Process + Efficiency Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	Medicine storage areas are protected from heat, light and moisture and temperatures are monitored and recorded.	
Criterion 21.5.1.11 Critical: '' Catg: Basic Process + Legality Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	Medicines identified for special control (by law or organisational policy) are stored in a cabinet of substantial construction, for which only authorised staff have a key.	
Criterion 21.5.1.12 Critical: 0 Catg: Basic Process + Legality Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	Medicines identified for special control (by law or organisational policy) are accurately accounted for.	



BOTSWANA NATIONAL HEALTH QUALITY STANDARDS FOR HOSPITALS

21. Pharmaceutical Service

21.6 Quality Improvement

21.6.1 Standard

A formalised proactive quality improvement approach is maintained in the service.

Standard Intent: This refers to the implementation of organisational quality improvement processes (Service Element 8).

It is the responsibility of management of the organisation to ensure that standards are set throughout the organisation. Within each department or service, it is the responsibility of managers to ensure that standards are set for the particular department. This requires coordination with the organisation's central/management/coordinating quality improvement structures or systems. Departmental managers use available data and information to identify priority areas for quality monitoring and improvement:

- a) completion of prescriptions
- b) the use of antibiotics and other medications
- c) medication errors
- d) adverse medication effects
- e) patient and family expectations and satisfaction
- f) audits of medication storage/use in the departments
- g) monitoring of financial aspects
- h) out of stock items, aged items
- i) analysis of complaints, negative incidents, patient satisfaction.

The following will be evaluated:

- problems identified in this service for which quality improvement activities were initiated
- the processes put in place to resolve the problems
- identification of indicators to measure improvement
- the tool(s) used to evaluate these indicators
- the monitoring of these indicators and corrective steps taken when goals were not achieved
- graphed results, where appropriate.

	Criterion	Comments
Criterion 21.6.1.1 Critical: '' Catg: Evaluation + Efficiency Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	There are formalised quality improvement processes for the service that have been developed and agreed upon by the personnel of the service.	Recommendations
Criterion 21.6.1.2 Critical: '' Catg: Evaluation + Efficiency Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	Indicators of performance are identified to evaluate the quality of the service.	



BOTSWANA NATIONAL HEALTH QUALITY STANDARDS FOR HOSPITALS

Republic of Botswana

21. Pharmaceutical Service

Criterion 21.6.1.3 Critical: .. Catg: Evaluation + Efficiency Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	The quality improvement cycle includes the monitoring and evaluation of the standards set and the remedial action implemented.	
Criterion 21.6.1.4 Critical: .. Catg: Evaluation + Efficiency Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	A documentation audit system is in place.	
Criterion 21.6.1.5 Critical: .. Catg: Evaluation + Efficiency Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	Clinical audits are undertaken to monitor the quality of care provided.	

21.7 Patient Rights

21.7.1 Standard

The department/service implements processes that support patient and family rights during care.

Standard Intent: This refers to the implementation of organisational policies on patient and family rights (Service Element 5).

Compliance will be verified during observation of patient care processes, patient record audits and patient interviews.

	Criterion	Comments
		Recommendations
Criterion 21.7.1.1 Critical: .. Catg: Basic Management + Patient Care Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	There are processes that support patient and family rights during care.	



BOTSWANA NATIONAL HEALTH QUALITY STANDARDS FOR HOSPITALS

21. Pharmaceutical Service

Criterion 21.7.1.2 Critical: .. Catg: Basic Process + Patient Care Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	Measures are taken to protect the patient's privacy, person and possessions.	
Criterion 21.7.1.3 Critical: .. Catg: Basic Process + Patient Care Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	The personnel respect the rights of patients and families to accept treatment and to refuse treatment.	

21.8 Prevention and Control of Infection

21.8.1 Standard

The department/service implements infection prevention and control processes.

Standard Intent: This refers to the implementation of organisational processes for infection prevention and control (Service Element 9).

	Criterion	Comments
		Recommendations
Criterion 21.8.1.1 Critical: .. Catg: Basic Process + Pat & Staff Safety Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	The department identifies the procedures and processes associated with the risk of infection and implements strategies to reduce risk.	
Criterion 21.8.1.2 Critical: .. Catg: Basic Process + Pat & Staff Safety Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	Infection control processes include prevention of infection while undertaking sterile procedures.	



BOTSWANA NATIONAL HEALTH QUALITY STANDARDS FOR HOSPITALS

Republic of Botswana

21. Pharmaceutical Service

Criterion 21.8.1.3 Critical: .. Catg: Basic Process + Pat & Staff Safety Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	Infection control processes include prevention of infection during the process of preparation and dispensing of medication.	
Criterion 21.8.1.4 Critical: .. Catg: Basic Process + Pat & Staff Safety Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	Infection control processes include prevention of water contamination during the preparation of suspensions/liquid medications.	

21.9 Risk Management

21.9.1 Standard

The department/service implements risk management processes.

Standard Intent: This refers to the implementation of organisational risk management processes (Service Element 7).

	Criterion	Comments
		Recommendations
Criterion 21.9.1.1 Critical: .. Catg: Basic Process + Pat & Staff Safety Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	The department conducts on-going monitoring of risks through documented assessments as part of organisational risk management processes.	
Criterion 21.9.1.2 Critical: .. Catg: Basic Process + Pat & Staff Safety Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	A system for monitoring incidents/near misses/sentinel/adverse events is available and includes the documentation of interventions and responses to recorded incidents.	



Republic of Botswana

BOTSWANA NATIONAL HEALTH QUALITY STANDARDS FOR HOSPITALS

21. Pharmaceutical Service

Criterion 21.9.1.3 Critical: .. Catg: Basic Process + Pat & Staff Safety Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	Security measures are in place and implemented to ensure the safety of patients, personnel and visitors.	
Criterion 21.9.1.4 Critical: .. Catg: Basic Process + Pat & Staff Safety Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	Fire safety measures are implemented.	
Criterion 21.9.1.5 Critical: .. Catg: Basic Process + Pat & Staff Safety Compliance NA NC PC C Default Severity for NC or PC = 4 Very Serious	Organisation's policy on handling, segregation, storing and disposing of healthcare waste is implemented.	