SPECIALTY PHARMACY V. 5.0

RISK MANAGEMENT
RM 1: Regulatory Compliance and Internal Controls
  RM 1-1: Regulatory Compliance Management
RM 2: Regulatory Compliance
  RM 2-1: Maintaining Compliance
RM 3: Information Systems
  RM 3-1: Information Systems Management
  RM 3-2: Systems Risk Assessment
RM 4: Business Continuity
  RM 4-1: 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 Training 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

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

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: Dispensing Accuracy Monitoring and Promotion
  P-OPS 3-1: Dispensing Accuracy
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 3-3: 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

PATIENT MANAGEMENT
PM 1: Patient Management Program Structure
  PM 1-1: Program Structure
PM 2: Patient Management Program Overview
  PM 2-1: Program Oversight
  PM 2-2: Patient Participation
  PM 2-3: Documentation
PM 3: Program Disclosures
  PM 3-1: Rights and Responsibilities
PM 4: Clinical Assessments and Interventions
  PM 4-1: Initial Assessment
  PM 4-2: Reassessments
  PM 4-3: Clinical Interventions
PM 5: Education and Support
  PM 5-1: Education Requirements
PM 6: Care Team Collaboration
  PM 6-1: Coordination of Care
PM 7: Program Evaluation and Review
  PM 7-1: Annual Patient Management Program Evaluation

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