1. Board Member - Will ask to schedule 5-10 minute discussion with a board member during the survey. If one is unavailable, give surveyor and alternate date/time that they may be available. I tried two different board members and neither were available. The surveyor noted they were unavailable, but that the organization noted an organization structure that involves their board of directors. The surveyor did not schedule a follow up call with them.
   1. Are pharmacy matters addressed in board meetings?
   2. How are complaints resolved?
   3. Can you describe the flow of organizational chart?
2. Pharmacist
   1. Mission Statement/Goals of organization?
   2. How are you involved in the QI program?
   3. How do you resolve a complaint?
      1. How quickly does Medicare require you to resolve?
         1. Address complaint within 5 days
         2. Respond to patient in writing within 14 days
   4. What are examples of negative outcomes according to Medicare?
   5. What type of negative outcomes must you report to ACHC?
   6. What are examples of patient rights/responsibilities? Where can these be found?
   7. Is there a price list for services?
   8. Is there a budget? How often is it reviewed?
   9. Who would you alert if there was a change in ownership or management, and what would be the time frame in doing so?
   10. Incident reporting process?
   11. What are the pharmacy’s recall procedures?
       1. Where are drugs stored until returned?
       2. Where is documentation kept?
3. Pharmacy Technician
   1. Mission Statement/Goals of organization?
   2. How are they involved in QI program
      1. What are the goals of the QI program?
   3. How is a complaint resolved?
   4. What are examples of patient rights/responsibilities? Where can these be found?
   5. Who is the compliance officer?
   6. Were you oriented to your job responsibilities?
4. Financial Officer
   1. How often is the budget reviewed?
   2. Describe this process?
   3. How are claims reconciled?