

QCPP PHARMACY SUPPORT

Updates to Quality Care 2020 Version 1.1 and Expanded Remote Assessment

Presented by: Roselyn Currie, Emily Burrell and Ebony Moffat

Thanks for joining us, the webinar will commence shortly.

Your microphone is muted, if you have any questions throughout the presentation, please send them through the chat box.

PREPARED FOR: QCPP PHARMACY SUPPORT
SEPTEMBER 2022





A QUALITY ASSURANCE PROGRAM FOR PHARMACIES

QCPP accreditation ensures pharmacies provide a high quality, consistent and safe service



Session outline

- **Introduction and overview (45 minutes)**
 - Introduction to Quality Care Assessments
 - Remote assessments – the addition of the Video Component
 - Key changes to Quality Care 2020 Version 1.1
- **Q&A (15 minutes)**

QUESTIONS

Please submit your questions via the chat function throughout the session.

We will do our best to answer all questions submitted both in the chat and via Qualtrics. If we cannot answer any questions, we will be in touch with you following the session to provide more information.



Quality Care 2020



Familiarise yourself with the QC2020 program, including the increased flexibility, QC2020 Requirements and Domains of Quality through a range of resources, including:

- QCPP website
- QC2020 Knowledge Hub
- Program Rules and Terms and Conditions
- QC2020 Fact sheets, resources and references on the Knowledge Hub



