



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

# EXCELLENCE

Supporting Excellence in Pharmacy

January – February 2009

**ISQUA CONFERENCE REPORT**

**QCPP'S NEW 'EXCELLENCE' CAMPAIGN**

**THE QUALITY QUEST 2009**

**CONTINUOUS QUALITY IMPROVEMENT**

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**INTRODUCING YOUR NEW QCPP COMMITTEE**

## WELCOME

Welcome to the new-look QCPP newsletter; the first newsletter for 2009.

2008 was a busy year for the program and this year is shaping up to be just as hectic – but not too hectic for you to get the help and support you need to grow and improve your business using QCPP.

Now that 2nd edition support is available I have been extremely encouraged over recent months to see QCPP accreditation rate lift in every State and Territory in Australia. I was also very pleased at the results of our recent telephone survey,

which showed that 86% of member pharmacies implement QCPP because they want to improve the quality of their standards. These are great examples of community pharmacy's commitment to provide the best possible health care through excellent business and service standards. This commitment is absolutely vital leading up to the Fifth Agreement as many important decisions could be made about key elements of the program. The Guild National President, Kos Sclavos, believes that it is critical that we reach and maintain a 2nd edition accreditation rate of 80%. Most of our QCPP members consistently and wholeheartedly embrace

the program and apply its standards. There are some pharmacies that become caught up in their every day work, and struggle to put aside the time to remain actively involved. These pharmacies need the support of our State Managers to help them make the transition to the 2nd edition. If you've been meaning to become accredited but haven't found the right moment, give your State Manager a call. That way, not only will we continue to improve our industry together but we will be well positioned in the lead up to the Fifth Agreement.

**Jenny Bergin**  
Director, Quality Care Pharmacy Program

## QCPP READY FOR THE ISQUA CHALLENGE

ISQua is the International Society for Quality in Healthcare and has the role of accrediting Healthcare accreditation bodies around the world. In October the ISQua conference, in Copenhagen Denmark, brought together over 280 leading authorities in healthcare accreditation and over 1000 delegates from 69 countries. The conference was opened by Her Royal Highness, Crown Princess Mary of Denmark (our Mary). The theme of the conference was Healthcare Quality and Safety: Meeting the next challenges.

Over 200 presentations were made during the three days, including three plenary presentations by internationally recognised speakers in the Healthcare Accreditation Industry. 180 posters were selected for display to provide access and reference for the subjects that couldn't fit into the main presentation program.

Australian representatives at the conference included Bruce Barraclough (ISQua President) from the Clinical Excellence Commission, Judith Healy from ANU, Bill Beerworth and Margaret Banks from the Commission for Safety and Quality in Healthcare, Jeffrey Braithwaite from the Centre for Clinical Governance Research in Health which is a research facility in the Faculty of Medicine at the University of New South Wales, Richard Choong and Stephen Clark from Australian General Practice Accreditation Limited, Gary Morgan from the Australian e-health Research Centre and David Hansen from ICT Centre (part of CSIRO).



Patron of the ISQua Copenhagen conference, Her Royal Highness, Crown Princess Mary of Denmark arriving at the Bella Centre. Photo: BILLED-BLADET

Professor Lucien Leap's plenary session was lively, particularly in his support for the USA presidential candidate Barack Obama. Professor John Ovreteit's session – the economics of quality, was well attended as he outlined the costs of poor quality, including models to quantify potential savings. John Ovreteit and Jeffrey

Braithwaite are to collaborate in 2009 using a web-based pharmacy questionnaire.

The conference was an opportunity to share in the lessons learnt by those who have been in the accreditation business for a long time. Australia seems particularly well placed in advancing the quality agenda – Australian presenters featured often and although we may be biased, the initiatives presented seemed very innovative and also gave assurance that QCPP is on the right track.

## FAST TRACK WORKSHOP LIVE WEBCAST

The Fast Track implementation assistance program has been so successful in helping pharmacies implement the QCPP 2nd edition that it will shortly be broadcast live over the internet! This is an exciting opportunity for sole operators as well as rural and remote pharmacies that have not been able to attend the Fast Track implementation assistance workshops in person.

