



# Newsletter

October - November 2008 Edition

“To continually enhance the professional and business practices in community pharmacy to deliver optimal health outcomes.”

## Contents

1 2nd edition QCPP, Streamlining Implementation

2 QCPP on TV

Assistance For 1st edition Pharmacies

3 QCPP For Pharmacy Assistants

Pharmacy Assistants Medicine Training

4 Accreditation Time

**Do you have a question about the QCPP Standards?**

Call your QCPP State Manager, see page 4 for contact details, or call the administration helpline 1300 363 340

website: [www.qcpp.com](http://www.qcpp.com)  
email: [help@qcpp.com](mailto:help@qcpp.com)

## 2ND EDITION QCPP STREAMLINING IMPLEMENTATION

### Quality improvement in action!

One of the major objectives of the Quality Care Pharmacy Program (QCPP) is to help pharmacies continually build on the quality of their professional services and business. This is achieved under the standards by consistently reviewing the ways things are done and looking for areas of improvement.

However this is not just a requirement that QCPP applies to pharmacies alone. The QCPP itself undergoes its own evaluation on a much larger scale and over a much longer time frame! The first major review of the program began in 2002, four years after its inception. The major outcome of this process was the production of the QCPP's revamped 2nd edition, which has been designed to address several problem areas highlighted by the review of the 1st edition.

These included issues such as too many standards; too many books; confusing layout and variability of interpretations of standards by assessors. Some of these areas were addressed by the following 2nd edition improvements:



» Integrating the mandatory action items and requirements of the 1st edition into just 18 separate standards

» Compiling team standards and pharmacy standards, together with template checklists into a single and logically laid out 2nd edition manual

» Developing a Pharmacy Operations Manual that compiles the pharmacy's policies and procedures

» Ensuring that a pharmacy completes an annual declaration stating that they comply with all legislation relevant to pharmacy practice and business operation; holds professional indemnity insurance and identifies the services they provide

» Annual self assessing against PSA's Professional Practice Standards

» Requiring that evidence systems are developed for the delivery of health related services for which a Professional Practice Standard exists. For example, the requirement for appropriately trained staff, documentation and resourcing.

The 2nd edition is a major step forward for the QCPP. The efficiencies incorporated into the standards and the new manual have made the implementation process more straightforward and less time consuming.

Many of those pharmacies that have already made the transition have expressed how much easier both the implementation and assessment of QCPP has become as a result of the 2nd edition. (Cont.page 2)

The QCPP Evaluation, a research project funded by the Third Community Pharmacy Agreement, took over three years to complete. The evaluation identified many benefits of QCPP accreditation, these include; improvements in the functional and technical quality of services, improvements to cold chain storage and to customer privacy and overall satisfaction.

(Cont. from page 1) The fact that the 2nd edition QCPP makes it easier to understand and implement the QCPP Standards is very good news indeed. In today's changing health care environment it is crucial that a pharmacy operates under sound procedures and policies.

However it's just as important that these systems of quality assurance receive careful and ongoing attention so that they can adapt and remain relevant over time.

Standard 7 of the QCPP 2nd edition (named 'Complying with and improving our Quality Program') has been developed specifically for this reason. It asks pharmacies to develop specific procedures for improving processes. These are designed to help a pharmacy consistently review the way it does business and serves its customers, so that they might make improvements.

Speak to your QCPP State Manager about how best to use your QCPP procedures and policies so that you can review your pharmacy's operations and maximise the benefits of QCPP implementation.

By Timothy McLaren

**Marketing Communications Coordinator, Quality Care Pharmacy Program**



## QCPP ON TV!

The QCPP's very first television commercial has recently been broadcast on the pay-TV service Foxtel and distributed to all 'free to air' channels as a community service announcement.

The commercial has been developed to highlight the benefits of QCPP to the general public including

relevant staff training, adherence to protocols including safety and the storage of medicines, plus best practice in regards to confidentiality and professional service.

