

## Pharmacy Practice Activity Classification Version 1.0

Key	Category	Description	LastUpdate
A.	Domain	Ensuring Appropriate Therapy and Outcomes	1/15/98
A.1.	Class	Ensuring Appropriate Pharmacotherapy	1/15/98
A.1.1.	Activity	Establish relationship with patient	1/15/98
A.1.1.1.	Task	Introduce self to patient and explain services	1/15/98
A.1.1.2.	Task	Determine patient's primary spoken language and communications ability/limitations	1/15/98
A.1.1.3.	Task	Determine patient's educational level	1/15/98
A.1.2.	Activity	Obtain information to create and maintain confidential patient record	1/15/98
A.1.2.1.	Task	Obtain diagnostic patient information	1/15/98
A.1.2.1.1.	Step	Interview the patient or patient's representative	1/15/98
A.1.2.1.2.	Step	Obtain patient consent as needed to access medical information	1/15/98
A.1.2.1.3.	Step	Obtain/review the medical history or patient record	1/15/98
A.1.2.1.4.	Step	Consult other providers	1/15/98
A.1.2.2.	Task	Obtain laboratory information	1/15/98
A.1.2.2.1.	Step	Order laboratory tests	1/15/98
A.1.2.2.2.	Step	Obtain/review laboratory test results	1/15/98
A.1.2.3.	Task	Obtain physical assessment information	1/15/98
A.1.2.3.1.	Step	Perform physical assessment(s)	1/15/98
A.1.2.3.2.	Step	Obtain/review physical assessments performed by the patient or other providers	1/15/98
A.1.2.4.	Task	Create a complete medication record	1/15/98
A.1.2.4.1.	Step	Obtain and document prescription medication history	1/15/98
A.1.2.4.2.	Step	Obtain and document nonprescription medication history	1/15/98
A.1.2.4.3.	Step	Obtain and document complementary and alternative therapy history	1/15/98
A.1.2.4.4.	Step	Obtain and document devices history	1/15/98
A.1.2.4.5.	Step	Obtain the patient's social, family and nutritional history	1/15/98
A.1.3.	Activity	Assess patient information	1/15/98
A.1.3.1.	Task	Assess objective and subjective data	1/15/98
A.1.3.2.	Task	Identify potential or actual drug therapy problems	1/15/98
A.1.3.3.	Task	Perform patient triage and initiate referral(s)	1/15/98
A.1.4.	Activity	Formulate treatment plan	1/15/98
A.1.4.1.	Task	Define treatment goals	1/15/98
A.1.4.1.1.	Step	Discuss goals with the patient	1/15/98
A.1.4.2.	Task	Assess therapy alternatives	1/15/98
A.1.4.2.1.	Step	Identify diagnostic product needs	1/15/98
A.1.4.2.2.	Step	Identify untreated indications	1/15/98
A.1.4.2.3.	Step	Identify non-drug therapy alternatives	1/15/98
A.1.4.2.4.	Step	Identify nonprescription medication/self care alternatives	1/15/98

A.1.4.2.5.	Step	Identify prescription medication alternatives	1/15/98
A.1.4.2.6.	Step	Identify unnecessary medications	1/15/98
A.1.4.3.	Task	Establish an appropriate regimen	1/15/98
A.1.4.3.1.	Step	Screen for and document allergies, interactions, contraindications and duplicate therapies	1/15/98
A.1.4.3.2.	Step	Establish the medication dose, frequency and duration	1/15/98
A.1.4.3.3.	Step	Initiate therapy under protocol/guidelines	1/15/98
A.1.4.4.	Task	Establish an outcomes monitoring plan	1/15/98
A.1.5.	Activity	Document activities	1/15/98
A.1.5.1.	Task	Update the patient record	1/15/98
A.1.5.2.	Task	Communicate the treatment plan to other providers	1/15/98
A.2.	Class	Ensuring Patient's Understanding and Adherence to His or Her Treatment Plan	1/15/98
A.2.1.	Activity	Interview patient	1/15/98
A.2.1.1.	Task	Assess the patient's knowledge and capability for understanding/communicating	1/15/98
A.2.1.1.1.	Step	Assess knowledge of disease state, condition or self-care needs	1/15/98
A.2.1.1.2.	Step	Assess knowledge of current drug therapy	1/15/98
