



COMMUNITY PHARMACY V2.0 ELEMENTS AT-A-GLANCE

RISK MANAGEMENT (C-RM)

C-RM 1: Regulatory Compliance

C-RM 1-1: Regulatory Compliance and Internal Controls

C-RM 1-2: Not Applicable

C-RM 2: Business Continuity Risk Management

C-RM 2-1: Business Continuity Plan

C-RM 2-2: Pharmacy Emergency Management Plan

C-RM 2-3: Business Continuity Plan Testing

C-RM 3: Information Systems Risk Management

C-RM 3-1: Information Systems Risk Assessment and Reduction

CONSUMER PROTECTION AND EMPOWERMENT (C-CPE)

C-CPE 1: Protection of Consumer Information

C-CPE 1-1: Privacy and Security of Consumer Health Information

C-CPE 1-2: Information Management

C-CPE 2: Healthcare Ethics

C-CPE 2-1: Consumer Rights and Responsibilities

C-CPE 2-2: Not Applicable

C-CPE 2-3: Not Applicable

C-CPE 3: Consumer Protection

C-CPE 3-1: Clinical Staff Credentialing

C-CPE 3-2: Clinical Oversight of Program

C-CPE 3-3: Consumer Safety Protocols

C-CPE 3-4: Employment Screening

C-CPE 3-5: Financial Incentives

C-CPE 3-6: Consumer Marketing Safeguards

C-CPE 4: Consumer Empowerment

C-CPE 4-1: Consumer Complaint Process

C-CPE 4-2: Not Applicable

OPERATIONS AND INFRASTRUCTURE (C-OPIN)

C-OPIN 1: Business Ethics

C-OPIN 1-1: Not Applicable

C-OPIN 2: Business Management

C-OPIN 2-1: Written Business Agreements

C-OPIN 2-2: Maintaining and Complying with Policies

C-OPIN 3: Staff Management

C-OPIN 3-1: Job Descriptions and Staff Qualifications

C-OPIN 3-2: Staff Training Programs

C-OPIN 3-3: Not Applicable

C-OPIN 3-4: Staff Member Performance Review

C-OPIN 4: Delegation

C-OPIN 4-1: Delegation Management

PERFORMANCE MONITORING AND IMPROVEMENT (C-PMI)

C-PMI 1: Quality Oversight Procedures and Responsibilities

C-PMI 1-1: Quality Management Program Scope

C-PMI 1-2: Quality Management Program Structure and Oversight

C-PMI 1-3: Quality Management Program Implementation

C-PMI 1-4: Not Applicable

C-PMI 1-5: Not Applicable



COMMUNITY PHARMACY V2.0 ELEMENTS AT-A-GLANCE

PHARMACY OPERATIONS (P-OPS)

P-OPS 1: Scope of Services and Performance Metrics

- P-OPS 1-1: Scope of Services
- P-OPS 1-2: Performance Metrics
- P-OPS 1-3: Prescription Intake
- P-OPS 1-4: Pharmacy Drug Claims Processing
- P-OPS 1-5: Electronic Prescribing
- P-OPS 1-6: Prescription Order Review and Verification
- P-OPS 1-7: Product Preparation and Dispensing Process
- P-OPS 1-8: Dispensing Verification by Pharmacists

P-OPS 2: Pharmacy Product Handling and Maintenance

- P-OPS 2-1: Procurement and Supply
- P-OPS 2-2: Product Handling, Storage, and Inventory
- P-OPS 2-3: Not Applicable
- P-OPS 2-4: Not Applicable
- P-OPS 2-5: Machine and Equipment Maintenance
- P-OPS 2-6: Handling and Removal of Unacceptable Medications
- P-OPS 2-7: Compounding

P-OPS 3: Management and Pharmacy Oversight

- P-OPS 3-1: Staff Roles and Responsibilities
- P-OPS 3-2: Facility Safety and Security
- P-OPS 3-3: Quality and Error Management in the Facility

DRUG MANAGEMENT (P-DRM)

P-DRM 1: Patient Safety and Education

- P-DRM 1-1: Roles and Responsibilities of Pharmacies
- P-DRM 1-2: Adverse Drug Events

P-DRM 2: Drug Utilization Review

- P-DRM 2-1: Prospective, Concurrent, and Retrospective Drug Management
- P-DRM 2-2: Drug Utilization Review Reporting

P-DRM 3: Drug Management Collaboration

- P-DRM 3-1: Collaboration with the Prescriber/Provider
- P-DRM 3-2: Collaboration with the Payer

COMMUNITY PHARMACY SERVICES (CP-SRV)

CP-SRV 1: Counseling Services

- CP-SRV 1-1: Medication Counseling and Education
- CP-SRV 1-2: Medication Adherence Consultation
- CP-SRV 1-3: Collaboration with the Prescriber/Provider

CP-SRV 2: Immunization Services

- CP-SRV 2-1: Pharmacy Immunizations



COMMUNITY PHARMACY V2.0 ELEMENTS AT-A-GLANCE

CP-PSC: PATIENT SERVICE AND COMMUNICATION

CP-PSC 1: Patient Information and Support

CP-PSC 1-1: Information and Support

CP-PSC 1-2: Culturally and Linguistically Appropriate Information

CP-PSC 2: Measuring Complaints and Satisfaction

CP-PSC 2-1: Patient Complaints and Satisfaction

CP-PSC 2-2: Prescriber/Provider Complaints and Satisfaction

CP-PMI: MULTI-SITE PHARMACY PERFORMANCE MONITORING AND IMPROVEMENT

CP-PMI 1: Services and Performance Across Multiple Sites

CP-PMI 1-1: Consistent Implementation of Services

CP-PMI 1-2: Performance Across Multiple Sites

RPT: REPORTING PERFORMANCE MEASURES TO URAC

RPT 1: Reporting Performance Measures to URAC

RPT 1-1: Reporting Performance Measures to URAC