



	Compliance Elements	Description	Responsible Individual or Department or Committee	Recommended Frequency	Status of Pharmacy
Human Resources					
1	Personnel File Documentation	Review personnel files to ensure required documents are accurate and up to date	Human Resources	Upon hire and annually	
2	Onboarding and Ongoing Training	Review required trainings to ensure completion and documentation	Human Resources; Manager	Upon hire and annually	
3	Initial and Ongoing Competencies	Review competencies to ensure applicability, documentation, and completion	Manager	Upon hire and annually	
Patient Management					
4	Clinical Protocols	Review and revise clinical protocols/careplans to ensure adherence to current evidence based medicine	Quality/Accreditation Manager	Annually	
5	Patient Care Documentation	Audit patient records for compliance with accreditation, legal and best practice criteria	Quality/Accreditation Manager	Quarterly	
6	Patient Educational and Marketing Materials	Review and revise patient educational and marketing materials; Maintain a systematic method of tracking	Clinical Committee	Annually	
7	Patient Management Program Evaluation	Review and Revision of Clinical, Financial, QOL, and other outcomes	Clinical Committee	Annually	
Operations					
8	Shipment Testing	Audit results of shipment testing to ensure appropriate temperature are maintained	Quality Committee	Biannually (Seasonally)	
9	Dispensing and Distribution Accuracy	Review and analysis of dispensing and distribution accuracy for trends	Quality Committee	Quarterly	
10	Proactive Risk Assessments	Audit of new medications dispensed and completion of proactive risk assessment	Clinical Committee	As needed and quarterly	
Patient Experience					
11	Phone Metrics	Review of phone metrics such as abandonment, speed of answer, and call volume; Analyze for trends and implement action plans when needed	Quality Committee	Monthly and quarterly	



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12	Patient and Provider Complaints	Review patient and provider complaint logs; Analyze for trends and implement action plans when needed	Quality Committee	Quarterly	
13	Patient and Provider Satisfaction	Distribution and analysis of patient and provider satisfaction	Quality Committee	Annually	
Regulatory / Quality					
14	Business Continuity Plan	Develop business continuity plan and testing exercises to include all critical systems	Quality Committee	Annually	
15	Licensure, Rule, and Regulation Monitoring	Monitor and track state and federal laws and regulations	Compliance Officer; Quality/Accreditation Manager	Quarterly	
16	Annual Quality Program Evaluation	Assess compliance with annual reports and evaluations of the program	Quality Committee	Annually	