A.2.1.1.3.	Step	Assess the patient's readiness and willingness to participate in the treatment plan	1/15/98
A.2.1.1.4.	Step	Assess the patient's physical and mental capability to adhere to the treatment plan	1/15/98
A.2.1.1.5.	Step	Assess the patient's financial capacity to adhere to the treatment plan	1/15/98
A.2.1.2.	Task	Discuss the treatment plan	1/15/98
A.2.1.2.1.	Step	Present the treatment plan to the patient and solicit feedback	1/15/98
A.2.1.2.2.	Step	Present the treatment plan to the family and/or caregiver and solicit feedback	1/15/98
A.2.1.3.	Task	Educate patient/family/caregiver	1/15/98
A.2.1.3.1.	Step	Provide accurate oral and/or written information as appropriate for the patient's treatment plan	1/15/98
A.2.1.3.2.	Step	Use visual aids and/or demonstrations	1/15/98
A.2.1.3.3.	Step	Demonstrate assembly and use of administration devices	1/15/98
A.2.1.3.4.	Step	Discuss use or avoidance of pharmacotherapy	1/15/98
A.2.1.3.5.	Step	Discuss use or avoidance of complementary and alternative treatments	1/15/98
A.2.1.3.6.	Step	Discuss use or avoidance of non-drug therapy (e.g., diet, exercise)	1/15/98
A.2.1.4.	Task	Verify patient understanding and knowledge of the treatment plan	1/15/98
A.2.1.4.1.	Step	Verify that the patient can describe the use of new and/or existing medications	1/15/98
A.2.1.4.2.	Step	Verify that the patient can describe expected outcomes of treatment	1/15/98
A.2.1.4.3.	Step	Verify that the patient can demonstrate proper use of administration and/or self-testing devices	1/15/98
A.2.1.4.4.	Step	Verify that the patient can identify effects and side effects of medications and other therapies	1/15/98

A.2.1.4.5.	Step	Verify that the patient can describe the monitoring plan	1/15/98
A.2.1.4.6.	Step	Verify that the patient can describe circumstances prompting contact with provider(s)	1/15/98
A.2.2.	Activity	Develop an adherence assistance plan	1/15/98
A.2.2.1.	Task	Determine with the patient potential problems in adhering to the treatment plan	1/15/98
A.2.2.2.	Task	Help the patient generate solutions to potential problems	1/15/98
A.2.2.3.	Task	Provide tools to enhance adherence to the treatment plan	1/15/98
A.2.2.4.	Task	Enlist family/caregiver assistance when necessary	1/15/98
A.2.3.	Activity	Document the patient interview, evaluation, treatment plan, educational/counseling sessions, and adherence assistance plan	1/15/98
A.3.	Class	Monitoring and Reporting Outcomes	1/15/98
A.3.1.	Activity	Monitor plan implementation	1/15/98
A.3.1.1.	Task	Initiate monitoring activities	1/15/98
A.3.1.1.1.	Step	Initiate face-to-face patient contact	1/15/98
A.3.1.1.2.	Step	Initiate patient contact by telephone or electronically	1/15/98
A.3.1.2.	Task	Review/establish monitoring measures	1/15/98
A.3.2.	Activity	Gather patient information	1/15/98
A.3.2.1.	Task	Obtain subjective information	1/15/98
A.3.2.2.	Task	Obtain objective information	1/15/98
A.3.2.2.1.	Step	Obtain laboratory data	1/15/98
A.3.2.2.2.	Step	Obtain home monitoring data	1/15/98
A.3.2.2.3.	Step	Obtain physical assessment data	1/15/98
A.3.2.2.4.	Step	Obtain medication use/compliance data	1/15/98
A.3.3.	Activity	Perform patient assessment	1/15/98
A.3.3.1.	Task	Assess subjective/objective data	1/15/98
A.3.3.1.1.	Step	Assess patient demonstration/description of device and medication use	1/15/98
A.3.3.1.2.	Step	Assess patient demonstration/description of problems, concerns related to medications and devices	1/15/98
A.3.4.	Activity	Assess and modify the plan	1/15/98
A.3.4.1.	Task	Assess the plan against new data	1/15/98
A.3.4.2.	Task	Recommend treatment plan continuation	1/15/98