**PHARMACY
MANAGEMENT
AND GOVERNANCE**



**CONSUMER-
CENTRED CARE**



**HUMAN
RESOURCES**

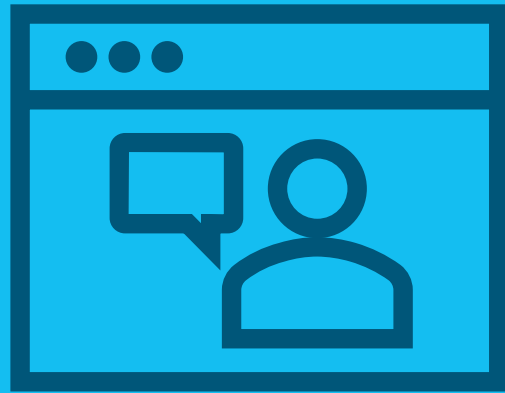


**PREMISES,
INFRASTRUCTURE
AND STOCK**



**PHARMACY
SERVICES**

INTRODUCING THE VIDEO COMPONENT OF QCPP REMOTE ASSESSMENTS



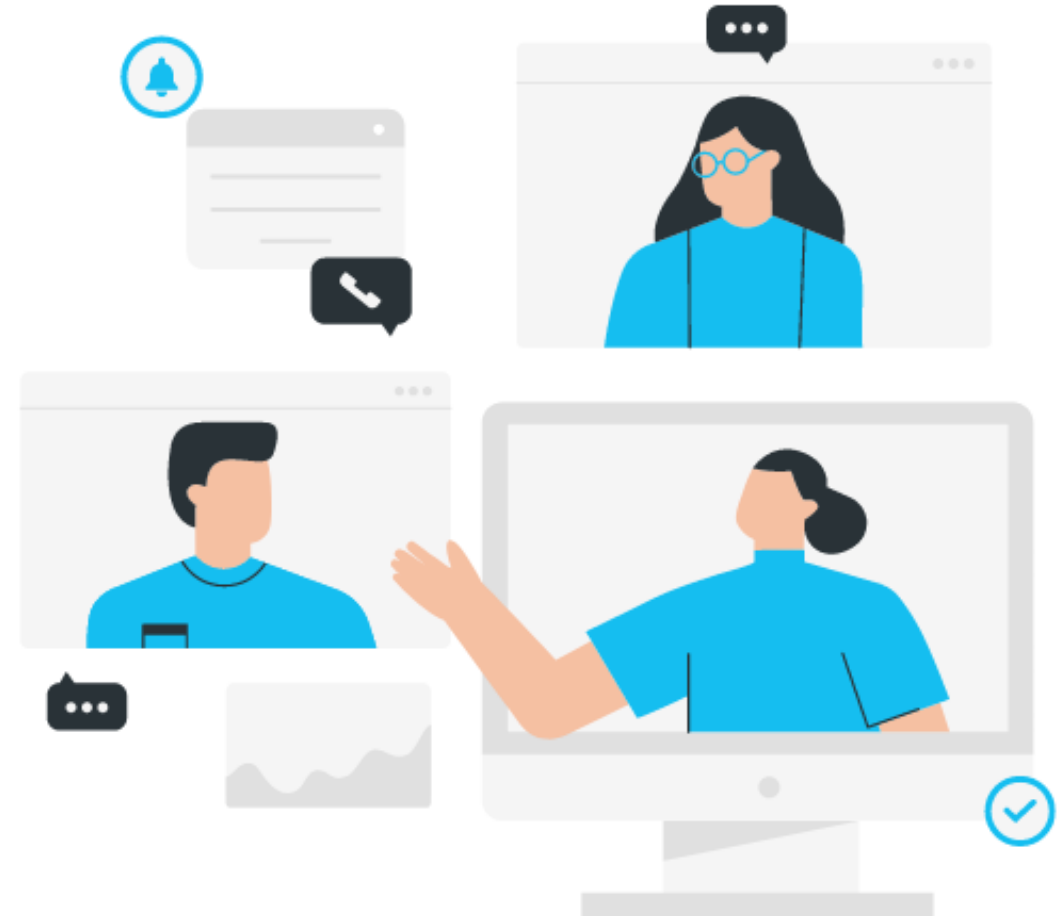


Expanded Remote – Video Component

The addition of the mandatory Video Component allows pharmacies to complete a range of visual and verbal elements of the accreditation process.

Why has the Video Component been introduced?

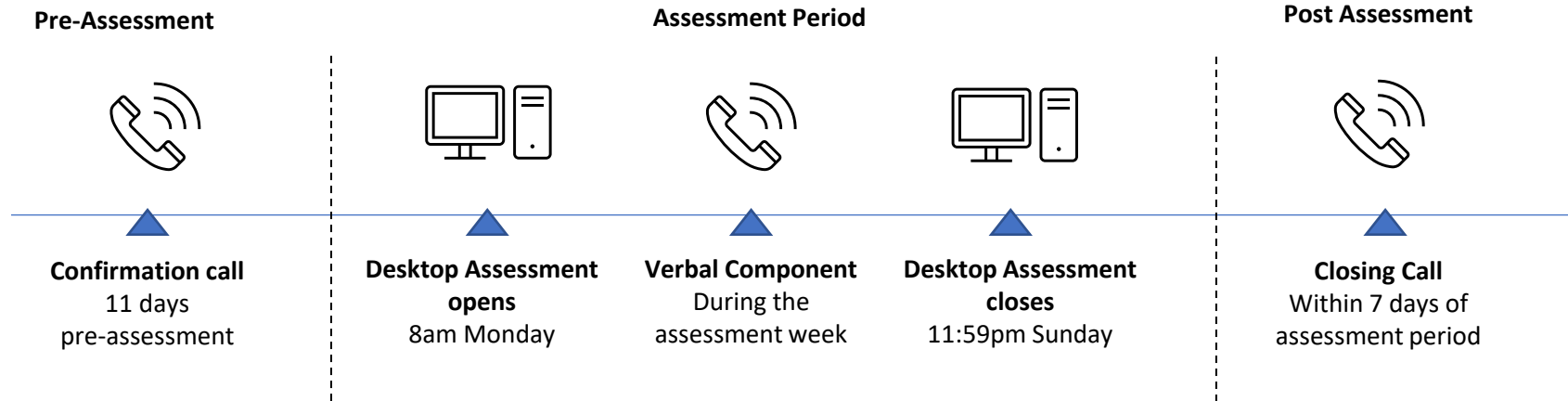
- ✓ In response to your feedback, an extension of the remote assessment model
- ✓ Ensuring a robust accreditation process
- ✓ To provide more flexibility for a broader range of evidence (verbal and visual)



