

	CPESN USA Standard:	Quality Assurance
	Original Implementation Date:	April 14, 2017
	Revised Date:	May 23, 2023

The Quality Assurance Standard creates a set of requirements for assessing and improving the quality of participating pharmacies across all local CPESN networks and pharmacies participating in CPESN USA. This standard can be revised only by action of the Board of Managers. Local CPESN networks maintain the prerogative to require different or additional quality assurance standards for their network.

Current Standards for Quality Assurance:

1. Maintenance of up-to-date accounts of pharmacy staff for CPESN's system of record for participation and an up-to-date pharmacy profile or necessary information for value expression.
2. Willingness to receive a site visit from CPESN USA or local CPESN network.
3. Completion of annual self-assessments (based on a standard template) and submission of results to CPESN USA or local CPESN network.
4. Good faith effort attendance by at least one pharmacy staff member for the majority of webinars, phone calls, or live meetings recommended by CPESN USA and local CPESN network.
5. Pharmacy shall have a documented and active Opioid Stewardship Plan in place utilizing the [CPESN Opioid Stewardship Plan Example/Template](#) or equivalent. *
 - a. Pharmacy must submit an opioid waiver to CPESN USA if the pharmacy does not dispense opioid prescriptions.
6. Perform quality-based services, workflow processes, and initiatives as defined by satisfactorily demonstrating achievement of criteria defined within the [CPESN List of Quality-Based Metrics](#), which shall be maintained and updated by the Quality Assurance and Performance Committee. *

In any instance of quality standards not being met for 12 consecutive months, CPESN USA, in close consultation with local network luminaries, reserves the right to place pharmacy on indefinite suspension and/or remove the pharmacy from the CPESN USA network.

Footnote: *All pharmacies have a grace period of 6 months from the effective date on their CPESN participation agreement to begin meeting quality-based metrics.

Revision History:

<i>Board of Manager Approval Date</i>	<i>Summary of Revisions</i>
6/20/2023	Updated to include requirements of the Opioid Stewardship Plan and CPESN quality-based metrics.
4/18/2019	Initiation and maintenance of care plan submissions to CPESN USA to support quality assurance reporting was added as a requirement.
12/17/2019	Removed the increase in the care plan requirement that was scheduled for 1/1/2020.