A.3.4.2.1.	Step	Ensure that the patient has access to sufficient medication/refills until the next appointment	1/15/98
A.3.4.3.	Task	Modify the treatment plan	1/15/98
A.3.4.3.1.	Step	Modify therapeutic objectives in the plan	1/15/98
A.3.4.3.2.	Step	Recommend therapy discontinuation	1/15/98
A.3.4.3.3.	Step	Discontinue therapy in concurrence with relevant providers	1/15/98
A.3.4.3.4.	Step	Recommend new therapy in concurrence with relevant providers	1/15/98
A.3.4.3.5.	Step	Initiate new therapy in concurrence with relevant providers	1/15/98
A.3.4.3.6.	Step	Recommend new monitoring activities	1/15/98
A.3.4.3.7.	Step	Initiate new monitoring activities	1/15/98
A.3.4.3.8.	Step	Perform patient triage and initiate referral(s)	1/15/98

A.3.4.4.	Task	Educate the patient	1/15/98
A.3.4.4.1.	Step	Provide oral, written and/or multimedia information for new therapies	1/15/98
A.3.4.4.2.	Step	Provide oral, written and/or multimedia information related to concerns/problems with existing therapy	1/15/98
A.3.4.4.3.	Step	Provide positive reinforcement to encourage adherence to treatment plan	1/15/98
A.3.4.5.	Task	Complete documentation and billing activities	1/15/98
A.3.4.5.1.	Step	Update the patient record	1/15/98
A.3.4.5.2.	Step	Communicate changes to the patient	1/15/98
A.3.4.5.3.	Step	Communicate changes to other providers	1/15/98
A.3.4.5.4.	Step	Submit billing information to the patient and/or payer	1/15/98
B.	Domain	Dispensing Medications and Devices	1/15/98
B.1.	Class	Processing the Prescription or Drug Order	1/15/98
B.1.1.	Activity	Assess the prescription	1/15/98
B.1.1.1.	Task	Assess the prescription for completeness	1/15/98
B.1.1.1.1.	Step	Perform routine assessment of legibility, accuracy, completeness (no problems)	1/15/98
B.1.1.1.2.	Step	Clarify an incomplete or illegible prescription order	1/15/98
B.1.1.1.3.	Step	Verify and correct prescription errors	1/15/98
B.1.1.1.4.	Step	Determine appropriateness and validity of the prescription or drug order	1/15/98
B.1.1.1.5.	Step	Make a determination not to fill a prescription as originally prescribed	1/15/98
B.1.2.	Activity	Determine eligibility	1/15/98
B.1.2.1.	Task	Determine the patient's health plan eligibility and medication coverage status	1/15/98
B.1.2.1.1.	Step	Make a routine eligibility assessment (no problems)	1/15/98
B.1.2.1.2.	Step	Contact the prescriber for medication ordered but not covered	1/15/98
B.1.2.1.3.	Step	Obtain special exemption or approval from the payer for medication denial	1/15/98
B.1.2.1.4.	Step	Make revisions in the drug order to meet plan guidelines	1/15/98
B.1.2.1.5.	Step	Assist in indigent drug program qualification	1/15/98
B.1.3.	Activity	Select the product	1/15/98
B.1.3.1.	Task	Select a specific pharmaceutical product	1/15/98
B.1.3.1.1.	Step	Perform routine activity (no selection; dispense as written)	1/15/98
B.1.3.1.2.	Step	Select a bioequivalent multi-source pharmaceutical product for the prescribed brand product in accordance with state practice regulations	1/15/98
B.1.3.1.3.	Step	Carry out therapeutic interchange	1/15/98
B.1.3.1.4.	Step	Communicate generic substitution or therapeutic interchange to the patient or caregiver	1/15/98
B.1.3.2.	Task	Select the dosage, dosage form or route of administration	1/15/98
B.1.3.2.1.	Step	Perform routine activity (no selection; dispense as written)	1/15/98
B.1.3.2.2.	Step	Select a non-injectable medication	1/15/98
B.1.3.2.3.	Step	Select the appropriate parenteral product and route of delivery	1/15/98
B.1.3.2.4.	Step	Order or prescribe the medical device or medication	1/15/98

