## Roles, Responsibilities, and Characteristics of Staff Performing WPQC

<table>
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<th>Role</th>
<th>Responsibilities</th>
<th>Characteristics</th>
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<td>WPQC Champion</td>
<td>Implement the WPQC program in the pharmacy. This requires being knowledgeable of the WPQC Quality Policy and Procedures, program details and staying informed of program changes. S/he will be responsible for assigning people to specific WPQC tasks, conducting regular staff meetings, educating the pharmacy staff on the program, and managing the activity and outcome of each. This person is intended to be the support system for the program and encourage its success in the pharmacy. S/he should also have regular interactions with leadership and management about the program.</td>
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|                             |                                                                                                                                                                                                                 | - Energetic and excited about providing patient care  
- Ability to communicate effectively to staff and hold staff accountable for responsibilities  
- Able to facilitate change  
- Best to have an individual who is a full-time employee to better implement the program |
| Billing Coordinator         | Submit and reconcile claims. Ensure documentation is complete. This individual also needs to troubleshoot and call payers or billing platforms to help resolve billing issues, denied claims, or facilitate claim management.                                                                 | - Organized  
- Familiar with different billing platforms (or has the ability to become familiar)  
- Self-directed  
- Ability to troubleshoot                                                                                           |
| Schedule Coordinator        | Facilitate the scheduling of patient appointments. Create a schedule for all pharmacists who see patients. Contact patients to set up appointments and remind patients of their appointments. This person must have a good understanding of the program and be able to present it well to patients (market the program).  | - Organized  
- Excellent communication skills  
- Friendly demeanor and good rapport with patients                                                                 |
| WPQC Certified Pharmacist   | Perform CMR/As with patient and complete follow-up as necessary. Provide medication management services and be an active participant in the patient’s healthcare team. Identify medication interventions that are beneficial to both the payers and the patient.                                                                 | - Excellent communication skills  
- Willingness to learn and be updated on clinical guidelines  
- Organized and willing to delegate tasks                                                                           |
| Communication Coordinator   | Contact physicians’ office for specific lab values prior to scheduled appointments. Organize and record in an easily referenced manner information that is received from other healthcare professionals. Some pharmacies also use this individual to get preliminary information from patients and ensure information that a pharmacist has is up to date and accurate. This individual is also responsible for following-up on pending recommendations made to providers by reaching out to the respective healthcare providers. | - Excellent communication skills  
- Organized  
- Basic knowledge of necessary lab values and what to request from other professionals  
- Ability to accurately record current medications  
- Ability to manage multiple communications at one time |
| Float Pharmacist (optional) | This pharmacist would staff for the WPQC Pharmacist, allowing the WPQC Pharmacist time to provide CMR/A services.                                                                                              | - Ability to handle pharmacy workflow  
- Has at least an understanding of Level I services that the pharmacy can provide                                      |

Rev: 04/04/2014