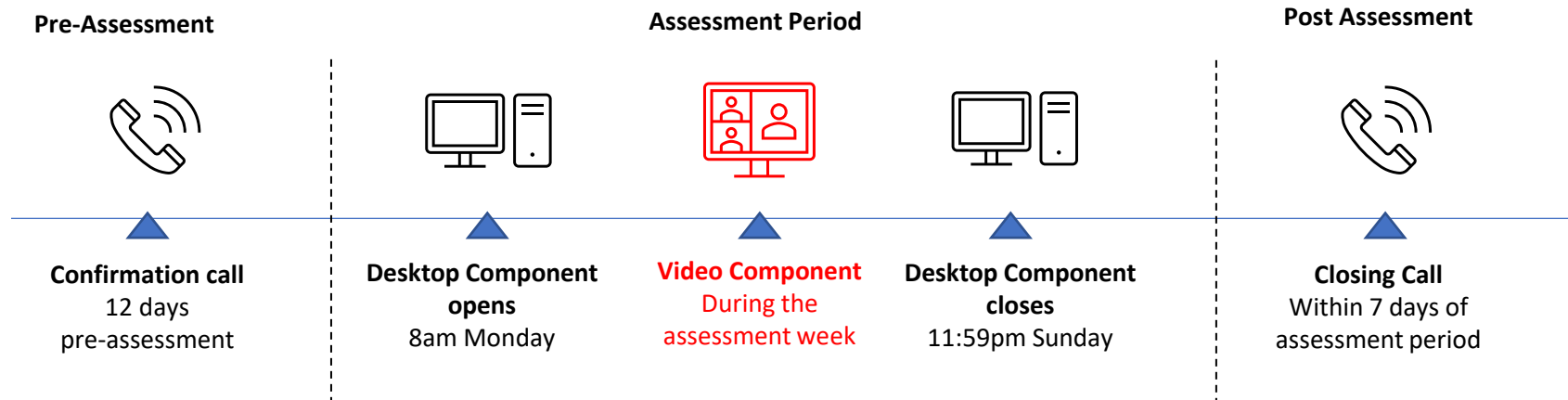
Remote Assessment Changes



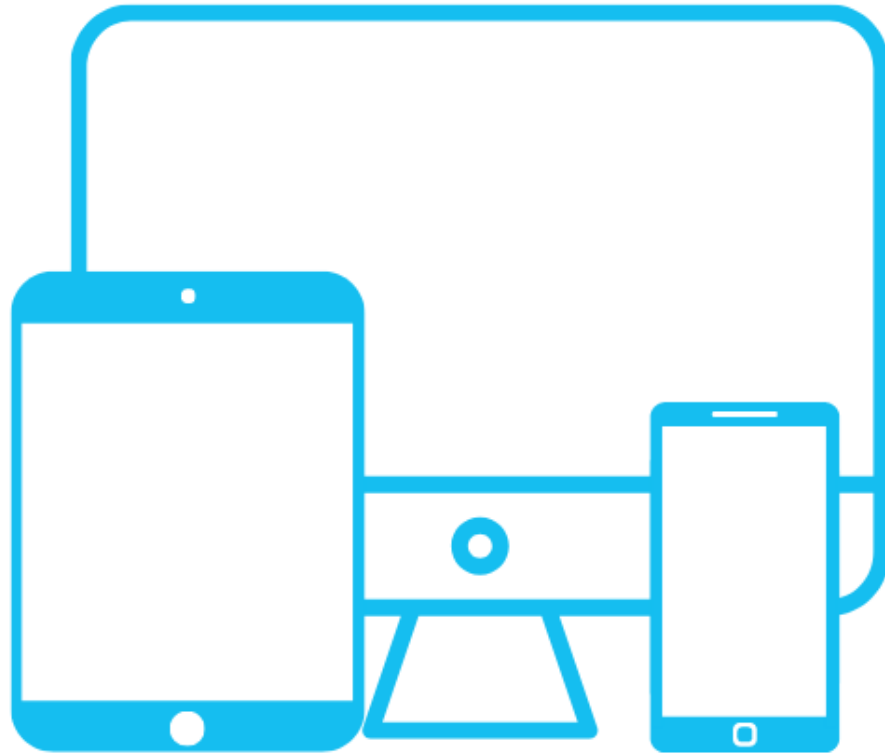
Previous model



Expanded Assessment Model (From October)