Fast Track is designed to help 1st edition pharmacies make the transition to the 2nd

edition in the most efficient way possible. It is also useful for staff who are interested in learning more about the program, including how to implement and maintain the standards.

**Fast Track will be streamed via webcast sometime in the early evening on the 15th April (Units 1 & 2) and two weeks later on the 29th of April (Units 3 & 4).**

By logging on to [www.qcpp.com](http://www.qcpp.com) you will be able to attend these workshops at your personal computer, ask questions of the presenter and follow along as if you were actually there.

Each webcast will take about one and half hours and are completely free of charge.

If you are unavailable on these dates, or miss out on the opportunity to participate live, the webcast will be made available as a streaming video at the QCPP website for the rest of the year. Additionally, if you're in a remote area with poor or no internet connection a DVD of the event will also be made available at no cost.

Register your interest in attending the webcast to receive your Fast Track Webcast pack by emailing [help@qcpp.com](mailto:help@qcpp.com) or calling our Administration Helpline on 1300 363 340. You don't have to register to log on; however, your Fast Track pack will contain materials to help you follow along with the webcast presentation more easily.

## QCPP ASSESSORS ASKED TO AUDIT DMAS

The Diabetes Medication Assistance Service (DMAS) is a Fourth Community Pharmacy Agreement project that has now moved into the final pilot program phase. Over 800 pharmacies are in the pilot study, which is designed to introduce a paid pharmacy service to industry and assist patients in the management of their diabetes monitoring and medication. The service comes under the Monitoring and Case Detection protocols of the pharmacy standards.

The pilot study will include a systems audit to ensure the approved protocols are being used. Each participating pharmacy will need to be audited once between February and August 2009.

Because of their professionalism and significant experience in assessing the pharmacy industry, the Quality Care Pharmacy Program (QCPP) licensed assessors have been engaged to conduct the DMAS audits. The processes used, including the checklists, onsite audit process and reports will be similar to those used in the QCPP assessments, but will be modified to meet the specific requirements of the DMAS pilot.

The DMAS audit will cover each of the mandatory requirements of the pilot study. Similar to a QCPP Assessment the report will be provided to the pharmacy to confirm compliance or identify those areas that will require remedial action. Only a collated report, that does not identify individual pharmacies, will be provided to the Department. A follow-up call will be made, to any pharmacy that didn't comply with the requirements, three weeks after the audit

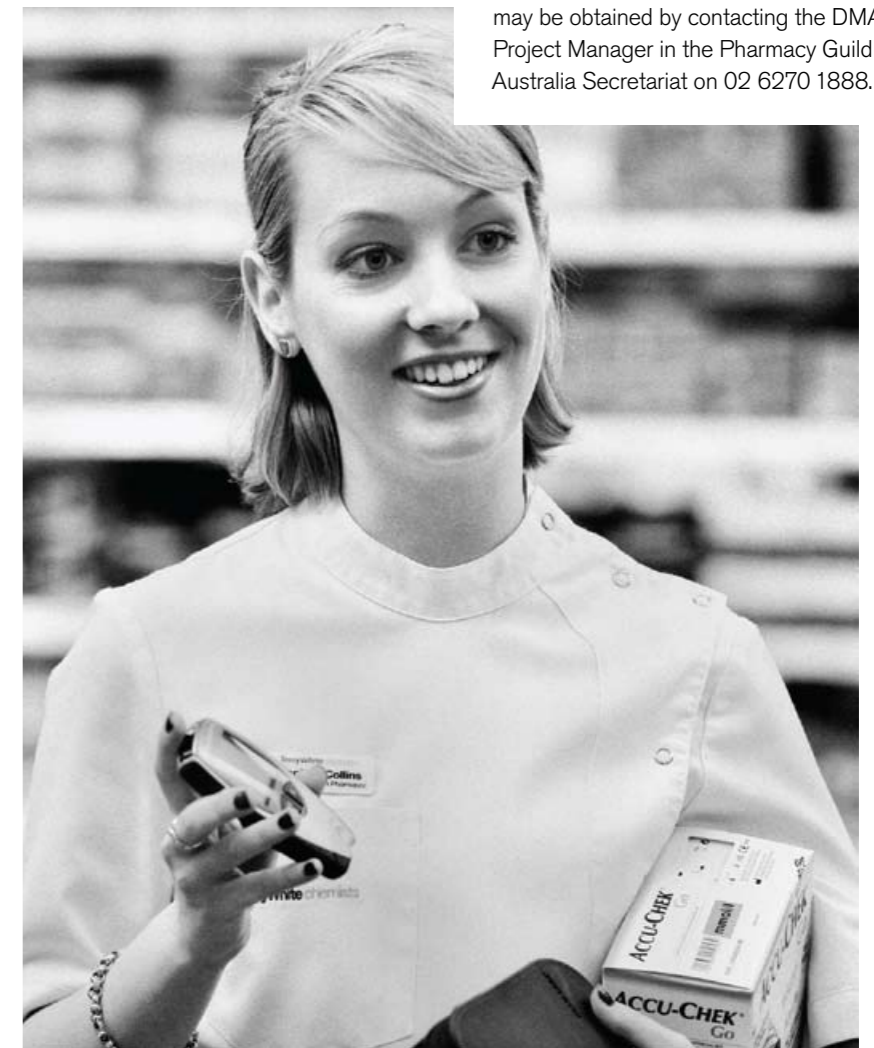
to confirm that the remedial action has been completed.

