

## Foundational Elements Quality Standard

For the successful implementation of a medically integrated dispensing (MID) organization and to support ongoing operations, the following fundamental standards and systems are recommended in order to achieve the highest level of quality care for patients:

**Mission Statement:** The creation of a mission statement is vital to define the scope and purpose of medically integrated dispensing (MID) services.

- Elements of a mission statement. Which include three elements:
  - Our cause-the who, what and where
  - Our actions-what we do
  - Our impact-changes for the better

**Organizational chart:** The medically integrated dispensing (MID) team shall have its own organizational chart.

**Business Plan:** There are many reasons to begin an MID service. Understanding the challenges and benefits in addition to the expectations and limitations, is an important component of the preparation required for developing the business model and will help determine the future success of the program.

- Scope of business
  - State requirements or restrictions
  - Licensed Pharmacy or Physician Dispensing Program
- Proforma analysis
  - Review prescription coverage and payer or PBM limitations
  - Closed distribution limitations
  - Regional payer relationships
  - Practice patterns – number of providers and prescription volumes
  - Formulary (scope)
- Staffing Model
  - Pharmacist
  - Certified Pharmacy Technician (CPhT)
  - Dispensing Nurse Navigator, OCN Certified
- Space requirements/renovations needed

**Readiness Tracker:** All new MID services need adequate time to allow for implementation. In addition to the physical space design and time for construction, there are numerous regulatory and payer contracts that need to be completed well in advance of the first prescription being processed.

- Timeline for opening medically integrated dispensing services



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## Operational Elements

- Policy and procedures
- Workflow & Process flow diagrams – for practice (single/multi-site) and dispensing area
- CBO alignment - Integration of billing services and billing reconciliation
- Contracting and payer implementation
- Prior Authorization process
- GPO affiliation
- Liability Insurance
- Claims accounting (editing, adjudication and reconciliation)
- Audit preparation and readiness
- Credit Card Processing Company
- Shipping Services-FedEx, USPS, etc.
- SOP for waste minimization tracking/documentation
- Financial counseling and patient advocacy

## Dispensing Space

- Commensurate with workflow and patient access – template for quality and success
- Patient counseling area
- Infrastructure considerations- i.e. storage areas/shelving, workstations, medications, counting trays, records, bags, Rx bins, sink, refrigerator, software and hardware, and adequate work space for employees

## Communication Plan

- To the physicians, staff and patients
- To practice leadership
- To practice business office/contracting department
- Marketing materials
- Kickoff meeting(s) to increase staff awareness and explain process flow
- Education for the staff
- Brochure and practice flyer
- Announcement on website

## Standard Operating Procedures (SOPs)

- CQI (Continuous Quality Improvement) and CAPA (Corrective Action/Preventative Action) assessment and standards will be applied with the implementation of the following SOPs:
  - Daily dispensing operations/workflow
  - Staff Training
  - Audit Readiness Guidance



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- Home Delivery to patient
- Return To Stock
- Staff duties
- Delivery to satellite locations
- Expired drugs
- Recalled drugs
- Contingency Plan – loss of power, weather, data backup, telephone support, holiday delivery schedule from GPO
- HIPPA compliant
- Central Business Office (CBO)

## Process Flow-map

- Establish practice decision tree/flow-map for dispensing a prescription, from script generation by provider to delivery of medication to patient.

## EMR and Pharmacy Dispensing System Infrastructure

- Integration of practice EMR, pharmacy dispensing system, and practice management system (PMS)
- Refill Tracking
- Care plans within the EMR or pharmacy dispensing system
- Assessment for documenting patient adherence and passionate financial support

## Hardware

- Dual Screens for EMR and Rx Program
- Printer/Copier/Fax/Scanner

## Handling of Medication Processes/Guidance

- Employee - USP 800 Standard
- Receiving Drug Order - safe handling guidelines USP, NIOSH, OSHA
- Sharps disposal for patients
- Medication Handling for Patients
- Guidance for unused medication disposal



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