**Leadership**

**Section:** Company and Employee Standards

**Compliance:** URAC Specialty Pharmacy 2.1

**URAC Standards:** PHARM Core 1, 2, 31, 32, PM 9

**Policy ID:** 1.10

**Approved by:**

**POLICY**

Responsibility for the overall leadership and management of <insert practice name> Pharmacy is vested in the Pharmacy Manager. This individual is accountable for all operations, for ensuring quality patient care, for ongoing compliance with all local, state, and federal regulations, and for the ongoing viability of the <insert practice name> Pharmacy. **[PHARM Core 1] [PHARM Core 2 (d)]**

**PROCEDURE**

Specifically, the Pharmacy Manager, as outlined in the detailed job description, is charged with the following areas of accountability:

On behalf of the Governing Body, the Pharmacy Manager shall be responsible for: **[Core 2 (d)]**

* Maintaining ongoing liaison among the Governing Body, professional advisors and <insert practice name> staff.
* Implementing and maintaining an effective business plan
* Ensuring the accuracy of public information
* The selection, employment, and discharge of all employees
* Objective to have qualified clinicians accountable to <insert practice name> for decisions affecting consumers **[PHARM Core 32 (d)]**
* The development and implementation of patient care policies, ensuring ongoing quality care
* Human resources administration and appropriate personnel records including orientation and training
* Preparing an annual budget with review by the Governing Body
* Executing written contracts (if applicable) with independent contractors
* Implementing committee recommendations
* The ongoing personal development, including membership in professional organizations and continuing education
* Any type of standard <insert practice name> Form and/or documentation changes including patient care documentation **[PHARM Core 2 (d)]**
* Keeping current on trends in the industry, the community, and <insert practice name> and communicates these trends to the Governing Body and current staff
* Conducts periodic consultation with practitioners in the field **[PHARM Core 32 (c)]**
* Is the Senior Clinical Staff person who chairs the Quality Management Committee and the development and implementation of all clinical Quality Improvement Projects to include compliance with Performance Improvement (PI)
* Responsible for providing guidance for clinical operational aspects of program, oversight of clinical decision-making aspects of program and provide Quality Management oversight **[PHARM Core 31 (b)**] **[PHARM Core 32 (a, b)]**
* Serves as Company Compliance Officer (CCO) for all regulatory and accreditation-related matters
* Responsible for ACHC and URAC accreditations to include ensuring compliance with standards
* Oversight of Patient Management Program **[PM 9]**

The Pharmacy Manager will be evaluated by the Governing Body annually unless the Pharmacy Manager is the owner of the Company.

In the absence of the Pharmacy Manager, the pharmacist shall be appointed to assume these responsibilities. Staff is notified appropriately and in writing as to who will assume this role and the time frame for the delegation.

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