There is no cost to the pharmacy for this audit as it is included in the funding arrangements for the pilot study. Importantly pharmacies participating in the DMAS pilot do not need to arrange this audit. The scheduling of the audits and the follow-up calls will be done by the QCPP coordinators

in the Guild office to ensure that the overall process is run as efficiently as possible. Each audit is expected to take less than two hours.

The DMAS audits and reports will be separate from the normal QCPP process, but if convenient for both the pharmacy and the Assessor, may be scheduled for the same day.

Further details of the DMAS program may be obtained by contacting the DMAS Project Manager in the Pharmacy Guild of Australia Secretariat on 02 6270 1888.



## THE QUALITY CARE PHARMACY PROGRAM

# COMMUNICATION CAMPAIGN

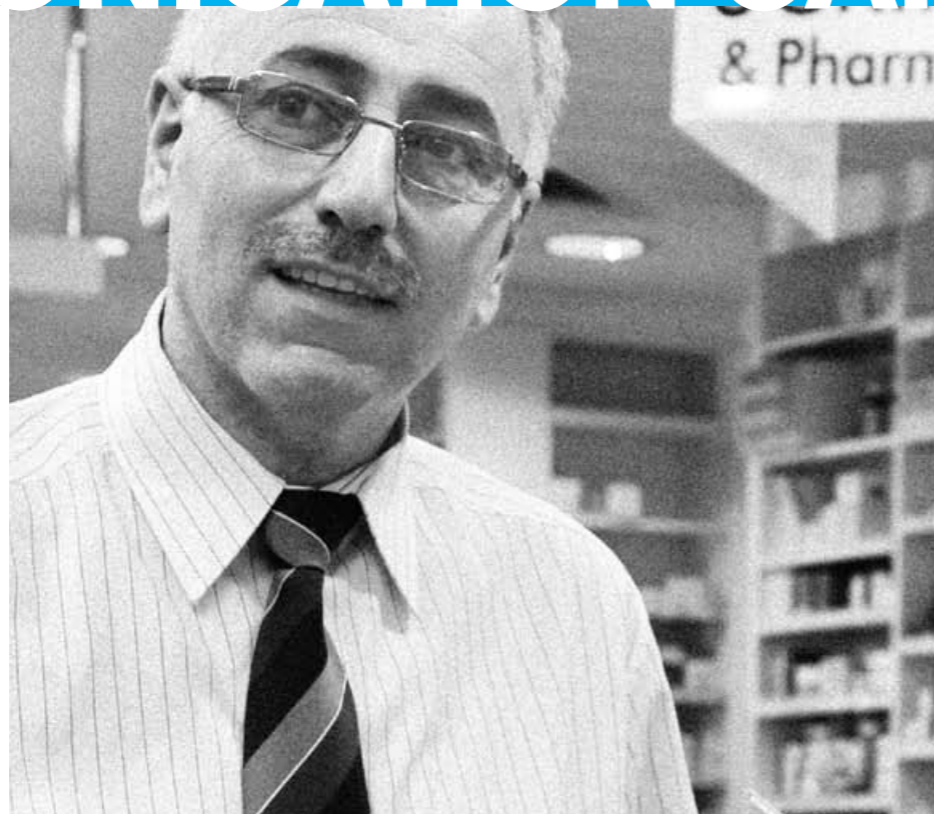
### Supporting Excellence in Pharmacy

The first ever major QCPP communications campaign, including in-store promotional materials for accredited pharmacies, will kick off in February 2009. A major objective of the communications strategy is to ensure pharmacies still accredited under the 1st edition of the QCPP standards make the transition to the 2nd edition. Materials developed for the campaign, which include brochures and a major report card, highlight the long term value of accreditation and address many of the barriers to implementation.

