WHAT IS THE
QUALITY CARE PHARMACY PROGRAM?

✓ **Contemporary** ✓ **Relevant** ✓ **Innovative**

Operating for more than 25 years, the Quality Care Pharmacy Program is the quality assurance program in place for Australian community pharmacies ensuring quality, safe and consistent professional services and consumer care.

Today over 95% of community pharmacies in Australia are QCPP accredited against the Quality Care Community Pharmacy Australian Standard (AS 85000:2017), with the application of the standard outlined in the Quality Care 2020 Requirements.

ABOUT QUALITY CARE 2020

Quality Care 2020 is a contemporary framework bringing together best-practice business operations and excellence in safe and quality care.

The framework is centred in enabling continuous improvement and innovation in community pharmacy, allowing your business to perform at its best.

The Quality Care 2020 Requirements align with clinical governance principles for Australian community pharmacy. This ensures community pharmacy integrates into the broader health system to meet patient, community, stakeholder and government expectations in the delivery of health care.

QUALITY CARE PHARMACY — SERVICE QUALITY ACCREDITED

KEY BENEFITS TO
QUALITY CARE 2020

✓ Clinical governance framework aligned to your business needs and operations

✓ Support in delivering quality, safe and viable care to your community

✓ Increased flexibility and innovation in your business

✓ 24/7 access to our online support portal

QUALITY CARE 2020

DOMAINS OF QUALITY IN PHARMACY

Quality Care 2020 has 5 domains to enhance the Quality Care Pharmacy accreditation process and align with your business operations. Within each domain, the QCPP Requirements promote industry innovation to enable greater flexibility for your business, whilst aligning with contemporary industry standards.

PHARMACY MANAGEMENT AND GOVERNANCE

- ✓ Business Strategy
- ✓ Risk Management
- ✓ Quality Management System

CONSUMER-CENTRED CARE

- ✓ Privacy, Confidentiality and Consumer Rights
- ✓ Quality and Safe Consumer Care
- ✓ Cultural Safety
- ✓ Promoting use of quality medicines
- ✓ Advertising

HUMAN RESOURCES

- ✓ Recruitment
- ✓ Induction
- ✓ Staff Management and Development
- ✓ Termination of Employment

PREMISES, INFRASTRUCTURE AND STOCK

- ✓ Premises and Infrastructure
- ✓ Stock Management
- ✓ Safety and Security
- ✓ Information Technology

PHARMACY SERVICES

- ✓ Foundation Pharmacy Services
- ✓ Generic requirements for pharmacy services
- ✓ Specific requirements for pharmacy services

QUALITY CARE PHARMACY · SERVICE QUALITY ACCREDITED

QUALITY CARE 2020

Quality Care 2020 is the clinical governance framework for quality in community pharmacy. To find out more information on QCPP and Quality Care 2020, visit: **www.qcpp.com** or contact our friendly support team on **1300 363 340**