

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

- P-PSC 3-1: Telephone Performance
- P-PSC 3-2: Non-Telephonic Communications
- P-PSC 3-3: Clinical Communication Services

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