

QUALITY CARE 2020

DOMAINS OF QUALITY IN PHARMACY

Quality Care 2020 will introduce 5 domains to enhance the Quality Care Pharmacy Program accreditation process and align with your business operations. Within each domain, the QCPP Requirements will continue to promote industry innovation to enable greater flexibility for your business, whilst aligning with contemporary industry standards.



PHARMACY MANAGEMENT AND GOVERNANCE

- ✓ Business Strategy
- ✓ Risk Management
- ✓ Quality Management System



CONSUMER-CENTRED CARE

- ✓ Advertising
- ✓ Privacy, Confidentiality and Consumer Rights
- ✓ Quality and Safe Consumer Care
- ✓ Cultural Safety
- ✓ Promoting use of quality medicines



HUMAN RESOURCES

- ✓ Recruitment
- ✓ Induction
- ✓ Staff Management and Development
- ✓ Termination of Employment



PREMISES, INFRASTRUCTURE AND STOCK

- ✓ Premises and Infrastructure
- ✓ Stock Management
- ✓ Safety and Security
- ✓ Information Technology



PHARMACY SERVICES

- ✓ Foundation Pharmacy Services
- ✓ Generic requirements for pharmacy services
- ✓ Specific requirements for pharmacy services



From July 2020, Quality Care 2020 will be the accreditation framework for quality in community pharmacy. To find out what this means for you or your pharmacy, visit www.qcpp.com/2020

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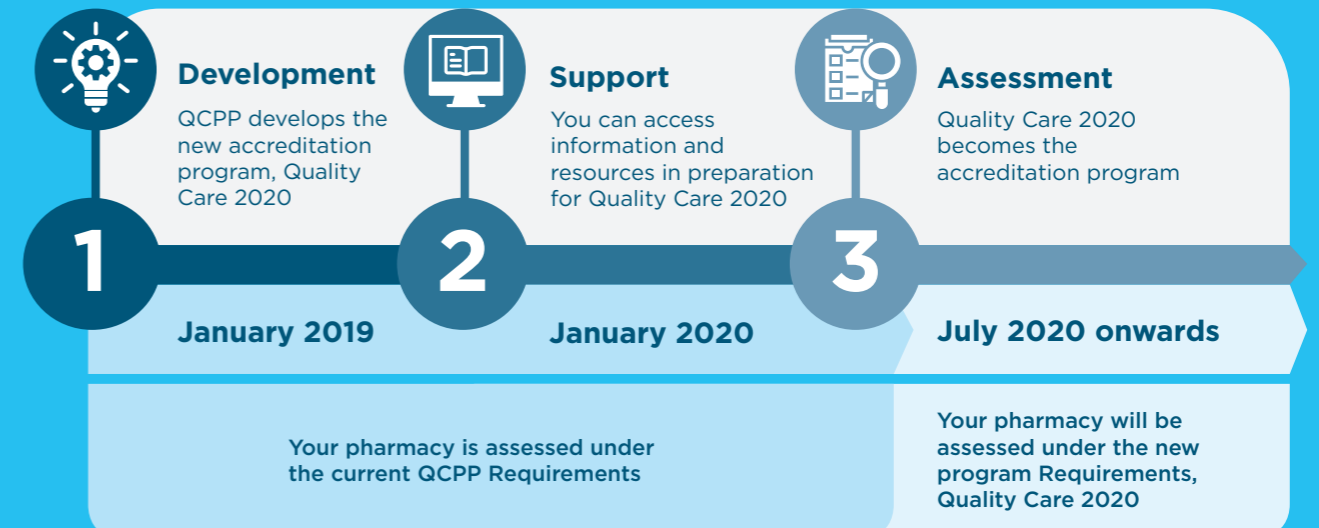
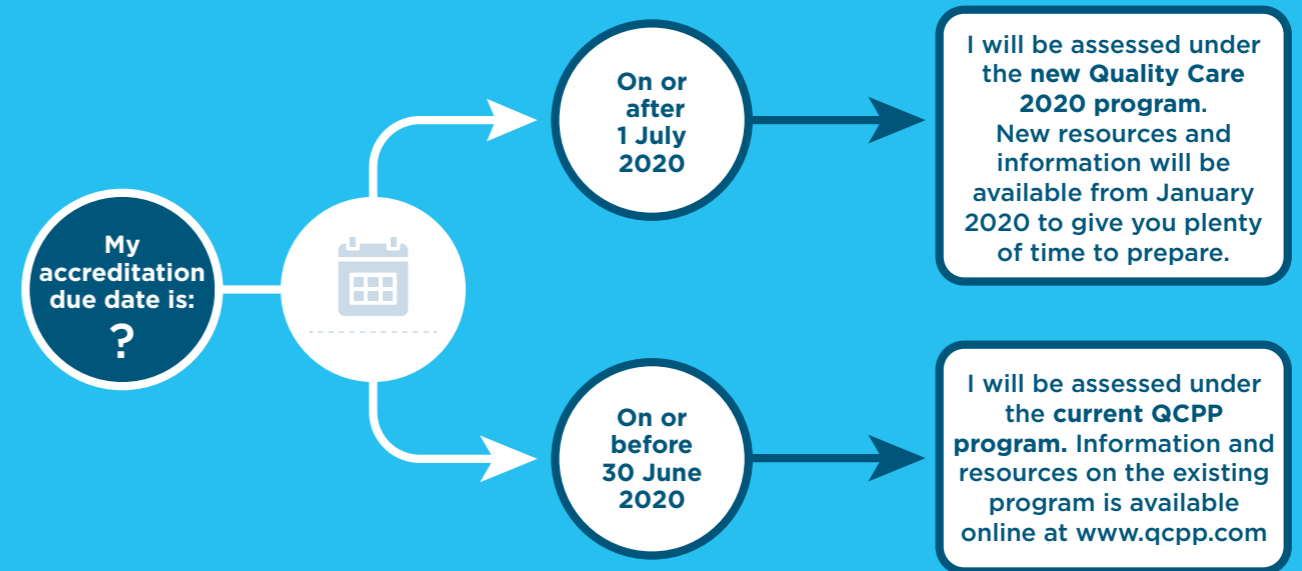
✓ Same quality.

✓ Improved systems.

A contemporary program bringing together best-practice business operations with excellence in safe and quality care.

Enhanced accreditation centred around enabling continuous improvement and innovation at your pharmacy, so you and your business perform at your best.

Contemporary, relevant, innovative.



KEY BENEFITS OF QUALITY CARE 2020

- ✓ 5 domains that are aligned to your business operations
- ✓ Encouraging increased flexibility and innovation in your business
- ✓ Moving beyond compliance to support you in delivering quality, safe, viable care to your community
- ✓ 24/7 access to an online support portal