

# Newsletter

December—January Edition

“To continually enhance the professional and business practices in community pharmacy to deliver optimal health outcomes”

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Dear QCPP Members,

I would like to extend a sincere thank you from the Quality Care Team for your ongoing cooperation and support of the Program during 2007. This last year has seen some major changes in the administration of the Program. Adapting to these changes has been a challenge for both the Division and many of our members, as they transition from the 1st to the 2nd Edition of the Program.

But having faced and overcome these challenges, the Division is ready to handle the new challenges that 2008 will bring. In the first half of 2008, a large number of pharmacies will be due for reaccreditation under the 2nd Edition standards.

In addition, many pharmacy staff will need to undertake the S2/S3 training or recognition of prior learning process.

The Division expects that over 1500 pharmacies will be booking an assessment in the first half of the year. So planning and booking now will ensure that you can choose a time for your assessment that best suits you.

If your pharmacy is due for accreditation, I suggest you start early and perhaps consider using any quiet time after the year end busy time to start the process. Have a look at the 2nd Edition manual and work out what needs to be done - that way you'll be on top of it and prepared by the time of your assessment.

If you are uncertain about how to get started and/or have any questions about your reaccreditation, please contact your QCPP State Manager.

Don't forget that accreditation entitles you to an annual Quality Maintenance Allowance (QMA) payment from Medicare Australia of between \$3000 and \$5000, dependent on your script volume. This benefit will help you manage the costs associated with implementing the QCPP in your pharmacy.

On behalf of all the staff in the Quality Care Team, I would like to wish you and your pharmacy team a productive, happy and safe Christmas.

Jenny Bergin  
Director QCPP Division

## E-QCPP - HELPING TO MAINTAIN THE QCPP STANDARDS

Ensuring your pharmacy's procedures and policies are consistently reviewed for relevance and adherence is a fundamental part of being a Quality Care accredited pharmacy. e-QCPP can help you develop and maintain the most efficient review process of your pharmacies QCPP standards online.

For some pharmacies, the focus of the QCPP is only about preparing for assessment. After the first phase of implementation and

accreditation, some struggle to review the standards regularly, meaning that areas of the Program can be left unattended for extended periods. In the long run this has two effects. Firstly, it means a pharmacy may not see the true value of all the hard work spent implementing the standards. Secondly, there is potentially more work for a pharmacy when it comes time for re-accreditation.

e-QCPP is a web-based tool and is part of the Pharmacy Guild's suite of eGuild products now available online.

To start is easy. Simply register with e-QCPP by calling the helpline on 1300 137 608. Once registered, visit [www.epothecary.com.au/eguild](http://www.epothecary.com.au/eguild) and use your specified username and password to open your pharmacies secure e-QCPP profile online.



## “MYSTERY SHOPPER” SCENARIO REVIEW FROM QUALITY CARE SUPPORT CENTRE

The Quality Care Support Centre (QCPC) has undertaken a Standards Maintenance Assessment (SMA) of a direct-product request for a Pharmacy Medicine (S2). On this occasion, the “Mystery Shopper” asked for a combined analgesic.

Using the What Stop Go protocol as a guide, the pharmacist or pharmacy assistant could have gathered from the Mystery Shopper that:

**W:** The patient was an adult. He/she has not used the product before - A friend recommended it.

**H:** The symptoms began approximately one week ago. He/she hasn't experienced these symptoms before and plays tennis twice a week and sometimes on weekends.

**A:** The patient is suffering from pain around his/her elbow. The pain is dull and constant and worse when bending the elbow and after a game of tennis

**T:** The patient initially applied ice to the painful site and has been taking Panadeine™ tablets. He/she has no other health conditions and takes no other regular medicines. He/she has been suffering from constipation for the last few days and has been taking Bisalax™ which has worked well. He/she is not allergic to anything.

This information should have led the pharmacy staff member (most likely in consultation with the pharmacist) to STOP and determine that:

» the symptoms suggest inflammation associated with “tennis elbow”.

» the most appropriate product would be an NSAID (no codeine due to constipation) for short term relief of pain and inflammation, with advice to see the doctor if pain persisted.

The QCPC found that pharmacies did well in determining who the product was for and gathering information about the symptoms (the most common question asked was “What are the actual symptoms?”). However, pharmacies were not as good at gathering information about other medicines and medical conditions. It was also noted that pharmacies should have provided more advice to the patient, including what to do if treatment failed and prevention

strategies. Remember, a presenting symptom may be caused by another medicine the patient is taking. It is important to gain an accurate picture of the symptoms, time frame, and the medicine history before deciding which product to recommend.

**IS YOUR  
PHARMACY  
PREPARED FOR  
YOUR NEXT  
MYSTERY  
SHOPPING  
VISIT?**

## REMINDER - S2/S3 TRAINING

As a part of QCPP 2nd Edition Standard 2 (Supply of Medicines, Medical Devices and Poisons) staff that handle the sale of Pharmacy Medicines and Pharmacist Only Medicines (S2 and S3) must undertake recognised training in the handling of these medicines. This will become a mandatory action under the QCPP 2nd Edition as of 1 March 2008.