		administration device	
B.1.3.2.5.	Step	Determine dosing intervals based on the product selected	1/15/98
B.1.3.2.6.	Step	Determine dosage based on patient pharmacokinetic parameters, weight, age, etc.	1/15/98
B.1.4.	Activity	Procure the medication or device	1/15/98
B.1.4.1.	Task	Determine pharmaceutical product or device availability	1/15/98
B.1.4.1.1.	Step	Perform routine activity (no selection; dispense as written)	1/15/98
B.1.4.1.2.	Step	Determine acquisition procedures when the product is not available	1/15/98
B.2.	Class	Preparing the Pharmaceutical Product	1/15/98
B.2.1.	Activity	Prepare the medication	1/15/98
B.2.1.1.	Task	Prepare a routine non-injectable drug product	1/15/98
B.2.1.1.1.	Step	Prepare a multi-dose container	1/15/98
B.2.1.1.2.	Step	Prepare unit dose packaging	1/15/98
B.2.1.1.3.	Step	Prepare a bubble pack	1/15/98
B.2.1.1.4.	Step	Fill the unit dose cart	1/15/98
B.2.1.1.5.	Step	Prepare a special compliance enhancement package	1/15/98
B.2.1.1.6.	Step	Other	1/15/98
B.2.1.2.	Task	Prepare compounded non-parenteral medications	1/15/98
B.2.1.2.1.	Step	Prepare topical medications	1/15/98
B.2.1.2.2.	Step	Prepare powders	1/15/98
B.2.1.2.3.	Step	Prepare suppositories	1/15/98
B.2.1.2.4.	Step	Prepare sprays and inhalations	1/15/98
B.2.1.2.5.	Step	Prepare orals	1/15/98
B.2.1.2.6.	Step	Prepare ophthalmics	1/15/98
B.2.1.2.7.	Step	Other	1/15/98
B.2.1.3.	Task	Prepare routine parenteral medications and select diluent or delivery devices	1/15/98
B.2.1.3.1.	Step	Select routine preparation	1/15/98
B.2.1.3.2.	Step	Select diluent for reconstitution	1/15/98
B.2.1.3.3.	Step	Select the route of administration	1/15/98
B.2.1.3.4.	Step	Select the solution for use	1/15/98
B.2.1.3.5.	Step	Select the rate of infusion	1/15/98
B.2.1.3.6.	Step	Select the transfer device	1/15/98
B.2.1.4.	Task	Prepare compounded parenteral medications	1/15/98
B.2.1.4.1.	Step	Compound total parenteral nutrition	1/15/98
B.2.1.4.2.	Step	Prepare antineoplastic therapy	1/15/98
B.2.1.4.3.	Step	Compound radiopharmaceuticals	1/15/98
B.2.1.4.4.	Step	Other	1/15/98
B.2.1.4.5.	Step	Do quality assurance testing	1/15/98
B.2.2.	Activity	Prepare the label	1/15/98
B.2.2.1.	Task	Enter new patient data	1/15/98
B.2.2.2.	Task	Update existing patient data	1/15/98
B.2.2.3.	Task	Do routine prescription data entry and create the label	1/15/98

B.2.2.4.	Task	Select and affix auxiliary warning labels to reinforce verbal messages	1/15/98
B.2.3.	Activity	Perform the final check	1/15/98
B.2.3.1.	Task	Match the prescription with the medication and label	1/15/98
B.2.3.2.	Task	Verify medication cart filling	1/15/98
B.2.3.3.	Task	Verify automatic dispensing device filling	1/15/98
B.2.4.	Activity	Provide patient information	1/15/98
B.2.4.1.	Task	Add written or video information	1/15/98
B.3.	Class	Delivering the Medication or Device	1/15/98
B.3.1.	Activity	Consult with and/or counsel the patient on the medication or device and its use	1/15/98
B.3.1.1.	Task	Provide information and instruction about medications or devices that are not dispensed as prescriptions	1/15/98
B.3.1.1.1.	Step	Provide verbal information	1/15/98
B.3.1.1.2.	Step	Supply written information	1/15/98
B.3.1.1.3.	Step	Provide multimedia display	1/15/98
B.3.1.2	Task	Ensure patient understanding of medication use and its role in the overall treatment plan	1/15/98
B.3.2.	Activity	Present or administer the prescribed medication or device to the patient; e.g., immunization	1/15/98
B.3.2.1.	Task	Provide routine dispensing and patient counseling as required by law or regulation	1/15/98
