**Supervision of Pharmaceutical Services**

**Section:** Pharmacy Operations

**Compliance:** URAC Specialty Pharmacy 2.1

**URAC Standards:** PHARM Core 2**,** 4, 26, 27, 29, 30, 35, PHARM-OP 3, 7, 9, 12, 13, SDrM 2, 5

**Policy ID:** 7.24

**Approved by:**

**POLICY**

All Pharmacy Services will be provided under the direction of a registered pharmacist who has demonstrated sufficient education and experience in the products and services that <insert practice name> provides. **[PHARM Core 30 (a)]**

**PROCEDURE**

The supervising Pharmacist’s responsibilities include:

1. Supervise the operation of the assigned pharmacy department. **[PHARM Core 2 (b, d)] [PHARM- OP 12 (a)]**
2. Promote clinical appropriateness **[SDrM 2 (a)]**
3. Provide direct supervision for dispensing and preparing medication and complying with FDA mandates and self-imposed manufacturer restrictions on particular drugs, as applicable **[PHARM-OP 12 (c, d)]**
4. Inventory security and monitoring. The Pharmacy Manager is accountable for the pharmacy inventory and the security of the pharmacy area. The pharmacy area is a restricted area; a badge access system is used which controls access throughout the facility including the pharmacy area. This system provides controlled access levels to the facility and specific areas within the facility such as the pharmacy. Access to the pharmacy area is restricted to authorized pharmacy personnel only which are Pharmacy Technicians and Pharmacists. All pharmacy equipment is kept in the secured pharmacy area allowing only authorized personnel (pharmacists and pharm techs) to have access to and the ability to lock, unlock, and seal pharmacy equipment. The Pharmacist must be present to open the pharmacy area. **[PHARM-OP 7 (a-ii)] [PHARM-OP 13 (a-i, a-ii)]**
5. Improve pharmacy prescription sales, profit, patient count and professional image through ensuring the accurate filling of prescriptions and courteous and efficient service to all customers **[PHARM-OP 3 (a)]**
6. Supervise pharmacy staff (pharmacy technicians, pharmacy prior authorization staff, and pharmacists) to ensure pharmacy employees are developed through proper employee orientation, training, establishment of objective, communication of rules and constructive discipline, while building employee morale, motivation and loyalty **[PHARM Core 27 (a)] [PHARM Core 29 (a, b)] [PHARM- OP 12 (a)]**
7. Ensure patient safety by identifying and reporting adverse drug events with description of how events are documented and reported. Oversee the process for disclosing errors of clinical significance to the patients affected as needed by contacting any person/persons involved immediately by phone or other means of communication as determined by the patient/caregiver and also coordinate the reporting to include errors to the Quality Management Committee**. [SDrM 5 (a, d, e)]**
8. Staff will be trained to pay particular attention to watching for mistakes with look-alike or sound-alike medications **[PHARM-OP 3 (b)]**
9. Recommend, plan and coordinate sales and promotional programs for pharmacy department
10. Assist in the recruitment, hiring and scheduling of personnel.
11. Analyze and recommend loss prevention procedures and assures proper implementation of internal controls. Conduct regularly scheduled inventories and check pharmacy security procedures and perform mini audits **[PHARM-OP 13 (a, b, d, e)]**
12. Oversee training of pharmacy staff on the designated pharmacy operating system and assist in the resolution of questions and problems pertaining to the system. Ensure that established workflow is adhered to within respective pharmacies **[PHARM Core 27 (a)]**
13. Utilize established pharmacy manager key performance indicators to improve pharmacy operation
14. Assist in monitoring competition services and recommend additions or modifications to company programs
15. Review pharmacy department policies, procedures and inventory to ensure compliance with federal and state pharmacy regulations **[PHARM Core 4 (b)]**
16. Ensure compliance with DEA and State Board of Pharmacy regulations regarding maintenance of records and documents. Monitor compliance in pharmacy by conducting regular audits and verifying that the proper records, including controlled substances records, are kept on hand and are made readily available **[PHARM Core 4 (b)]**
17. Promote cost effective drug management to include generic intervention when appropriate **[SDrM 2 (d)]**
18. Take into account issues related to the ease of adherence and therapy management when there are multiple drugs available for example tests needed, side effect profiles, simpler dosing regimens **[SDrM 2 (e)]**
19. Prepare and submit, as authorized by appropriate <insert practice name> personnel, records and reports required by <insert practice name> and/or local authorities concerning burglaries, drugs to be surrendered, and reports concerning compliance to regulations **[PHARM Core 4 (b)]**
20. Recommend and audit inventory level based on department prescription volume, maintaining a satisfactory on hand balance and days of supply, monitors <insert practice name> designated inventory system and reviews all daily purchases **[PHARM-OP 7 (b)]**
21. Recommend improved pharmacy department maintenance procedure and appearance standards, up to and including, physical layout **[PHARM-OP 9 (a, b, c, d)]**
22. Resolve customer complaints regarding all aspects of pharmacy department operations (service, price, personnel, etc.) **[PHARM Core 35 (a-e)]**
23. Represent <insert practice name> through membership and active participation in pharmaceutical professional groups, and associations and organizations
24. Inform all appropriate personnel of plans, programs and operation that affect their areas, and encourages feedback from all employees so as to increase productivity
25. Assist in pharmacy staff evaluations and assist in the development of management candidates **[PHARM Core 29 (a)]**
26. Audit own performance and recommend own objective and standards of performance **[PHARM Core 29 (b)]**
27. Maintain an awareness of development in the pharmacy field that related to job responsibilities and integrated them into own practice **[PHARM Core 26]**
28. A Registered Pharmacist supervises Pharmacy Technicians. Supervision means that the pharmacist must have a physical presence to observe, direct and supervise the pharmacy technician prior to dispensing, sale or distribution of medications **[PHARM OP 12 (b)]**
29. <insert practice name> will assess the pharmacy technician’s tasks, responsibilities and duties at the time of hire and as required by State certification and regulation requirements. **[PHARM OP 12 (b)]**
30. The method of assessment is as follows:
* Assessment upon hire follows State certification or regulation requirements and where no certification or regulation requirements exist for a particular State, <insert practice name> utilizes requirements developed by the appropriate agencies' requirements **[PHARM Core 30 (a)]**

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