Another key component of the campaign is to raise awareness amongst all members about the importance and benefits of quality assurance to community pharmacy.

This campaign will also introduce several exciting elements of the new QCPP brand. For example the QCPP will use a positioning statement for the first time; Quality Care Pharmacy Program – Supporting Excellence in Pharmacy. In this statement the QCPP wants to acknowledge pharmacy's high commitment to excellence while demonstrating the important role the Program plays in promoting, developing and ensuring quality service and business practice.

Importantly this major communications campaign also includes a valuable pack full of QCPP promotional items, which will be sent in February to all QCPP accredited pharmacies. This pack will include consumer focused brochures,



badges for staff and other in-store material so pharmacies can promote the achievement of their accreditation directly to customers.

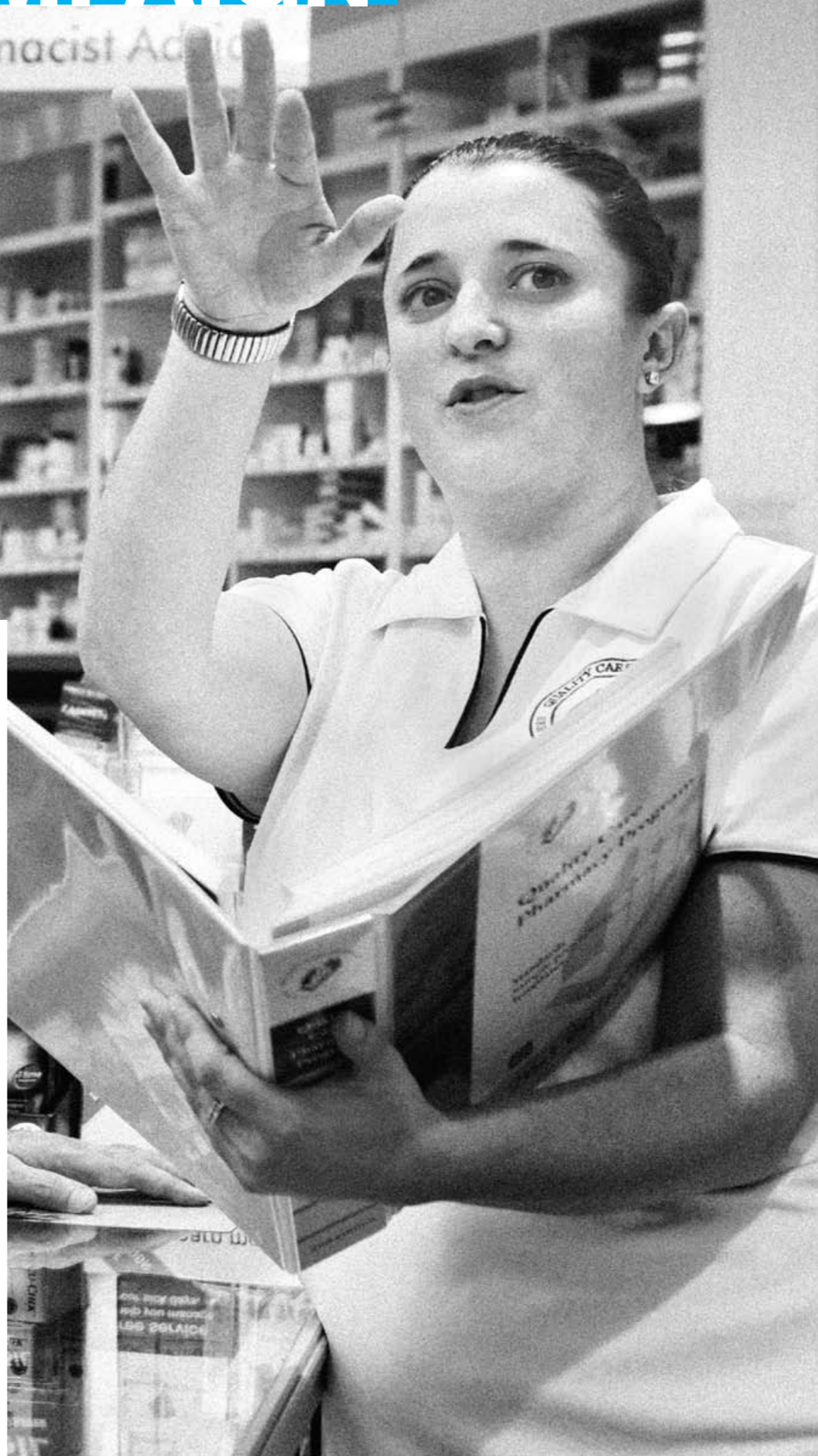
### QCPP Champions in Pharmacy Trade Press

