



ENHANCED QCPP FROM 1 JULY 2017



The Quality Care Pharmacy Program is excited to be launching an improved QCPP from 1 July this year.

The enhanced QCPP Requirements assess *AS85000 Quality Care Pharmacy Standard* in a way which provides greater flexibility for your pharmacy business to innovate and grow. While the QCPP Requirements will look different, getting ready for assessment will be business as usual. Accredited pharmacies won't need to make significant changes to their Operations Manual (policies and procedures).

KEY CHANGES TO QCPP REQUIREMENTS:

- 18 elements become five domains
- 'Red' checklists/templates and 'green' procedures/policies are removed from the QCPP Requirements, but can continue to be used in your Operations Manual. Assessment will focus on quality outcomes and alignment with professional standards, guidelines and regulations.
- 'Evidence required at assessment' is replaced with 'evidence examples'.
- Intent of each requirement added to clearly explain business value.
- 'Remedial actions' replaced with 'major non-conformances, minor non-conformances and observations'.

BENEFITS OF THE REVISED QCPP REQUIREMENTS INCLUDE:

LESS COMPLEX

Shrinking from 18 elements into five domains has allowed the requirements to be structured more intuitive to pharmacy business operations. The changes significantly reduce the size of the QCPP Requirements document.

MORE FLEXIBLE

The QCPP Requirements are less prescriptive; giving your pharmacy the freedom to develop policies, procedures and records which meet your business' and consumers' needs. You can continue to use existing QCPP material as templates if relevant to your business operation.

MORE ROBUST

Recognising relevant guidelines, professional practice standards and legislation rather than templates/checklists with mandatory fields will enhance integrity and reduce duplication. It will also ensure QCPP Requirements stay current as standards and expectations evolve.

MORE CUSTOMISED

Replacing 'evidence required at assessment' with 'explanation and evidence examples' recognises individual pharmacies are different. Consistent with the approach EY has already adopted, assessors will spend more time understanding how your systems work effectively for your pharmacy. 'Evidence examples' in the requirements provide suggestions on how a pharmacy could demonstrate a requirement has been met. If the pharmacy does it a better way, QCPP Assessment will be able to recognise this.

MORE CONTINUITY

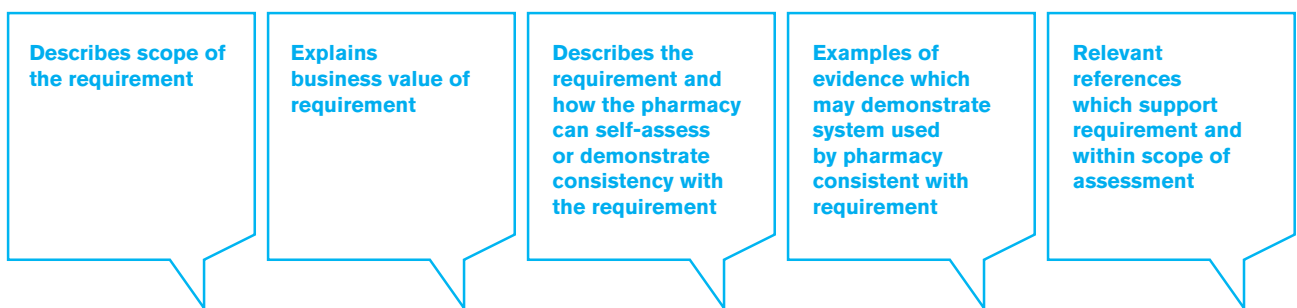
By moving to a conformance/non-conformance model, you will be able to prioritise significant issues to achieve reaccreditation, while more minor issues or long term suggestions will be followed up at your next QCPP Assessment. This is more consistent with a continuous quality improvement approach.

FLEXIBILITY INNOVATION GROWTH



UNDERSTANDING THE QCPP REQUIREMENTS

An example of the revised QCPP Requirements



Topics & relation to Australian Standard	Requirement intent	Explanation	Evidence examples	References
<p>Product range</p> <p>These assessment criteria relate to the following aspects of AS85000:2011:</p> <ul style="list-style-type: none"> ■ 4.8.1 to 4.8.3 ■ 4.2.d <p>Describes relationship of requirement to Australian Standard 85000: Quality Care Pharmacy Standard</p>	<p>The sale of products deleterious to human health is inconsistent with the practice of pharmacy. It may undermine public confidence in the business and the profession of pharmacy more generally.</p> <p>Some non-therapeutic products available in pharmacy, such as poisons, have restrictions on their supply to support public safety.</p>	<p>At assessment, be prepared to discuss:</p> <ul style="list-style-type: none"> ■ Stock sold by the pharmacy, including any online product offering. ■ Governance arrangements which determine which goods are sold, consistent with legal obligations, professional obligations and business requirements. <p>The assessor may ask:</p> <ul style="list-style-type: none"> ■ Who has authority to decide what products are stocked? ■ What is the process for determining the introduction of new stock and the stock mix? 	<p>Examples of evidence to support this explanation at assessment could include, but are not limited to:</p> <ul style="list-style-type: none"> ■ Absence of the following products from sale and promotion in any part of the business: <ul style="list-style-type: none"> - Alcohol or alcohol related products. - Cigarettes, tobacco or smoking related implements ■ Absence of restrictions in lease which would preclude supply of Therapeutic Goods ■ Policies and procedures for supply of poisons 	<p>Pharmacy Board of Australia guidelines</p> <p>Commonwealth/state/territory legislation</p>

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QCPP DOMAINS EXPLAINED

What's it about	Quality goal	What will happen at QCPP Assessment?
BUSINESS MANAGEMENT AND GOVERNANCE		
The activities associated with running a pharmacy business.	Strong business performance.	Assessors will spend time understanding your business strategy, business risks and integrity of governance structures, and how they relate to the operation of your business.
HUMAN RESOURCES		
The management of employees' skills and abilities to achieve business objectives.	High performance by employees to facilitate strong business outcomes. Limit organisational risk.	Assessors will spend time understanding your approach to recruitment, development, support and departing employment and how it supports strong individual performance and regulatory obligations.
PREMISES, INFRASTRUCTURE AND STOCK		
The physical and virtual location of the business, the equipment, tools and resources within it, and stock traded by the pharmacy.	A professional health environment image, which supports business operations.	Assessors will spend time understanding how the premises, infrastructure and stock support the professional image and operation of the pharmacy.
CUSTOMER EXPERIENCE		
An individual customer's perception of your pharmacy based on all aspects of all the interactions they have had with your business.	Customers consistently have strong positive customer experiences which maximise engagement and loyalty to the business.	Assessors will spend time understanding the processes, systems and strategies used to create customer experiences that contribute to reputation and a consumer's willingness to pay for the products/services available.
PHARMACY SERVICES		
A framework for assessing any service (health or non-health) offered by the pharmacy, including: <ol style="list-style-type: none">1. Other services offered to meet community need and business strategy (e.g. dose administration aids, home delivery etc).2. Services common to all pharmacies (such as dispensing and non-prescription medicine supply).	Safe and effective services which satisfy the needs of consumers.	Assessors will spend time understanding all services offered, the outcomes they achieve, and how it aligns with relevant standards, guidelines and legislation.

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