



Quality Care
Pharmacy Program

WHAT IS QCPP?

Supporting Excellence in Pharmacy

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The community pharmacy industry is evolving and pharmacy owners are looking to make the most of emerging opportunities. Quality Care Pharmacy Program (QCPP) is a quality management system designed to assist business owners do just that.

QCPP is a quality business tool for community pharmacy. It is focused on transforming your business by providing you with the tools you need to ensure high standards of safety, training, professional services and customer care are maintained, and to deliver excellent health care to the Australian public.

QCPP becomes your business framework consisting of robust and effective systems that minimise potential product or service risk, and increase customer satisfaction through the delivery of consistent, customer-focused goods and services. It also provides fundamental HR and managerial tools to ensure the smooth running of your business.

It is designed to be fully integrated into operating your business, involving all staff and empowering pharmacy owners with the skills and knowledge they need to succeed. Ensuring your pharmacy operates under effective systems creates a strong foundation to keep your pharmacy moving forward, enabling owners to concentrate on strategic aspects to improve their business. By establishing QCPP as your business framework, you now have the business certainty and security to focus on innovation and transforming your business to meet the demands of the ever-evolving industry that is community pharmacy.

95% of Australian pharmacies are choosing to be QCPP accredited, and for good reason. In 2005 an evaluation of QCPP was conducted by the Australian College of Pharmacy Practice Management, Quality Medication Care Pty Ltd and the Therapeutics Research Unit, of the University of Queensland. The results speak for themselves. QCPP Accredited Pharmacies have been shown to outperform non-accredited pharmacies in areas which could reasonably be expected to improve health outcomes. They also have higher technical quality in professional services generally, offer a greater range of professional services and tend to employ these in-store to a greater extent than non-accredited pharmacies. Internationally, businesses that implemented a QMS have often witnessed higher-quality goods and services, as well as greater customer satisfaction and loyalty.

Put simply, QCPP is the industry standard for excellence in pharmacy, dedicated to raising the standards of pharmacy service provided to the public while driving your business forward.

There are a number of resources available to help to ensure you're ready on assessment day.

- **QCPP website** www.qcpp.com
- **Business Services helpline** toll free **1300 363 340** or email help@qcpp.com
- QCPP Knowledge Hub www.qcpp.com/knowledgehub

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