

ORGANIZATIONAL STRUCTURE

- PHARM Core 1: Organizational Structure
- PHARM Core 2: Organization Documents
Policies and Procedures
- PHARM Core 3: Policy and Procedure Maintenance, Review, and Approval

REGULATORY COMPLIANCE

- PHARM Core 4: Regulatory Compliance Program and Internal Controls

INTER-DEPARTMENTAL COORDINATION

- PHARM Core 5: Inter-Departmental Coordination

OVERSIGHT OF DELEGATED FUNCTIONS

- PHARM Core 6: Delegation Review Criteria
- PHARM Core 7: Delegation Review
- PHARM Core 8: Delegation Contracts
- PHARM Core 9: Delegation Oversight

MARKETING AND SALES COMMUNICATIONS

- PHARM Core 10: Review of Marketing and Sales Materials

BUSINESS RELATIONSHIPS

- PHARM Core 11: Written Business Agreements
- PHARM Core 12: Client Satisfaction

INFORMATION MANAGEMENT

- PHARM Core 13: Information Management
- PHARM Core 14: Business Continuity / Emergency Management
- PHARM Core 15: Information Confidentiality and Security
- PHARM Core 16: Confidentiality of Individually-Identifiable Health Information

QUALITY MANAGEMENT

- PHARM Core 17: Quality Management Program
- PHARM Core 18: Quality Management Program Resources
- PHARM Core 19: Quality Management Program Requirements
- PHARM Core 20: Quality Management Committee
- PHARM Core 21: Quality Management Documentation
- PHARM Core 22: Quality Improvement Project
- PHARM Core 23: Quality Improvement Project Requirements
- PHARM Core 24: Quality Improvement Projects: Consumer Organizations

STAFF QUALIFICATIONS

- PHARM Core 25: Job Descriptions
- PHARM Core 26: Staff Qualifications

STAFF MANAGEMENT

- PHARM Core 27: Staff Education and Training Program
- PHARM Core 28: Staff Operational Tools and Support
- PHARM Core 29: Staff Assessment Program

CLINICAL STAFF CREDENTIALING AND OVERSIGHT ROLE

- PHARM Core 30: Clinical Staff Credentialing
- PHARM Core 31: Senior Clinical Staff Requirements
- PHARM Core 32: Senior Clinical Staff Responsibilities
- PHARM Core 33: Financial Incentive Policy
- PHARM Core 34: Access to Services
- PHARM Core 35: Consumer Complaint Process

HEALTHCARE SYSTEM COORDINATION

- PHARM Core 36: Coordination with External Entities

CONSUMER PROTECTION AND EMPOWERMENT

- PHARM Core 37: Consumer Rights and Responsibilities
- PHARM Core 38: Consumer Safety Mechanism
- PHARM Core 39: Consumer Satisfaction
- PHARM Core 40: Health Literacy
- PHARM Core 41: Employment Background Screening