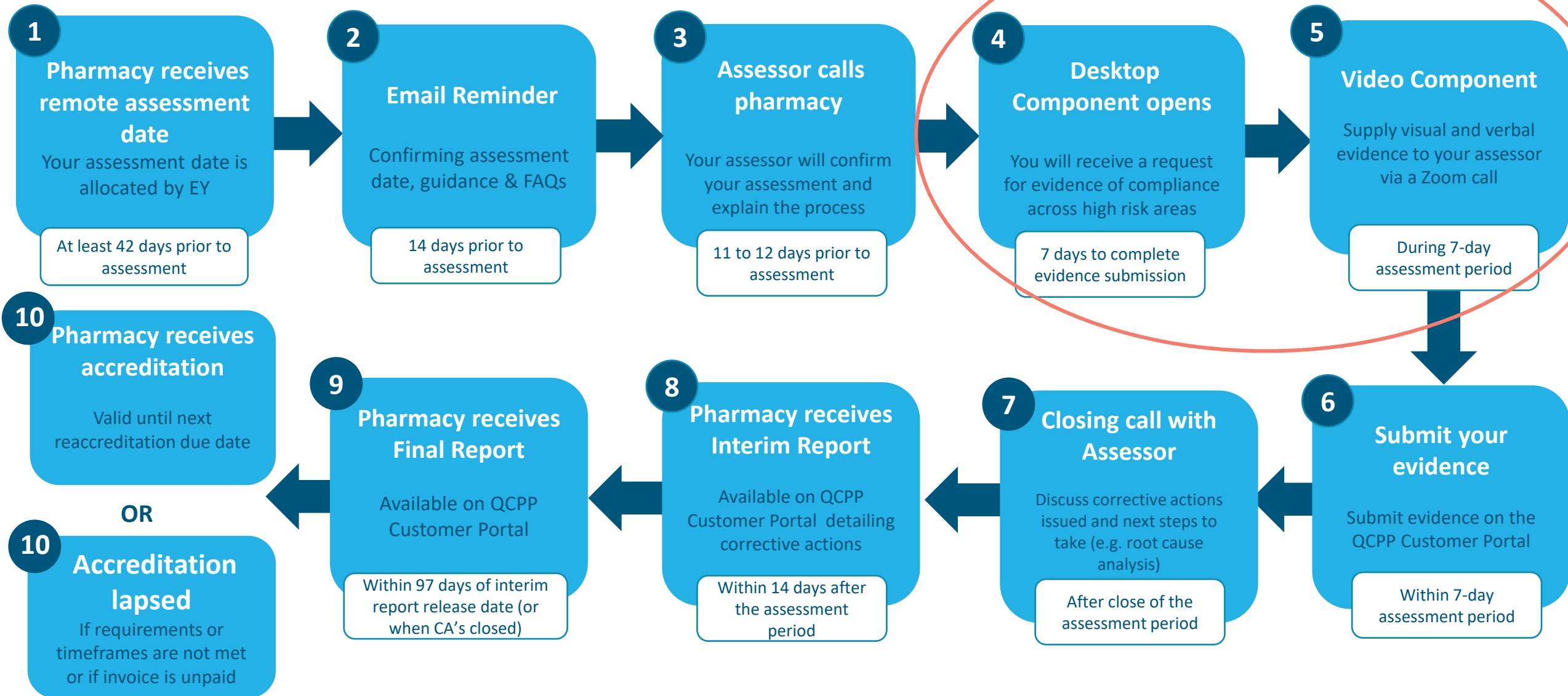
Video Assessment Process



Key information on the Video Component

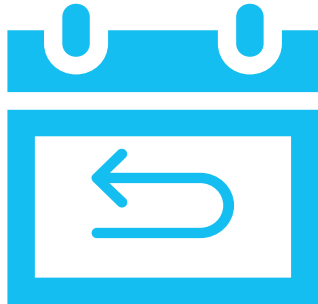
- Mandatory element of the assessment process
- Hosted via Zoom
- Must be conducted in pharmacy business
- Use of smartphone or tablet preferred

QC2020 Assessments: Remote Process QC2020



Scheduling Changes

Pharmacies should advise qcppscheduling@au.ey.com as soon as possible if their allocated video assessment time is no longer suitable



Rescheduling

Pharmacies must reschedule the Video Component **at least 2 business days** prior to the scheduled appointment should any schedule clashes occur.

If this is not done in the timeframe above, a fee of \$150 + GST will apply.



Cancellation and no-show

In the event that the pharmacy is over 20 minutes late to the allocated Video Component time, does not show up or cancels the appointment with no attempts to reschedule, the whole assessment process will be cancelled.

This will incur a fee of \$800 + GST and you will need to contact the QCPP helpline to restart your accreditation.

