

RISK MANAGEMENT

- RM 1: Regulatory Compliance and Internal Controls
 - RM 1-1: Regulatory Compliance Management
 - RM 1-2: Maintaining Compliance
- RM 2: Information Systems
 - RM 2-1: Information Systems Management
 - RM 2-2: Systems Risk Assessment
- RM 3: Business Continuity
 - RM 3-1: Business Continuity Plan

OPERATIONS AND INFRASTRUCTURE

- OPIN 1: Business Management
 - OPIN 1-1: Policy and Process Maintenance
 - OPIN 1-2: Delegation Management
- OPIN 2: Staff Management
 - OPIN 2-1: Clinical Staff Credentialing
 - OPIN 2-2: Employment Screening
 - OPIN 2-3: Staff Learning and Development Programs
 - OPIN 2-4: Code of Ethical Conduct
 - OPIN 2-5: Employee Diversity, Equity and Inclusion
- OPIN 3: Clinical Leadership
 - OPIN 3-1: Clinical Staff Leadership
- OPIN-PH 4: Pharmacy Employment Screening
 - OPIN-PH 4-1: Pharmacy Drug Screenings

PERFORMANCE MONITORING AND IMPROVEMENT

- PMI 1: Quality Management Scope
 - PMI 1-1: Quality Structure
- PMI 2: Quality Data Collection and Evaluation
 - PMI 2-1: Data Collection and Evaluation

CONSUMER PROTECTION AND EMPOWERMENT

- CPE 1: Protection of Consumer Information
 - CPE 1-1: Privacy and Security of Consumer Information
 - CPE 1-2: Internal Safeguards
- CPE 2: Consumer Safeguards and Communication
 - CPE 2-1: Consumer Diversity, Equity and Inclusion
 - CPE 2-2: Consumer Safety Protocols
 - CPE 2-3: Consumer Complaint Process
 - CPE 2-4: Health Literacy Promotion
 - CPE 2-5: Consumer Marketing and Communication Safeguards
- CPE-PH 3: Financial Incentives
 - CPE-PH 3-1: Monitoring Financial Incentives

INFUSION PATIENT MANAGEMENT

- IPM 1: Infusion Program Management
 - IPM 1-1: Program Structure
- IPM 2: Program Overview
 - IPM 2-1: Program Oversight
 - IPM 2-2: Services
 - IPM 2-3: Verifying Eligibility
- IPM 3: Infusion Patient Management Services
 - IPM 3-1: Care Planning
 - IPM 3-2: Administration Assessments
 - IPM 3-3: Education
- IPM 4: Infusion Patient Management Program Evaluation
 - IPM 4-1: Program Evaluation

INFUSION PHARMACY OPERATIONS

IP-OPS 1: Dispensing Practices

IP-OPS 1-1: Medical Equipment and Supply Evaluation

IP-OPS 1-2: Compounding Requirements

IP-OPS 1-3: Machine and Equipment Maintenance

IP-OPS 1-4: Resolving Pre-Dispensing Issues

IP-OPS 2: Dispensing Accuracy Monitoring and Promotion

IP-OPS 2-1: Dispensing Accuracy

IP-OPS 3: Product Management

IP-OPS 3-1: Inventory Temperature Management

IP-OPS 3-2: Hazardous Material Management

IP-OPS 3-3: Manufacturer and FDA Requirements

MEDICAL DISTRIBUTION

P-MD 1: Distribution Management

P-MD 1-1: Defining Distribution Criteria

P-MD 1-2: Qualification Testing

P-MD 1-3: Packing and Shipping Procedures

P-MD 1-4: Distribution Auditing

P-MD 2: Shipping Logistics

P-MD 2-1: Holding Shipments

P-MD 2-2: Tracking Shipments

P-MD 2-3: Handling Breakdowns

P-MD 3: Distribution Accuracy Monitoring

P-MD 3-1: Distribution Accuracy

PATIENT SERVICE AND COMMUNICATION

P-PSC 1: Patient Information and Support

P-PSC 1-1: Patient Information

P-PSC 1-2: Support Services

P-PSC 1-3: Adverse Drug Events

P-PSC 2: Measuring Complaints and Satisfaction

P-PSC 2-1: Patient and Prescriber Complaints

P-PSC 2-2: Patient and Prescriber Satisfaction

P-PSC 3: Communication Process and Monitoring

P-PSC 3-1: Patient Communications

P-PSC 3-2: Telephone Performance

P-PSC 3-3: Non-Telephonic Communications

P-PSC 3-4: Clinical Communication Services