The QCPP has been supporting pharmacy to achieve excellence in their business and service standards for over 10 years. Over that time the benefits of the program have been experienced by many pharmacies around the country. Major pharmacy trade

press publications will showcase some of their stories to support the communications campaign, starting in February.

These case studies will demonstrate how using the tools of the QCPP can help your pharmacy business and help you better serve your customers.

The QCPP would appreciate hearing what you think of the promotional pack and the trade press case studies. You can send us your feedback via email at [help@qcpp.com](mailto:help@qcpp.com) or via phone on 1300 363 340.



Pharmacy brochures



Trade press ads

## QUALITY QUEST

2009 APP Conference Workshop

### How healthy is your pharmacy?

If you have been thinking that there are better ways of doing things in your pharmacy it's probably because there are! But where do you start? There are so many different aspects to the business and so many factors that determine its productivity and profitability that it's not always obvious what changes will be the most effective. The good news is there are some very practical tools available that you can implement in your pharmacy. These will help gather the data you need to make informed decisions.

The Quality Quest is a first for QCPP and totally unique in pharmacy. Three pharmacies have been given the opportunity to take advantage of professional consultants who are experts in the field of quality systems, absolutely free. The Quest will culminate in a major workshop at the APP Conference 2009 and you are invited to attend.

This workshop will help attendees to recognise and use 'Continuous Quality Improvement' (CQI) tools that can improve business systems and create efficiencies. Our three consultants, who have worked with these pharmacies over four months, will use case studies to workshop with attendees how CQI tools can be used in practice and how they can be applied. This is a hands-on and practical workshop which will give you the tools to become a CQI expert in your own pharmacy.

To register for the conference or the Quality Quest visit [www.appconference.com](http://www.appconference.com) or for more information about the workshop contact the QCPP 1300 363 340.

### Quality Quest Consultants:

Jeff Ryall – Working with Terry White Chemist, South Melbourne

Kerry Busted – Working with Priceline Pharmacy, Casula

Don Gillies – Working with Allora Pharmacy, Allora

Thursday 2nd April

9:00am – 12:30pm

Cost: \$55pp

Gold Coast Exhibition and Convention Centre, Broadbeach, QLD

This workshop and webcast are supported by the Australian Government Department of Health and Ageing as part of the Fourth Community Pharmacy Agreement.

## CONTINUOUS QUALITY IMPROVEMENT

The 1st Edition of the QCPP introduced Continuous Quality Improvement (CQI) as a concept that is integral to any system of quality assurance. If you're new to QCPP, CQI is a term that describes the process of reviewing and improving existing processes in a consistent way. This is the key to the success of QCPP.

### CQI in the 1st Edition

The 1st edition QCPP required members to implement and monitor improvements against eight of the 110 standards. A brief report was also necessary to demonstrate the activity took place. Participation in various initiatives such as Third Agreement research projects, recognised training and the QCPP SMA program were also considered activities of CQI.