This initial broadcast space was purchased as part of the Pharmacy Guild's 'Ask Your Pharmacist' public awareness campaign. You can view the TVC by downloading it from [www.qcpp.com](http://www.qcpp.com).



Above: Screen shots from the new QCPP television commercial

## Attention all QCPP 1st edition Pharmacies

**There is free assistance available to help transition to 2nd edition.**

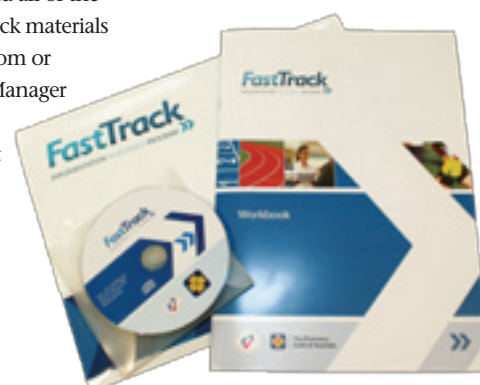
The Fast Track resources are still available to help your pharmacy make the transition from the 1st edition of the QCPP to the 2nd edition.

Fast Track has been designed to help pharmacy staff understand the Standards, policies and protocols of the QCPP 2nd edition so that it can be implemented in the most efficient way possible.

The program is divided into four units that cover the basics of QCPP including how to read the standards and developing a Pharmacy Operations Manual. At the end of each unit there are 'home work' style tasks that help to progress the pharmacy through implementation.

You can now download all of the content of the Fast Track materials online at [www.qcpp.com](http://www.qcpp.com) or ask your QCPP State Manager to help you. They can visit your pharmacy at no cost and take you through the Fast Track to 2nd edition implementation.

Ask your QCPP State Manager how the 2nd edition has improved the program, see pg 4. for contact details



“To continually enhance the professional and business practices in community pharmacy to deliver optimal health outcomes.”

## QCPP FOR PHARMACY ASSISTANTS

Speaking in October at the PA Conference 2008, Toni Riley, Victorian pharmacist and Pharmacy Guild National Councillor, encouraged pharmacy assistants to play an active role in implementing the QCPP.

In her presentation, Toni looked beyond the benefits to the pharmacy as a whole and pointed to the personal professional development opportunities. “Implementing a quality assurance program, such as the QCPP, provides fantastic experience and opportunities. It is a great way to kick start your career, either in pharmacy or in the business world,” she said.

By being involved in QCPP, staff can start learning about business skills, such as:

- Writing procedures and policies
- Occupational health and safety
- Stock management
- Human resources
- Customer service
- Working in a team

In addition to professional development and experience Toni also explained that having the QCPP working well should make the staff's job more efficient. “When QCPP standards are working well in your pharmacy, you should notice that it makes your job easier to do,” she said.

### QCPP Policies = ‘Why you do things’

Having policies in place means you can easily explain why you do your tasks. For example, you will be able to tell customers exactly why you are asking them questions when they request cold and flu products; or why you have to take their name or identification.

### QCPP Procedures = ‘How you do things’

A procedure sets out the way something should be done by giving a process to follow. Using procedures can make even complex tasks, like receiving stock, much easier to complete.

### QCPP Operations Manual

If you ever have a question about ‘how’ or ‘why’ you do something in a QCPP pharmacy, the first place to look is the Operations Manual. With all the policies and procedures in one place, using the Operations Manual can make training a new person much faster and easier.

Toni also provided some industry perspective by explaining the purpose of QCPP and why it is so important.

“The QCPP Standards help to ensure that all the services and products that pharmacies provide are as consistent and effective as they can be. Every pharmacy is

different in the way they look and the way they operate, customer expectations and needs are the same. They expect a high level of product knowledge, service, safety and professionalism,” she said.

Toni also pointed out that it is not just customers that benefit from QCPP. “The wider community have expectations about how professional services are provided by all pharmacies. By becoming accredited, your pharmacy is demonstrating that they meet high standards of pharmacy practice.