B.3.2.2.	Task	Provide non-routine or extended counseling activity	1/15/98
B.3.2.3.	Task	Administer the medication dose	1/15/98
B.3.2.3.1.	Step	Administer an individual dose	1/15/98
B.3.2.3.2.	Step	Administer an immunization	1/15/98
B.3.2.3.3.	Step	Administer directly observed therapy (DOT)	1/15/98
B.3.2.4.	Task	Provide adherence enhancement materials	1/15/98
B.3.2.4.1.	Step	Supply a container to enhance medication regimen adherence	1/15/98
B.3.2.4.2.	Step	Supply an adherence reminder aid to accompany the prescription container	1/15/98
B.3.2.5.	Task	Document dispensing, delivery or administration of medication	1/15/98
B.3.2.6.	Task	Document counseling to patient	1/15/98
B.3.3.	Activity	Prepare and submit a service or billing document	1/15/98
B.3.3.1.	Task	Prepare and submit the appropriate prescription claim form	1/15/98
B.3.3.2.	Task	Prepare and submit the appropriate claim form for pharmaceutical care services to payer	1/15/98
B.3.3.3.	Task	Receive and process the letter of referral from physician	1/15/98
B.3.3.4.	Task	Provide documents relating to services provided to the patient	1/15/98
C.	Domain	Health Promotion and Disease Prevention	1/15/98
C.1.	Class	Delivering Clinical Preventive Services	1/15/98
C.1.1.	Activity	Assess the preventive services needs of individuals	1/15/98
C.1.2.	Activity	Develop health education programming for individuals	1/15/98
C.1.2.1.	Task	Develop/select learning objectives for patient education programming concerning health promotion and disease prevention issues of interest and concern to the individual	1/15/98
C.1.2.2.	Task	Develop/select an appropriate format for providing education	1/15/98

		programming to the individual	
C.1.2.3.	Task	Develop/select appropriate materials for distribution to individuals or self-study	1/15/98
C.1.2.4.	Task	Develop/select an appropriate mechanism/process to determine whether the program has met the individual's learning objectives	1/15/98
C.1.3.	Activity	Develop and participate in health initiatives for individuals: patient health programs, disease state monitoring, screening for health maintenance, health maintenance education and awareness education	1/15/98
C.1.4.	Activity	Assist patients in making lifestyle changes to improve health outcomes	1/15/98
C.1.4.1.	Task	Locate, develop and/or assess patient education materials regarding lifestyle changes that improve outcomes for specific disease states	1/15/98
C.1.4.2.	Task	Present health education programs using a variety of formats covering lifestyle changes shown to improve outcomes in patients with specific disease states	1/15/98
C.1.4.3	Task	Provide one-on-one support for patients attempting to make lifestyle changes	1/15/98
C.2.	Class	Surveillance and Reporting of Public Health Issues	1/15/98
C.2.1.	Activity	Develop community-based patient education	1/15/98
C.2.1.1.	Task	Develop/select learning objectives for patient education programming concerning health promotion and disease prevention issues of interest and concern to the intended community	1/15/98
C.2.1.2.	Task	Develop/select an appropriate format for providing education programming to groups	1/15/98
C.2.1.3.	Task	Develop/select appropriate materials for distribution to or self-study by groups	1/15/98
C.2.1.4.	Task	Develop/select an appropriate mechanism or process to assess if the program has met the learning objectives and the community's needs	1/15/98
C.2.2.	Activity	Present health education programming to groups	1/15/98
C.2.3.	Activity	Provide information and presentations on healthy lifestyle activities and guidelines for the community	1/15/98
