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