

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: Employment Screening
 - OPIN 2-2: Staff Learning and Development Programs
 - OPIN 2-3: Code of Ethical Conduct
 - OPIN 2-4: Employee Engagement
- OPIN 3: Clinical Staff Management
 - OPIN 3-1: Clinical Staff Leadership
 - OPIN 3-2: Clinical Staff Credentialing
- OPIN-PH 4: Pharmacy Employment Screening
 - OPIN-PH 4-1: Pharmacy Drug Screenings

PERFORMANCE MONITORING AND IMPROVEMENT

- PMI 1: Quality Management Program
 - PMI 1-1: Quality Management Program Structure
 - PMI 1-2: Data Collection, Analysis, and Performance Improvement

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 Safety and Communication
 - CPE 2-1: Consumer Safety Protocols
 - CPE 2-2: Consumer Complaint Process
 - CPE 2-3: Health Literacy Promotion
 - CPE 2-4: Consumer Marketing and Communication Safeguards

PHARMACY OPERATIONS

- P-OPS 1: Scope of Services
 - P-OPS 1-1: Services
- P-OPS 2: Prescription Processing and Dispensing
 - P-OPS 2-1: Reviewing Patient Information
 - P-OPS 2-2: Verifying Eligibility
 - P-OPS 2-3: Resolving Issues
 - P-OPS 2-4: Dispensing Practices
 - P-OPS 2-5: Machine and Equipment Maintenance
- P-OPS 3: Promoting Dispensing Accuracy
 - P-OPS 3-1: Error and Near Miss Tracking and Reporting
 - P-OPS 3-2: Promoting Safe Dispensing
- P-OPS 4: Adherence Monitoring
 - P-OPS 4-1: Adherence
- P-OPS 5: Product Management
 - P-OPS 5-1: Inventory Temperature Management
 - P-OPS 5-2: Hazardous Material Management
 - P-OPS 5-3: Manufacturer and FDA Requirements

MEDICATION 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 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

REPORTING PERFORMANCE MEASURES TO URAC

- RPT 1: Reporting Mandatory Performance Measures to URAC
 - RPT 1-1: Reporting Mandatory Performance Measures to URAC
- RPT 2: Reporting Exploratory Performance Measures to URAC
 - RPT 2-1: Reporting Exploratory Performance Measures to URAC