**Organizational Documents**

**Section:** Company and Employee Standards

**Compliance:** URAC Specialty Pharmacy 2.1

**URAC Standards:** PHARM-Core 2

**Policy ID:** 1.7

**Approved by:**

**POLICY**

<insert practice name> has a mission statement which defines its goal for quality service to its patients and consumers. The quest for continuous improvement in all aspects of the pharmacy is the pharmacy’s aim.

**SCOPE**

To establish the leadership structure, goals, and oversight responsibilities of the pharmacy. All services will be provided at the location of the pharmacy by the staff members following all URAC standards and applicable laws. Prescriptions will be dropped off in person or received via telephone, fax, or electronic transmission.

**DEFINITIONS**

Mission Statement: provides the overall goal of the pharmacy and establishes the framework for which the pharmacy’s plan is formulated.

**PROCEDURE**

A mission statement was written, and will be revised as needed to provide information to pharmacy providers, staff members, and patients. The statement informs them of the pharmacy’s standards and operations. <insert practice name>’s Mission Statement is as follows: **[Pharm Core 2.a]**

**MISSION STATEMENT**

The Mission of **<insert practice name>** is to provide comprehensive, compassionate care that enhances the lives of patients and their families.

**PROGRAM DESCRIPTION AND POPULATION SERVED**

**<insert practice name>**, is a comprehensive practice treating patients with cancer and blood diseases. Our focus is <insert mission and vision statements>.

Services are delivered as a high-touch patient model with specialty medication therapy management services. <insert practice name> is committed to improving patient outcomes.

The organizational oversight and leadership structure of the pharmacy is clearly indicated by the organizational chart and job description of each employee. The physician partners oversee all operations. The committees of the pharmacy as well as the Director of Pharmacy report directly to the physician partners. The committees include the Pharmacy and Therapeutics Committee, the Compliance Committee, and the Quality Improvement Committee. The committees work together to ensure compliance and quality of the pharmacy’s standards. The physician partners and the committees hold meetings for various topics including quality management and follow up for continual improvement, data analysis of errors, complaints and other collected metrics. All functions of the pharmacy that are delegated to outside contractors require the physician partner’s approval and baseline and continual assessment. All committee and director’s meetings will be documented in meeting minutes and the agenda of the meetings will be stated.

The staff members follow a defined structure of oversight responsibility. The staff/clinical pharmacists work under the direction of the Director of Pharmacy. The pharmacy interns and technicians, and delivery staff report directly to the staff/clinical pharmacists. **[Pharm Core 2.b.c,d]**

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