This is all important because it helps to protect the way pharmacies currently do business. For example, making sure a pharmacist is the one who owns the pharmacy; and also maintaining the schedules of *Pharmacy Medicines* and *Pharmacist Only Medicines*.”



## PHARMACY ASSISTANTS MEDICINE TRAINING

To be a QCPP accredited pharmacy all staff who handle the sale of *Pharmacy Medicines* and *Pharmacist Only Medicines* (S2 and S3) must undertake recognised training.

For the purpose of QCPP accreditation any of the following training will be recognised as appropriate for the handling of *Pharmacy* and *Pharmacist Only Medicines*:

- » Support the Sale of *Pharmacy Medicines* and *Pharmacist Only Medicines* - SIRPPKS001A
- » Cert. II Community Pharmacy
- » - WRP20102
- » Cert. III Community Pharmacy
- » - WRP30102
- » Cert. II Community Pharmacy
- » - SIR20107
- » Cert. III Community Pharmacy
- » - SIR30107
- » Cert. IV Community Pharmacy
- » - SIR40107

Support the Sale of *Pharmacy* and *Pharmacist Only Medicines* training is now available online or by workbook with the Pharmacy Guild of Australia. Contact Guild training staff at your State office for details or visit the website.

[www.guild.org.au/training/](http://www.guild.org.au/training/)

## QCPP Accreditation Time!

This chart provides some helpful information about what happens after you have implemented the QCPP Standards and it's time to get accredited

For more information about the accreditation process you can phone the QCPP Administration Helpline on 1300 363 340

Pharmacy Tasks	Assessor Tasks	QCPP Division Tasks
<p>Use <a href="http://www.qcpp.com">www.qcpp.com</a> to do some quick research and choose a licensed QCPP Assessor</p> <p>Book a time and date for assessment with your selected assessor</p> <p>On assessment day ensure you have faxed the T1A<sup>1</sup> form, QCPP fax number: 02 6270 1885</p> <p>Address the remedial actions given by the assessor, on the day of assessment if you can. If this isn't possible, you have three months to complete them</p> <p>Notify your assessor that your remedial actions have been addressed</p> <p>Pay the invoice to maintain your QCPP annual membership</p>	<p>The Assessor notifies the QCPP Division of your booked assessment date</p> <p>The Assessor will check to ensure the T1A<sup>2</sup> has been faxed</p> <p>If there are remedial actions they will be given to the pharmacy on the day of assessment</p> <p>The assessor provides a list of remedials to the QCPP Division and your Guild State Branch</p> <p>The assessor sends the final report to the QCPP Division</p>	<p>The QCPP Division will remind your pharmacy three months before you are due for an external assessment</p> <p>The QCP Division will send an invoice for membership after they receive the final report and T1A</p> <p>After membership payment is received the QCPP Division will notify Medicare that you are eligible for a QMA<sup>2</sup>. At this time they will also send a QCPP window decal and Certificate of Accreditation</p>



<sup>1</sup> The T1A form is called the 'Legal and Professional Obligations Declaration' and can be found at the beginning of the red section of the 2nd edition manual, or online at [www.qcpp.com](http://www.qcpp.com).

<sup>2</sup> The QMA is an annual payment, between \$3000 and \$5000 (depending on claimable script volume) which can be used to help cover the costs of QCPP implementation and maintaining the standards.

### QCPP STATE MANAGERS CONTACT INFORMATION

ACT	NSW	NT	QLD	SA	TAS	VIC	WA
Sally Cameron 02 6270 1870	Meryl Kane 02 9467 7120	Vicki Hulands 08 8982 1024	Bonnie Scobie 07 3831 3788	Catherine Wohling 08 8304 8300	Sally Davis 03 6220 2955	Robert Huddle 03 9810 9999	Cathie Marshall 08 9429 4154