

## PHARMACY SERVICES ACCREDITATION V1.0

### 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

### MEDICATION SAFETY

- MS 1: Medication Safety Controls
  - MS 1-1: Safe Medication Use

## 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

## MODULE: VACCINE ADMINISTRATION PROGRAM

### VAX 1: Vaccine Administration Program Development

VAX 1-1: Structure and Oversight

VAX 1-2: Scope

VAX 1-3: Staff Assessment and Education

### VAX 2: Program Administration

VAX 2-1: Patient Assessment

VAX 2-2: Patient Education

VAX 2-3: Post Administration Monitoring

VAX 2-4: Documentation

### VAX 3: Coordination of Care

VAX 3-1: Care Coordination

VAX 3-2: Utilizing Registries

### VAX 4: Program Evaluation

VAX 4-1: Performance Metrics

VAX 4-2: Annual Evaluation

## MODULE: POINT-OF-CARE TESTING PROGRAM

### PCT 1: Point-of-Care Testing Program Development

PCT 1-1: Structure and Oversight

PCT 1-2: Scope

PCT 1-3: Staff Assessment and Education

### PCT 2: Program Administration

PCT 2-1: Patient Assessment

PCT 2-2: Patient Education

PCT 2-3: Patient Results

PCT 2-4: Documentation

### PCT 3: Coordination of Care

PCT 3-1: Care Coordination

### PCT 4: Program Evaluation

PCT 4-1: Performance Metrics

PCT 4-2: Annual Evaluation

## MODULE: DRUG THERAPY MANAGEMENT PROGRAM

### DTM 1: Drug Therapy Management Program Development

DTM 1-1: Structure and Oversight

DTM 1-2: Program Review

DTM 1-3: Scope

DTM 1-4: Documentation

### DTM 2: Program Administration

DTM 2-1: Risk Assessment

DTM 2-2: Initial Clinical Assessments

DTM 2-3: Follow-Up Plan

DTM 2-4: Clinical Reassessments

DTM 2-5: Patient Education

### DTM 3: Coordination of Care

DTM 3-1: Care Coordination

### DTM 4: Program Evaluation

DTM 4-1: Performance Metrics

DTM 4-2: Annual Evaluation

## MODULE: COMMUNITY DISPENSING PROGRAM

### CD 1: Pharmacy Operations

CD 1-1: Scope of Services

CD 1-2: System Requirements

### CD 2: Patient Onboarding and Prescription Intake

CD 2-1: Prescription Intake

CD 2-2: Verifying Eligibility

CD 2-3: Manufacturer and FDA Requirements

### CD 3: Prescription Order Review and Dispensing

CD 3-1: Prescription Order Review

CD 3-2: Labeling and Packaging

CD 3-3: Medication Verification

CD 4: Procurement and Inventory Management

CD 4-1: Purchasing Product Inventory

CD 4-2: Managing Product Inventory

CD 4-3: Product Inventory Temperature Management

CD 4-4: Medication Returns

CD 4-5: Controlled Substances

CD 5: Inventory Safety

CD 5-1: Access Levels

CD 5-2: Handling and Removal

CD 5-3: Hazardous Material Management

CD 5-4: Machine and Equipment Maintenance

CD 5-5: Compounding Requirements

CD 6: Performance Metrics

CD 6-1: Dispensing Accuracy

CD 6-2: Adherence