### CQI in the 2nd Edition

In the 2nd Edition QCPP, Standard 7 requires pharmacies to maintain and follow a system for improving processes within the pharmacy. The sample procedure (P7E) has mandatory actions to be assessed and is a guide to help you get the most out of your CQI activities. The mandatory actions of sample procedure (P7D) should also be considered.

Skilful use of CQI is a powerful tool in today's competitive environment to develop your market niche or unique service quality position. The benefit to your customers lies in the fact that you can respond to issues faster and more effectively.

Some of the key things to note about the CQI definition are:

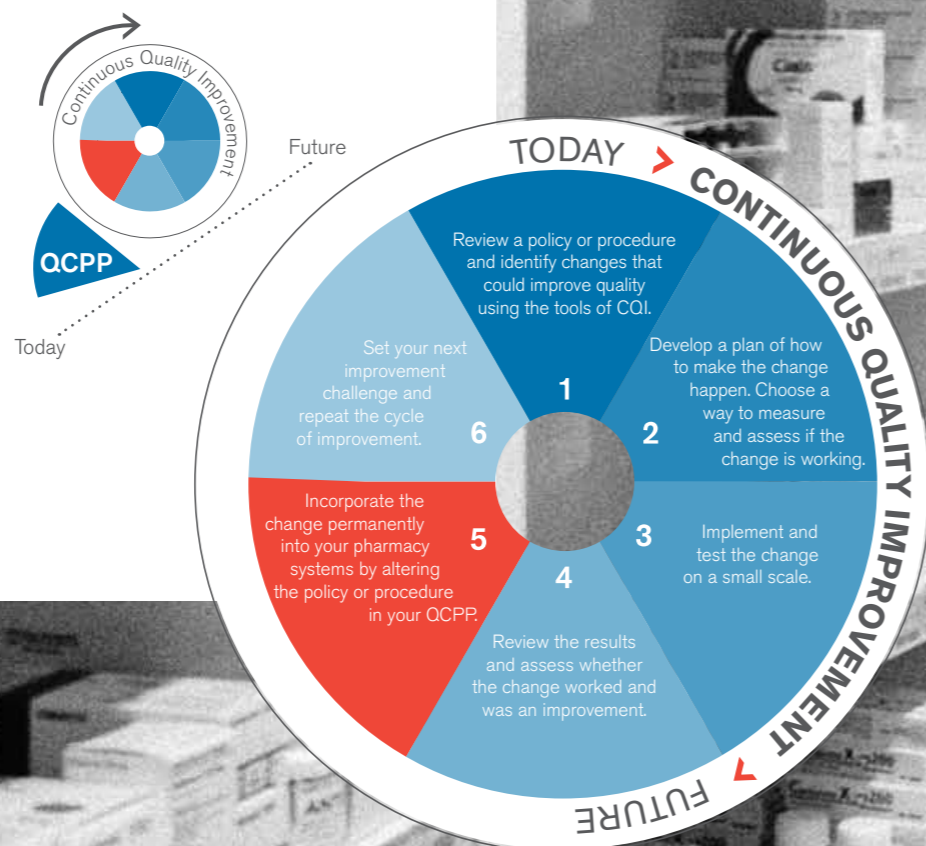
- an CQI is a systematic process – best results will be achieved through a disciplined and ongoing approach, rather than an unplanned, ad-hoc or reactive approach.

- CQI is about ongoing improvement – it isn't something you can do once and then forget.
- The focus is on customer outcomes and/or business profitability – when you get right down to it, these are the core issues for any business. If what you are doing isn't contributing directly to one or both of these factors, you should be asking yourself why you are doing it at all.

QCPP provides a starting point and doesn't pretend to cover every aspect of pharmacy operations. To get the most out of QCPP accreditation you should undertake some CQI initiatives that clearly represent an improvement/extension to the existing Program in your pharmacy.

### CQI in action

As the following graphics depict, QCPP acts as a wedge to ensure that the improvements identified in a CQI approach become entrenched in the management of the business.



## PHARMACISTS REPRESENTING YOUR QCPP

### Introducing the Quality Assurance and Training Committee

The QCPP is overseen by a small committee of elected pharmacists. In late 2008 the role of the QCPP committee expanded beyond that of quality assurance to cover areas relating to training and practice development.

