

STEPS TO QCPP ACCREDITATION

Contacting QCPP

- Phone 1300 363 340
- Website www.qcpp.com



Quality Care
Pharmacy Program

Supporting Excellence in Pharmacy

Step 1. Register the pharmacy with QCPP

(New to QCPP pharmacies only, if not already registered)

- Complete the electronic registration form available on the QCPP website www.qcpp.com. As part of a new registration, your pharmacy will be given access to the QCPP Knowledge Hub, which contains the QCPP Requirements Manual.
- Purchase a copy of AS 8500:2011 Quality Care Pharmacy Standard (Australian Standard) from **SAI Global**.

HELP IS AVAILABLE

Many sample policies and procedures, required by QCPP, are available on the Knowledge Hub. Example resources are ready to be used once they have been customised to suit your pharmacy. If you require assistance at any stage of your implementation there are QCPP staff members in every State Branch.

Step 2. Review the QCPP materials

- Invite key staff to become familiar with the QCPP Requirements manual, which contains the elements (blue), procedures and policy outlines (green), and suggested templates (red).
- Start by reviewing the elements section of the QCPP Requirements manual. This section provides a good overview of what your pharmacy will need to put in place to meet the requirements of the Standard.

Step 3. Involve your staff

- Plan to discuss QCPP at your next team meeting and cover what is involved to achieve accreditation and how your team needs to participate. Familiarise all staff with the QCPP materials
- Nominate a QCPP Coordinator who is responsible to coordinate the overall implementation with the owner of your pharmacy. Be sure to include these additional duties in their job description. At this time complete Template T7A.
- If possible, delegate implementation tasks to several key staff members in order to share the workload and responsibilities.

Step 4. Contact your local branch QSM for support

- Contact the QCPP Team by phone on 1300 363 340 or contact your state Branch for any queries. Details can be found at www.qcpp.com.

Step 5. Pharmacy refrigerator testing process

- Check the list of refrigerator suppliers and models on the QCPP website to ensure your pharmacy has a QCPP compliant dispensary refrigerator. If your refrigerator is not on the list a remedial review request can be undertaken after assessment, providing cold chain requirements have been met.
- Arrange for the maximum and minimum temperatures of your QCPP compliant dispensary refrigerator to be tested. Contact the NSW Cold Chain Testing Centre on (02) 9467 7140 or download, complete and fax the Cold Chain Request form from the QCPP website to the Cold Chain Testing Centre. This process should begin at least three months prior to assessment.
- Ensure you conduct and document daily recordings of your dispensary refrigerator.

Step 6. Staff training

- Download and review the *Training Requirements for Pharmacy Medicines and Pharmacist Only Medicines* which includes information on both initial and refresher training requirements from the QCPP website.
- Ensure staff who directly supply or assist the pharmacist with the supply of *Pharmacy Medicines* and *Pharmacist Only Medicines* complete initial and ongoing refresher training in the supply of these medicines.
- Review staff training plans to ensure the necessary training requirements will be met in time for assessment.

QCPP TRAINING REQUIREMENTS IN BRIEF

Initial training = Complete the unit listed on the *Training Requirements for Pharmacy Medicines and Pharmacist Only Medicines* document available at www.qcpp.com/resources/training-requirements.

Refresher training = A minimum of three hours per year of training related to the supply of *Pharmacy Medicines* and *Pharmacist Only Medicines*. Training can be conducted in-pharmacy (certain topics only - check *Training Requirements for Pharmacy Medicines and Pharmacist Only Medicines* for list), through an RTO (specific units only – check fact sheet for list) or with a QCPP Refresher Training Approved course.

Step 7. Develop an operations manual

Your operations manual is a reference guide for staff on why the pharmacy does something (policies), how it does something (procedures) and how it records it (templates).

- Create an operations manual that suits your pharmacy's management system i.e. a soft copy on the computer or a printed hard copy.
- Review the green section of the QCPP manual and create your policies and procedures. Samples exist for many policies and procedures, but will need to be customised to suit your pharmacy before being used.
- Review the red section, which is divided into checklists and templates.
- Checklists in element 2 and 3 require policies and procedures, many of which are available on Knowledge Hub under sample policies and procedures. The QCPP templates are provided to ensure your pharmacy can manage records efficiently.

Note: All policies, procedures and templates can be edited and non-mandatory items deleted however, when editing these documents to suit your pharmacy's needs please be aware of which columns and fields are mandatory requirements.

Step 8. Implement the standard

- Review the 'Evidence Required at Assessment' column of each element (1-18), contained within the blue section of the QCPP requirements manual and prepare further documentation to ensure the evidence is available.
- Consider allocating a separate ring binder to store completed templates and those that are in use, e.g. appearance checklist, incident register. You can ask the QCPP staff in your state branch for an evidence folder that includes stickers and dividers that help organise your evidence records.
- Ensure all *Pharmacy Medicines* (S2) are stored in the professional services area and that the requirements for out of reach medicines are met, as per QCPP requirements and your state based regulations.

Step 9. Apply the Standard

- Discuss with staff the relevant aspects of the pharmacy operations manual and evidence folder, including where they are stored in the pharmacy and when they should be used.
- Ensure that staff are recording training in their training records, e.g. pseudoephedrine/DAA/methadone training, refresher training and professional services.
- Discuss any changes to procedures or policies in a staff meeting, as required.
- Take new staff through an induction process, as required.

Note: The *QCPP Maintenance Checklist* has been created to assist pharmacies review the actions to maintain the standard. This checklist is available on the QCPP website.

Step 10. Final steps

- Determine in the Procedure and Template Review Schedule and Record (T7B) which procedures and templates will be reviewed each month.

Step 11. Request and book an assessment

- Determine a target date for your assessment that is convenient for your pharmacy and gives you a comfortable timeline to work towards. This will depend on assessor availability.

Note: A new accreditation date can only be set for those pharmacies being assessed for the first time under QCPP or that have previously lapsed. If you are currently accredited, you will receive a reminder email around 14 weeks before your accreditation is due. Please ring the QCPP Helpline if you have not received this communication within 12 weeks of your accreditation being due.

- Contact the QCPP Helpline by phone on 1300 363 340 to notify them that you require an assessment. The assessment service provider EY will then contact you to arrange a suitable date and time. Please note: dependent on assessor availability it could take up to three months for a date to be available. We strongly encourage you to take the first available date offered.

Step 12. The assessment

- Make sure the pharmacy manager or owner and the QCPP coordinator are in the pharmacy for the assessment. Ensure that all staff are aware they may be asked to participate during the assessment as the assessor will need to verify policies and procedures have been implemented and are being followed.
- Ensure your HR records are available in the pharmacy on the day of assessment.

Step 13. Remedial action management

- During your assessment some remedial actions may be identified. Your assessor will provide feedback on which remedial actions are mandatory and which ones need to be met to achieve accreditation. You may contact the QCPP staff in your state branch for assistance finalising your remedial actions.
- Provide evidence as outlined in your Remedial Action Report in order to successfully close remedial actions within three months of your assessment.

Step 14. Complete accreditation requirements

- Accreditation is granted after all remedial actions are finalised, the QCPP accreditation invoice is paid and all requirements of accreditation have been achieved.