**Governing Body**

**Section:** Company and Employee Standards

**Compliance:** URAC Specialty Pharmacy 2.1

**URAC Standards:** PHARM Core 1, 2, 3, 4, 13, 17, 19, 20, 21, 25, 35, 37, 39, PHARM-OP 1, 10, 14, PM 1 SDrM 5

**ACHC Standard:** DRX1-2A

**Policy ID:** 1.8

**Approved by:**

**POLICY**

The Governing Body shall be legally responsible for establishing and implementing policies regarding the management and operation of <insert practice name> pharmacy and the appointment of a pharmacy manager who has responsibility for day-to-day oversight of the company. The Governing Body is <insert practice name>’s Board of Directors. **[PHARM Core 1] [PHARM Core 2 (b, d)]**

**PROCEDURE**

<insert practice name> will maintain articles of incorporation as well as Board of Pharmacy permits, as required for all states that it provides services in.

<insert practice name> will operate by a set of bylaws, articles of incorporation or similar documents that include the following:

* Governing Body’s Composition
* Term of Office
* Frequency of Meetings
* Attendance Requirements
* Definition of Quorum
* Overall Responsibilities

Regular meetings of the Governing Body shall be held on an annual basis. Special meetings may be called at any time by any member. Sufficient notice must be given to allow for attendance by all members. Each meeting shall have recorded minutes and it shall be the responsibility of the Secretary to ensure that all actions and proceedings are duly noted and recorded on the appropriate form.

Responsibilities of the Governing Body:

* The Governing Body has the ultimate authority over the governance of <insert practice name> and its programs to include the Specialty Pharmacy, Quality Management, Patient Care Management and Information Management Programs with annual evaluation **[PHARM Core 2 (b, d)] [PHARM Core 13 (a-c)] [PHARM Core 17][PHARM Core 19 (a, b, c)] [PHARM Core 20 (a, b)] [PHARM-OP 1 (a-c)] [PHARM-OP 14 (a-c)] [PM 1] [SDrM 5 (a, d, e)]**
* The Governing Body shall ensure that <insert practice name> complies with all applicable local, state, and federal laws, regulations, accrediting standards, and <insert practice name>’s policies and procedures. All required licenses and/or permits will be current and posted in a prominent location accessible to public view at all locations **[PHARM Core 4 (a, b)]**
* The Governing Body shall review and approve <insert practice name>’s operating policies and procedures. These policies shall be reviewed in their entirety at least annually **[PHARM Core 3 (a, b)]**
* The Governing Body shall review and approve all forms, including patient care documentation, and ensure that standardized processes are implemented in each branch location
* The Governing Body shall ensure that <insert practice name> meets the billing requirements of all third-party payers **[PHARM-OP 10]**
* The Governing Body shall approve the annual budget
* The Governing Body shall review any ethical issues and customer complaints that have arisen out of the course of patient care **[PHARM Core 35 (a, e)][PHARM Core 37][PHARM Core 39]**
* The Governing Body shall approve all revisions of job descriptions and review all job descriptions in their entirety at least annually **[PHARM Core 25]**
* The Governing Body shall ensure that all <insert practice name>’s protocols and processes are in compliance with all regulatory entities **[PHARM Core 4 (a, b)]**
* The Governing Body shall meet as required, but at least annually. All actions taken by the Chair between meetings shall be communicated and reviewed as necessary, or at a minimum, at the next scheduled Governing Body meeting **[PHARM Core 1]**
* The Governing Body shall appoint a full-time administrator pharmacy director who will be responsible for the day-to-day operation of <insert practice name>. The administrator pharmacy director shall be qualified by training and experience for the proper discharge of his delegated responsibilities, and shall have appropriate education to fulfill all duties and assignments **[PHARM Core 2 (b, d)]**
* The Governing Body shall evaluate the pharmacy director annually. **[PHARM Core 29 (a)]**
* Any change in ownership, authority, management or change in address, physical location and/or telephone number will be made to all appropriate organizations within 30 days **[PHARM Core 1]**
* The Governing Body will ensure compliance with Performance Improvement (PI) **[PHARM Core 21 (a-h)]**

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