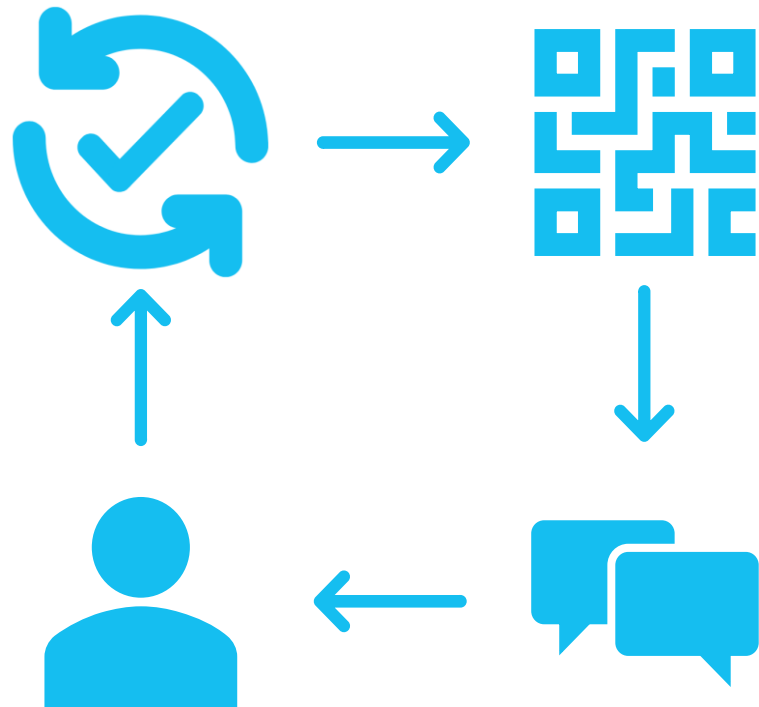


Exceptional circumstances will be taken into consideration on a case by case basis

Overview of Quality Care 2020 – The 5 Domains of Quality



Introduction to Updated Requirements



Why are these changes necessary?

- Continuous quality improvement of the QCPP Program
- Maintains alignment with current pharmacy practice
- ✓ Encourages updates to pharmacy technology
- ✓ Allows connectedness between various health services
- ✓ Furthers pharmacy accessibility for patients and customers



Sub-Domain 5.10

Additional Requirements for Digital Health

- **Sub-domain 5.10 only applies to pharmacies who are currently using My Health Record** or those who aren't yet using it but wish to be accredited to.

Evidence necessary:

- ✓ Documented training
- ✓ Pharmacy security and access policy
- ✓ Demonstration of a current NASH PKI certificate
- ✓ Explanation of process in the event of clinical incident or access/data breach



**PHARMACY
SERVICES**

Additional changes to Quality Care 2020 Version 1.1



2.1.1

Australian Charter Of Healthcare Rights is now the acceptable evidence along with the privacy and confidentiality policy signed by all staff members.



4.1.6

Increased flexibility on the acceptable evidence for twice daily fridge temperature monitoring when using a data logger. Detailed information regarding this change was previously sent out to pharmacies in May and can also be found on the QCPP Knowledge Hub.



All other changes to the requirements are wording or phrase changes to assist pharmacies in understanding the requirements

Preparing for your assessment



Prior to your assessment ensure that you:



Update your details on the Customer Portal

this can also be done by contacting the customer service team

1300 363 340
help@qcpp.com



Have appropriate devices to complete the Video Component

tablets or smartphones are preferred for portability

Zoom guides can be found at qcpp.com



Can access the new Requirements on the Knowledge Hub

further information about the 5 domains can be found here

Along with other support material



Prepare and review your evidence

for upload on the customer portal

Or evaluation during the Video Component



Ask questions!

Our friendly Support Team is here to assist you

So: **DON'T PANIC!!**



Common Corrective Actions



Failure to redact personal information

- *Some black pens/markers don't fully cover details that must be redacted*
- *Double check documents for repeated information*



Non – conformance for CPR certificates

- *CPR certificates must be updates every 12 months*



Missing staged supply records

- *Incomplete records, time of collection or patients signature missing*
- *Make sure all mandatory fields on records are completed*



Vaccination services corrective actions

- *Written explanation of how you ensure the post vaccination area is monitored by **CPR and First Aid trained staff member***
- *Up to date state/territory Vaccination guidelines and proof that you can access the Australian Immunisation Register (AIR)*



Root Cause Analysis (RCA)

A root cause analysis is used to further understand why the non-conformance occurred and identify how it will be prevented in the future.

EXAMPLE

Root Cause

Why did the non-conformance occur?

We ordered too much stock and could not fit it in the safe.

Preventative Action

How will this be prevented in the future?

In future, we will only purchase the amount of stock that can comfortably fit in the safe. We will also purchase an additional safe to accommodate larger orders to ensure the medicines are stored correctly.



More information on RCA's can be found under **After your assessment** on the QCPP website

QUESTIONS

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QCPP Support



1300 363 340 (9am-5pm AEDT)



help@qcphp.com



www.qcphp.com



QCPP communicates regularly with accredited pharmacies and stakeholders through general QIPs and targeted communication based on individual circumstances.

THANK YOU

Please take a moment to share your feedback on today's webinar via the survey in the messages section.

PREPARED FOR: QC2020 STAKEHOLDER UPDATE
SEPTEMBER 2022

