

STEPS TO QCPP ACCREDITATION

Contacting QCPP

- Phone 1300 363 340
- Website www.qcpp.com



Quality Care
Pharmacy Program
An initiative of The Pharmacy Guild of Australia

Supporting Excellence in Pharmacy

Step 1. Register the pharmacy with QCPP

(if not already registered)

- Print the registration form available on the QCPP website www.qcpp.com. Fax the completed form to (02) 6270 1885. If required the QCPP Requirements manual can be ordered at this time as well.
- Ensure your manual includes all the updates. A list of those resources which have been updated is on the QCPP website.
- To register for incentives under the Pharmacy Practice Incentives (PPI) Program visit www.5CPA.com.au and complete the online registration form.

HELP IS AVAILABLE

Many example policies and procedures, required by the QCPP, have been created as part of the Fast Track resource. Fast Track example resources are ready to be used once they have been reviewed and adjusted to suit your pharmacy. The Fast Track files are available on request. If you require assistance at any stage of your implementation there are QCPP staff members in every Guild Branch.

Step 2. Review the QCPP materials

- Invite key staff to become familiar with the QCPP Requirements manual (large blue two ring binder), which contains the elements (blue), procedures and policy outlines (green), suggested templates (red) and the Quality Care Pharmacy Standard (black).
- Start by reviewing the elements section of the QCPP Requirements manual. This section provides a good overview of what your pharmacy will need to put in place to meet the requirements of the Standard.

Step 3. Involve your staff

- Plan to discuss QCPP at your next team meeting and cover what is involved to achieve accreditation. Familiarise all staff with the QCPP materials
- Nominate a QCPP Coordinator who is responsible for the overall implementation of the QCPP in your pharmacy. Be sure to include these additional duties in their job description. At this time complete Template T7A.
- If possible, delegate implementation tasks to several key staff members in order to share the workload and responsibilities.

Step 4. Set a date and book an assessment

- Determine a target date for your assessment that is convenient for your pharmacy and gives you a comfortable timeline to work towards.
Note: A new accreditation date can only be set for those pharmacies being assessed for the first time under QCPP or that have previously lapsed. If you are currently accredited, you will receive a reminder letter and appointment form when you are allocated an assessor around 14 weeks before your accreditation is due. If you have not received this pack, please ring the QCPP Assessment Team and you will be sent another copy.
- Contact the QCPP Assessment Team by phone on 1300 363 340 to notify them that you require an assessment. An allocated assessor will then contact you to arrange a suitable date and time.
- Confirm your appointment by calling the QCPP Assessment Team on 1300 363 340. Have a list of health programs and services your pharmacy offers (e.g. HMR, DAAs and Supplies to Residential Care Facilities) to provide to the Assessment Team.

Step 5. Pharmacy refrigerator testing process

- Check the list of refrigerator suppliers and models on the QCPP website to ensure your pharmacy has a QCPP compliant vaccine/medicines refrigerator.
- Arrange for the maximum and minimum temperatures of your QCPP compliant vaccine refrigerator to be tested. This process should begin at least three months prior to assessment.
- Contact the Cold Chain Testing Centre on (02) 9467 7140 or, download and complete the Cold Chain Request forms from the QCPP website.

Step 6. Staff training

- Ensure any staff involved in the supply of *Pharmacy Medicines* and *Pharmacist Only Medicines* complete initial and ongoing refresher training in the supply of these medicines.
- Download and review the *Refresher Training Guidelines* which includes information on both initial and refresher training requirements from the QCPP website.
- Review staff training plans to ensure the necessary training requirements will be met in time for assessment.

QCPP TRAINING REQUIREMENTS IN BRIEF

Initial training = Complete the unit SIRPPK001A – Support the supply of Pharmacy Medicines and Pharmacist Only Medicines – with a registered training organisation, either as part of Certificate II in Community Pharmacy, or as a single unit.

Refresher training = A minimum of three hours per year of training related to the supply of *Pharmacy Medicines* and *Pharmacist Only Medicines*. Training can be conducted in-pharmacy (certain topics only - check *Refresher Training Guidelines* for list), through an RTO (specific units only – check fact sheet for list) or with a QCPP Refresher Training Approved course.

Step 7. Develop an operations manual

Your operations manual is a reference guide for staff on why the pharmacy does something (policies), how it does something (procedures) and how it records it (templates).

- Create an operations manual that suits your pharmacy's management system i.e. a soft copy on the computer or a printed hard copy. You can contact the QCPP staff in your Guild branch for an operations folder that includes stickers and dividers that help make organising your policies and procedures easier.
- Review the green section of the QCPP manual and create your policies and procedures. Fast Track examples exist for many policies, but will need editing to suit your pharmacy before being used. Many of the procedures can be used as they appear in the manual.
- Review the red section, which is divided into checklists and templates.
- Checklists in standard 2 and 3 require policies and procedures, many of which are available on Fast Track. The QCPP templates are provided to ensure your pharmacy can manage records efficiently.

Note: All policies, procedures and templates can be edited and non-mandatory items deleted however, when editing these documents to suit your pharmacy's needs please be aware of which columns and fields are mandatory requirements.

Step 8. Implement the standard

- Review the 'Evidence Required at Assessment' column of each element (1-18) and prepare further documentation to ensure the evidence is available.
- Consider allocating a separate ring binder to store completed templates and those that are in use, e.g. appearance checklist, incident register. You can ask the QCPP staff in your Guild branch for an evidence folder that includes stickers and dividers that help make organising your evidence records easier.
- Ensure all *Pharmacy Medicines* (S2) are stored in the professional services area and that the requirements for out of reach medicines are met, as per your state or territory legislation.

Step 9. Apply the standard

- Discuss with staff the relevant aspects of the pharmacy operations manual and evidence folder, including where they are stored in the pharmacy and when they should be used.
- Ensure that staff are recording training in their training records, e.g. pseudoephedrine/DAA/methadone training, refresher training etc.
- Discuss any changes to procedures or policies in a staff meeting, as required.
- Take new staff through an induction process, as required.

Note: The QCPP Maintenance Checklist has been created to assist pharmacies review the actions to maintain the standard. This checklist is available on the QCPP website.

Step 10. Final steps

- Complete the Legal and Professional Obligations Declaration (form T1A) and send to the QCPP by fax on (02) 6270 1885 or email to help@qcopp.com. This should happen one month prior to your assessment and twelve months later in your anniversary year. Keep a copy and proof it has been sent in your evidence folder.
- Determine in the Procedure and Template Review Schedule and Record (T7B) which procedures and templates will be reviewed each month.

Step 11. The assessment

- Make sure the pharmacy manager or owner and the QCPP coordinator are in the pharmacy for the assessment. Ensure that all staff are aware they may be questioned (5 staff maximum) during the assessment.

Step 12. Remedial action management

- During your assessment some remedial actions may be identified. Your assessor will provide feedback on which remedial actions are mandatory and which ones need to be met to achieve accreditation. You may contact the QCPP staff in your Guild branch for assistance finalising your remedial actions.
- Provide evidence that remedial actions have been completed to your assessor as soon as possible, no later than three months after assessment.

Step 13. Complete accreditation requirements

- Pay QCPP annual invoice. Accreditation is granted after all remedial actions are finalised, a T1A form has been received and the QCPP membership invoice is paid. If you are registered for PPI QCPP will then notify Medicare if you are eligible for PPI payments.