As the role of community pharmacy expands through new professional healthcare services the training requirements of staff and best practice standards must also evolve. In recognition of this important relationship the Guild has combined the resources and expertise of the QCPP, practice change and training divisions at the Secretariat to form the new Quality Assurance and Training Division (QAT).

The end result is a division which can plan for the development of new and valuable professional services while simultaneously ensuring that relevant training and quality business standards are made available.

The new QAT Committee, which will provide high level strategic direction to the division, is chaired by Lenette Mullen (WA). She is joined by Mike Farrell (SA), Peter McBeath, (NSW) and Toni Riley (VIC). The new committee must ensure that the QAT programs are developed according to the best interests of community pharmacy in general and Guild members in particular.

## QCPP BANK ACCOUNT DETAILS

### You can now pay your membership invoice more easily

The QCP Division is pleased to be offering payments through direct credit. Once your pharmacy receives your annual QCPP invoice, payment can be processed over the internet using the following banking details:

BSB: **082 902**  
Account Number: **51911 2703**  
Account Name:

### The Pharmacy Guild of Australia

Pharmacies should use their Contact ID as the payment reference in the format 'QCPP-ID'. The Contact ID can be found at the top right-hand corner of the invoice. Alternatively, payments will be accepted by Amex, MasterCard, Visa, Bankcard and cheque.

## QUALITY MAINTENANCE ALLOWANCE

### Accredit your pharmacy before June 30 to receive two payments

Pharmacies accredited under the Quality Care Pharmacy Program (QCPP) will be eligible to receive an annual Quality Maintenance Allowance (QMA) payment from Medicare Australia.

If you are reaccruited before 30th June 2009 you will be entitled to receive two annual QMA payments before the end of the Fourth Agreement in June 2010. This allowance was set under the Fourth Agreement and is an allowance designed for pharmacies to gain accreditation under the QCPP, and to maintain QCPP standards. The amount of the allowance payment is determined by the volume of claimable prescriptions a pharmacy dispenses each year.

### Allowance payments

The annual QMA allowance payments are as follows:

BAND (PRESCRIPTION VOLUME BASED ON CLAIMABLE PRESCRIPTIONS)	UPPER CUT OFF	ALLOWANCE PER YEAR
Band 1 – 0 to 20,000	20,000	\$3,000
Band 2 – 20,001 to 30,000	30,000	\$3,500
Band 3 – 30,001 to 45,000	45,000	\$4,000
Band 4 – 45,001 to 65,000	65,000	\$4,500
Band 5 – 65,001 and above	None	\$5,000

This payment model will continue until the end of the Fourth Agreement on 30th June 2010.

### Payments schedule

The QCPP Division provides Medicare Australia with data on newly accredited pharmacies every month. Depending on return of the required documents and the date of your accreditation within the monthly cycle, your allowance payment can take between four weeks and three months to be paid. If you do not receive payment within three months, contact the QCPP administration helpline on 1300 363 340.

## HEADLINES

### Faxing the Annual Declaration (T1A)

The T1A form is a very important document in the QCPP accreditation process. Without it many of the administration processes including accreditation, membership and the QMA payment can be disrupted. With so many pharmacies faxing the QCPP it's important that you check for written confirmation of your transmission. Alternatively you can complete the T1A form, scan it digitally and email it as an attachment to help@qcpc.com.

### New Fast Track Workshops

Several Guild State Branches have scheduled new Fast Track workshops to help your pharmacy transition to the

2nd edition of QCPP. The workshops are also valuable for new staff who may like to know more about how QCPP works. Click the Fast Track button at the bottom of the www.qcpc.com home page to find out when workshops are coming near you.

Fast Track is an implementation assistance program 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.

**FastTrack**  
IMPLEMENTATION ASSISTANCE PROGRAM

## CONTACTING QCPP

Phone 1300 363 340 Website [www.qcpp.com](http://www.qcpp.com)

## QCPP STATE MANAGERS

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02 6270 1870

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### SA

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### NSW

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08 9429 4154



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Thank you to Terry White Chemists Myer Centre, Brisbane QLD, Whittlesea Amcal Pharmacy, Whittlesea VIC and Capital Chemist, Woden ACT and for their participation in the photography.