C.2.4.	Activity	Inform payers, employers and healthcare providers of services provided to promote health, prevent disease and enhance health outcomes in patients with acute and/or chronic illnesses	1/15/98
C.2.5.	Activity	Document public health data	1/15/98
C.2.5.1.	Task	Document public health patterns relative to patient care and pharmacotherapy	1/15/98
C.2.5.2.	Task	Document the results of public health initiatives directed at the outcomes of pharmacotherapy	1/15/98
C.3.	Class	Promoting Safe Medication Use in Society	1/15/98
C.3.1.	Activity	Improve adherence to the medication regimen	1/15/98
C.3.1.1.	Task	Target education for groups of individuals to improve patient adherence to the medication regimen	1/15/98
C.3.1.2.	Task	Direct educational initiatives toward improving safety as it relates to adverse medication events	1/15/98
C.3.1.3.	Task	Develop and deliver educational programs for groups about	1/15/98

		the health risks related to the discontinuation of maintenance and acute medications	
C.3.2.	Activity	Prevent medication-related poisonings	1/15/98
C.3.2.1.	Task	Provide poison prevention education to reduce childhood poisoning	1/15/98
C.3.2.2.	Task	Assist in the removal of unwanted/unneeded medications from the community	1/15/98
C.3.3.	Activity	Provide education regarding the potential abuses and misuses of medications	1/15/98
C.3.4.	Activity	Promote safe medication use, storage and disposal	1/15/98
C.3.4.1.	Task	Educate groups about medication sharing	1/15/98
C.3.4.2.	Task	Educate groups about the risk of medication and device diversion	1/15/98
C.3.4.3.	Task	Educate groups about the proper storage of medications and devices	1/15/98
C.3.4.4.	Task	Educate groups about the proper disposal of medications and devices	1/15/98
C.3.4.5.	Task	Provide a general medication and device disposal service pursuant to state and federal laws and regulations	1/15/98
D.	Domain	Health Systems Management	1/15/98
D.1.	Class	Managing the Practice	1/15/98
D.1.1.	Activity	Perform strategic and operational planning	1/15/98
D.1.1.1.	Task	Develop a strategic plan	1/15/98
D.1.1.2.	Task	Create a management plan	1/15/98
D.1.1.3.	Task	Perform monitoring and assessment	1/15/98
D.1.2.	Activity	Manage provider relations	1/15/98
D.1.2.1.	Task	Negotiate and contract with third party organizations	1/15/98
D.1.2.1.1.	Step	Actively participate in the review, selection and development of formularies and practice guidelines	1/15/98
D.1.2.2.	Task	Supervise compliance with formulary status	1/15/98
D.1.2.3.	Task	Supervise compliance with plan guidelines	1/15/98
D.1.2.4.	Task	Supervise compliance with prior authorization rules	1/15/98
D.1.2.5.	Task	Oversee compliance with other third party rules and conditions	1/15/98
D.1.2.6.	Task	Present periodic performance reports to third party organizations	1/15/98
D.1.3.	Activity	Manage inventory, including purchasing, medication storage, conduct inventory, controlled drug accountability procedures	1/15/98
D.1.3.1.	Task	Set up an ordering system	1/15/98
D.1.3.1.1.	Step	Manage contracts	1/15/98
D.1.3.1.2.	Step	Manage rebates	1/15/98
D.1.3.2.	Task	Oversee handling procedures	1/15/98
D.1.3.3.	Task	Establish monitoring systems	1/15/98
D.1.4.	Activity	Manage information systems used in the practice	1/15/98
D.1.4.1.	Task	Oversee computer hardware/software procurement and maintenance	1/15/98
D.1.4.2.	Task	Maintain databases	1/15/98
D.1.4.2.1.	Step	Monitor drug database	1/15/98



D.1.4.2.2.	Step	Monitor disease database	1/15/98
D.1.4.2.3.	Step	Monitor patient database	1/15/98