For the purpose of QCPP accreditation, the following training will be recognised as appropriate for the handling of S2/S3 Medicines:

- » Certificate II in Community Pharmacy – Code WRP20102
- » Certificate III in Community Pharmacy – Code WRP30102
- » Certificate IV in Community Pharmacy – Code WRP40102

» Support the Sale of Pharmacy and Pharmacist Only Medicines (SIRPPKS001A)

The Guild is offering subsidised training for their course, Support the Sale of Pharmacy and Pharmacist Only Medicines (SIRPPKS001A), for QCPP accredited pharmacies who are also Guild members. For more information, contact the Training Division at your Pharmacy Guild State Branch.



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### FAST TRACK PILOT SUCCESS

Over 80 pharmacies and more than 120 attendees agree that the FAST TRACK program improves understanding of how to implement the QCPP 2nd Edition standards. After a successful pilot this new QCPP implementation assistance program will be available next year to pharmacies who want assistance with implementing the QCPP.

FAST TRACK is designed to help pharmacy staff understand the standards, policies and protocols of the QCPP 2nd Edition so that it can be implemented in the most efficient way possible. The program is divided into four units that cover the basics of



QCPP including how to read the standards and developing a pharmacy operations manual. At the end of each unit, a participant will have ‘home work’ style tasks that should be completed to progress through the program. All going well, a pharmacy should be well prepared for their assessment after completing the entire FAST TRACK program.

**Free of charge to participating pharmacies**

The FAST TRACK workshops and pharmacy visits will be run by QCPP State Managers in several locations and be free of charge to participating pharmacies.

#### QCPP STATE MANAGERS CONTACT INFORMATION

ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Sally Cameron 02 6270 1870	Meryl Kane 02 9467 7120	Vicki Hulands 08 8982 1024	Sally Schofield 07 3831 3788	Gillian Linnett 08 8304 8300	Sally Davis 03 6220 2955	Robert Huddle 03 9810 9999	Cathie Marshall 07 3831 3788

### SOME HELPFUL IMPLEMENTATION TIPS FROM YOUR QCPP STATE MANAGERS

**TIP 1:**

It might seem simple, but when implementing QCPP start by reading the standard! The procedures and templates are simply the tools you need to help meet the requirements of

the standards. Many pharmacies only work through the procedures and templates only to get to the end and find they’ve done a lot of work that was actually non-mandatory and not necessary for their pharmacy.

**TIP 2:**

In the same stream as the previous point e-QCPP is a great a tool to help implement the procedures and templates of QCPP efficiently.

However, just make sure that if you are using eQCPP that you continually refer to each QCPP standard to ensure you are only developing the procedures and templates your pharmacy needs.

**TIP 3:**

Standard 1 Evidence Item 3: asks for proof of access to the latest Edition of the PSA’s Professional Practice standards and the standards for the Provision of

*Pharmacy Medicines and Pharmacist Only Medicines in Community Pharmacy.* Many pharmacies believe they will be assessed against the criteria in these documents and are going to great lengths trying to implement all these actions. Proof of access could be as simple as a bookmark or favourites with a link to these documents online within in your internet browser.

## REMINDER - ACCREDITATION EXTENSIONS

All pharmacies that were accredited under QCPP 1st Edition will have a full three years of accreditation before further re-assessment is required.

Despite almost reaching the two year mark of the five year Agreement, payments at the new level only started in September 2007. To address this situation, the following extensions are being offered:

» All pharmacies accredited under QCPP 1st Edition will have a full three years of accreditation before further re-assessment is required.

» All pharmacies granted extension to gain accreditation between 1 January 2007 - 1 July 2007 received an additional extension up to 1 December 2007.

If you questions about extensions to gain QCPP accreditation, please contact the QCPP Helpline.

## QUALITY MAINTENANCE ALLOWANCE

Band (prescription volume based on claimable prescriptions)	Upper Cut off	Allowance per year
Band 1 – 0 to 20000	20,000	\$3000
Band 2 – 20001 to 30000	30,000	\$3500
Band 3 – 30001 to 45000	45,000	\$4000
Band 4 – 45001 to 65000	65,000	\$4500
Band 5 – 65001 and above		\$5000

## FREE QCPP HELP

There are many types of assistance available to help your pharmacy through implementation and all of them at no cost!

### QCPP State Managers

QCPP State Managers are your first point of contact if you require implementation assistance. They provide implementation assistance, including advice on developing procedures and policies for your pharmacy's operation manual. They can also help to answer questions relating to the 2nd Edition standards.

### FAST TRACK

The Fast Track program is designed to help pharmacies prepare for assessment in the most efficient way possible. The program helps by showing how to read and understand the QCPP standards, as well as how to implement them efficiently. FAST TRACK can be a series of work shops or part of a pharmacy visit by your QCPP State Manager.

## eQCPP

e-QCPP is a web-based tool designed primarily so that pharmacies are able to efficiently maintain the QCPP standards online. The software achieves this by reducing paperwork, providing easy to update policies, templates and automated reminders to pharmacists when it is time to review a standard. eQCPP Helpline, call: **1300 137 608**

### Administration Helpline

This phone line is open from 9am – 5pm Monday to Friday (Eastern Standard Time) to answer your questions about membership queries, such as your accreditation expiry date, information on your Quality Maintenance Allowance, or other payment-related questions. Administration Helpline, call: **1300 363 340**

Don't pay someone thousands of dollars to help you until you've explored these completely free options first.



## Quality Care Pharmacy Program

An initiative of The Pharmacy Guild of Australia

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