SPECIALTY PHARMACY SERVICES v1.0

RISK MANAGEMENT
- RM 1: Regulatory Compliance
  - RM 1-1: Regulatory Compliance and Internal Controls
  - RM 1-2: Policy Addressing Reporting of Violations
- RM 2: Business Continuity Risk Management
  - RM 2-1: Business Continuity Plan
  - RM 2-2: Pharmacy Emergency Management Plan
  - RM 2-3: Business Continuity Plan Testing
- RM 3: Information Systems Risk Management
  - RM 3-1: Information Systems Risk Assessment and Reduction

CONSUMER PROTECTION AND EMPOWERMENT
- CPE 1: Protection of Consumer Information
  - CPE 1-1: Privacy and Security of Consumer Health Information
  - CPE 1-2: Information Management
- CPE 2: Health Care Ethics
  - CPE 2-1: Consumer Rights & Responsibilities (N/A)
  - CPE 2-2: Ethical Health Care Practices
  - CPE 2-3: Monitoring and Oversight of Ethical Health Care Practices
- CPE 3: Consumer Protection
  - CPE 3-1: Clinical Staff Credentialing
  - CPE 3-2: Clinical Oversight of Program
  - CPE 3-3: Consumer Safety Protocols
  - CPE 3-4: Employment Screening
  - CPE 3-5: Financial Incentives
  - CPE 3-6: Consumer Marketing Safeguards (N/A)
- CPE 4: Consumer Empowerment
  - CPE 4-1: Consumer Complaint Process
  - CPE 4-2: Health Literacy Promotion

OPERATIONS AND INFRASTRUCTURE
- OPIN 1: Business Ethics
  - OPIN 1-1: Code of Ethical Business Conduct
- OPIN 2: Business Management
  - OPIN 2-1: Written Business Agreements
  - OPIN 2-2: Maintaining and Complying with Policies
- OPIN 3: Staff Management
  - OPIN 3-1: Job Descriptions and Staff Qualifications
  - OPIN 3-2: Staff Training Programs
  - OPIN 3-3: Formal Acknowledgment of Compliance with the Organization’s Legal Requirements and Code of Conduct
  - OPIN 3-4: Staff Member Performance Review
- OPIN 4: Delegation
  - OPIN 4-1: Delegation Management

PERFORMANCE MONITORING AND IMPROVEMENT
- PMI 1: Quality Oversight Procedures and Responsibilities
  - PMI 1-1: Quality Management Program Scope
  - PMI 1-2: Quality Management Program Structure and Oversight
  - PMI 1-3: Quality Management Program Implementation
  - PMI 1-4: Data Management and Performance Reporting
  - PMI 1-5: Quality Management Program Evaluation

PATIENT SERVICE AND COMMUNICATION
- P-PSC 1: Patient Information and Support
  - P-PSC 1-1: Adverse Drug Events
  - P-PSC 1-2: Accommodating Diverse Populations
- 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
PATIENT MANAGEMENT

PM 1: Patient Management Program Overview
   PM 1-1: Structure and Oversight
   PM 1-2: Scope
   PM 1-3: Documentation

PM 2: Program Disclosures
   PM 2-1: Rights and Responsibilities
   PM 2-2: Patient Information

PM 3: Assessments
   PM 3-1: Initial Assessments
   PM 3-2: Reassessments
   PM 3-3: Clinical Interventions

PM 4: Education and Support
   PM 4-1: Education Requirements

PM 5: Care Team Collaboration
   PM 5-1: Coordination of Care

PM 6: Program Evaluation and Review
   PM 6-1: Annual Patient Management Program Evaluation
   PM 6-2: Evaluation Disclosures