D.1.4.2.4.	Step	Monitor provider database	1/15/98
D.1.4.2.5.	Step	Monitor enrollee group information	1/15/98
D.1.4.2.6.	Step	Monitor financial information	1/15/98
D.1.5.	Activity	Manage human resources	1/15/98
D.1.5.1.	Task	Establish professional career paths	1/15/98
D.1.5.2.	Task	Develop position descriptions and update them at regular intervals	1/15/98
D.1.5.3.	Task	Ensure compliance with applicable laws and regulations	1/15/98
D.1.5.4.	Task	Develop and implement performance measures/competency assessments	1/15/98
D.1.5.5.	Task	Establish incentive and reward systems	1/15/98
D.1.5.6.	Task	Conduct hiring and orientation	1/15/98
D.1.5.7.	Task	Conduct performance reviews at regular intervals	1/15/98
D.1.5.7.1.	Step	Ensure and document training	1/15/98
D.1.5.7.2.	Step	Ensure continuous licensure	1/15/98
D.1.5.7.3.	Step	Ensure continuing competency	1/15/98
D.1.5.8.	Task	Establish grievance procedures and monitor their use	1/15/98
D.1.6.	Activity	Manage operations	1/15/98
D.1.6.1.	Task	Maintain the policy and procedures manual	1/15/98
D.1.6.2.	Task	Prepare for licensure/accreditation surveys	1/15/98
D.1.6.3.	Task	Conduct budgeting and monitor financial operations	1/15/98
D.1.6.4.	Task	Monitor staff scheduling	1/15/98
D.1.7.	Activity	Lead marketing and public relations efforts	1/15/98
D.1.7.1.	Task	Promote services to patients	1/15/98
D.1.7.2.	Task	Market services to healthcare professionals	1/15/98
D.1.7.3.	Task	Educate insurers, employers and the community	1/15/98
D.1.7.4.	Task	Participate in political action and professional activities	1/15/98
D.1.8.	Activity	Manage physical plant	1/15/98
D.1.8.1.	Task	Maintain complete records	1/15/98
D.1.8.2.	Task	Establish a security system	1/15/98
D.1.8.3.	Task	Follow state and federal regulatory agency procedures/requirements	1/15/98
D.1.8.4.	Task	Ensure compliance with environmental laws	1/15/98
D.1.8.5.	Task	Maintain equipment and supplies	1/15/98
D.1.9.	Activity	Manage billing for services	1/15/98
D.1.9.1.	Task	Establish fees	1/15/98
D.1.9.2.	Task	Establish and maintain an invoicing and billing mechanism/system	1/15/98
D.1.9.3.	Task	Oversee the preparation/submission of claims	1/15/98
D.1.9.4.	Task	Reconcile claims	1/15/98
D.2.	Class	Managing Medications throughout the Health System	1/15/98
D.2.1.	Activity	Establish medication management policies and procedures	1/15/98

D.2.1.1.	Task	Develop policies/procedures for medication storage	1/15/98
D.2.1.2.	Task	Develop policies/procedures for detection and disposal of outdated medications	1/15/98
D.2.1.3.	Task	Develop policies/procedures for medication administration and charting	1/15/98
D.2.1.4.	Task	Establish policies/procedures for drug recalls	1/15/98
D.2.1.5.	Task	Make decisions regarding use of automated dispensing systems	1/15/98
D.2.1.6.	Task	Develop policies/procedures for emergency drug kits and crash carts	1/15/98
D.2.1.7.	Task	Develop policies/procedures for use of non-formulary/home medications throughout the system	1/15/98
D.2.1.8.	Task	Develop policies/procedures for use of sample drugs throughout the system	1/15/98
D.2.1.9.	Task	Develop policies/procedures for use of investigational drugs	1/15/98
D.2.2.	Activity	Ensure compliance with policies and procedures	1/15/98
D.2.2.1.	Task	Schedule medication room inspection	1/15/98
D.2.2.2.	Task	Observe medication administration	1/15/98
D.2.2.3.	Task	Monitor quality assurance audits, communications and improvements	1/15/98
D.2.2.4.	Task	Provide education for health system personnel on medication policies and procedures	1/15/98
D.3.	Class	Managing the Use of Medications within the Health System	1/15/98
