



ENHANCED QCPP NATIONAL ROLL-OUT



The team are preparing to launch an improved QCPP featuring additional benefits for members.

The enhanced QCPP Requirements assess *AS85000 Quality Care Pharmacy Standard – a quality management system for pharmacies in Australia* 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.

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



QCPP DOMAINS EXPLAINED

What it is 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.
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"> Services common to all pharmacies (such as dispensing and non-prescription medicine supply). Other services offered to meet community need and business strategy (e.g. dose administration aids, home delivery etc). 	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.

FLEXIBILITY
INNOVATION
GROWTH