D.3.1.	Activity	Implement drug utilization management	1/15/98
D.3.1.1.	Task	Develop and maintain the formulary/preferred drug list	1/15/98
D.3.1.2.	Task	Conduct drug utilization review	1/15/98
D.3.1.3.	Task	Perform medication use evaluation	1/15/98
D.3.1.4.	Task	Design/produce utilization reports	1/15/98
D.3.1.5.	Task	Implement programs to improve patterns of utilization	1/15/98
D.3.1.6.	Task	Measure the impact of program improvements and monitoring systems	1/15/98
D.3.2.	Activity	Design and implement disease and drug therapy management programs	1/15/98
D.3.2.1.	Task	Establish, participate in and monitor disease state management programs	1/15/98
D.3.2.2.	Task	Establish, participate in and monitor clinical practice guidelines/critical pathways	1/15/98
D.3.2.3.	Task	Develop/monitor prior authorization procedures	1/15/98
D.3.3.	Activity	Participate in quality assessment/improvement activities	1/15/98
D.3.3.1	Task	Identify, assess and report adverse drug reactions/drug product problems	1/15/98
D.3.3.2.	Task	Identify, assess and report medication errors	1/15/98
D.3.3.3.	Task	Conduct, document and report clinical consultations/interventions	1/15/98
D.3.3.4.	Task	Provide and document drug information services	1/15/98
D.3.3.5.	Task	Establish screening protocols and conduct regular monitoring	1/15/98
D.3.3.6.	Task	Provide educational programs to health system personnel on medication use	1/15/98
D.4.	Class	Participating in Research Activities	1/15/98

D.4.1.	Activity	Participate in investigational studies	1/15/98
D.4.1.1.	Task	Maintain investigational (Phases I-III) clinical records	1/15/98
D.4.1.2.	Task	Conduct clinical and/or administrative patient management for investigational studies	1/15/98
D.4.2.	Activity	Conduct outcomes research or pharmacoeconomic research of pharmaceutical care or drug benefit management	1/15/98
D.4.3.	Activity	Conduct health systems research	1/15/98
D.4.4.	Activity	Conduct health policy research	1/15/98
D.4.5.	Activity	Conduct pharmaceutical care assessment demonstrations	1/15/98
D.4.6.	Activity	Develop disease state management or pharmacoeconomic analysis programs	1/15/98
D.4.7.	Activity	Publish research finding and other scholarly information	1/15/98
D.4.8.	Activity	Present research findings in local, regional and national forums	1/15/98
D.5.	Class	Engaging in Interdisciplinary Collaboration	1/15/98
D.5.1.	Activity	Provide education for health professionals	1/15/98
D.5.1.1.	Task	Present continuing education programs	1/15/98
D.5.1.2.	Task	Publish reviews of up-to-date drug therapy	1/15/98
D.5.1.3.	Task	Precept pharmacy students/residents	1/15/98
D.5.1.4.	Task	Conduct inservice training	1/15/98
D.5.2.	Activity	Participate in health system committees and teams	1/15/98
D.5.2.01.	Task	Serve on the pharmacy and therapeutics committee	1/15/98
D.5.2.02.	Task	Serve on the infection control committee	1/15/98
D.5.2.03.	Task	Serve on the quality assessment and assurance committee or continuous quality improvement committee	1/15/98
D.5.2.04.	Task	Serve on the care plan team	1/15/98
D.5.2.05.	Task	Participate on the behavior management team	1/15/98
D.5.2.06.	Task	Work on preparing the health system for licensure/accreditation surveys	1/15/98
D.5.2.07.	Task	Serve on the code blue team	1/15/98
D.5.2.08.	Task	Serve on the community healthcare management board	1/15/98
D.5.2.09.	Task	Serve on the utilization management team	1/15/98
D.5.2.10.	Task	Serve on the institutional review board	1/15/98
D.5.2.11.	Task	Serve on other healthcare committees and boards	1/15/98