

QCPP STAKEHOLDER INFORMATION SESSION

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PREPARED FOR:
QCPP Stakeholder Information session

9 April 2020





INFORMATION SESSION OUTLINE

1 QCPP COVID- 19 Response Plan

- Key Considerations
- QCPP Approach & Timelines

3 Quality Care 2020

- Quality Care 2020 Update
- FAQs and Q&A

2 Remote Model

- Key Changes
- Remote Assessment Process
- Next steps
- FAQs and Q&A

4 Ongoing Engagement

- Communication
- Engagement
- Support



QCPP COVID- 19 PANDEMIC RESPONSE PLAN



QCPP COVID-19 Pandemic Response: KEY CONSIDERATIONS



Compliance

JASANZ Conformity Assessment
Body (CAB) requirements
Maintaining Program Integrity
Access to PPIs & Programs
eligibility requirements

Pharmacy Staff & Assessor Safety

Suspension of travel & onsite
visits
Risk to exposure
Compliance with guidelines

Pharmacy Environment

Staff stress, workload, panic
buying, increased professional
service delivery, frontline health
professional criticality

Pharmacy Integrity

Quality & Safety
Critical service delivery
high risk areas

QC2020 Timelines

Pharmacy preparedness
Cancellation of APP &
Industry Day briefings

QCPP COVID-19 Pandemic Response: QCPP ASSESSMENT & QC2020 APPROACH



QCPP Assessments:

- **Onsite**

Suspended from 18 March 2020, to recommence at a later date.

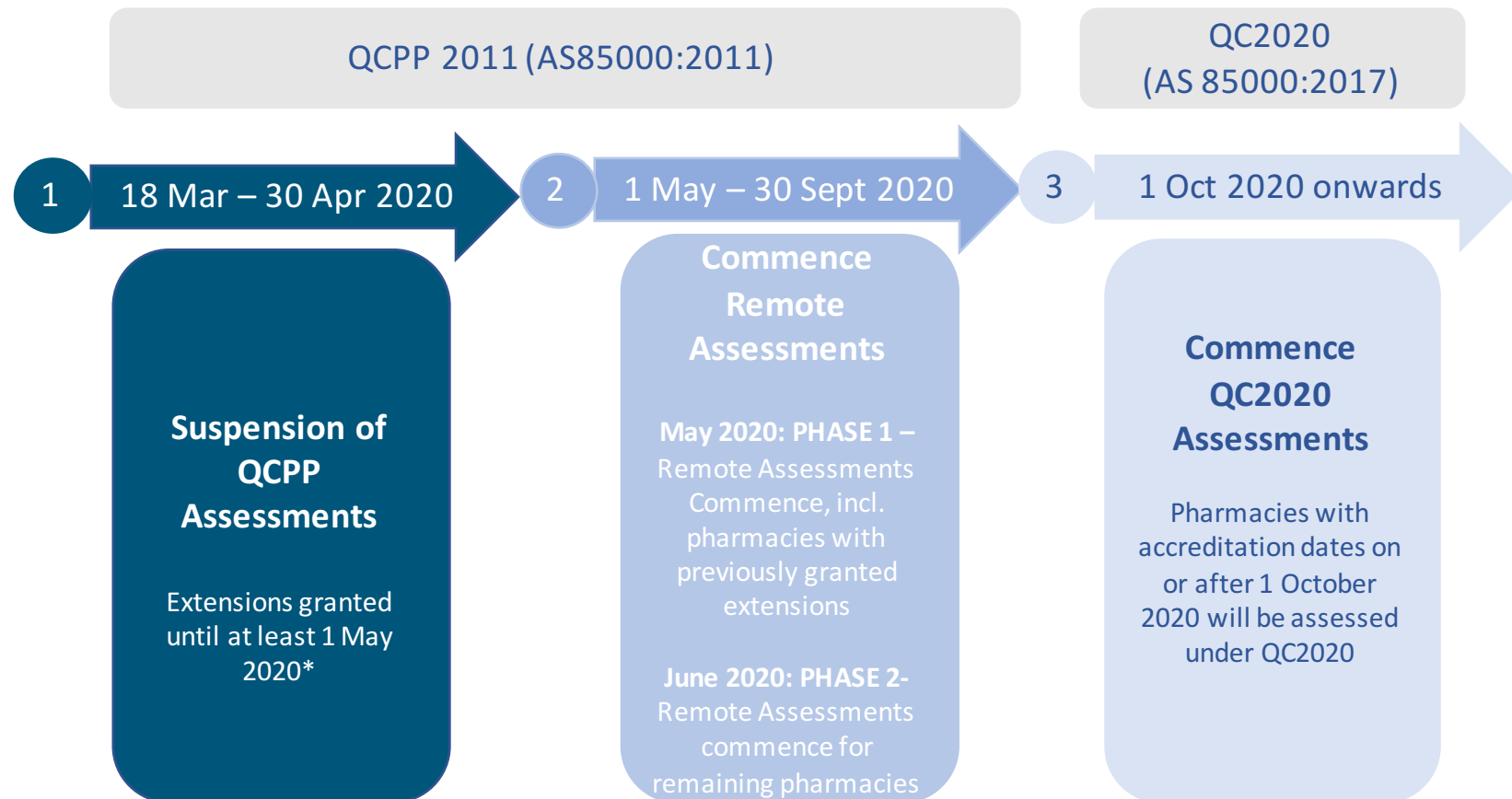
- **Remote**

To be introduced in response to COVID-19 Pandemic.

Quality Care 2020 Implementation:

- Delay the commencement of Quality Care 2020.

QCPP COVID-19 Pandemic Response: QCPP ASSESSMENT TIMELINES





QCPP ASSESSMENTS REMOTE MODEL





QCPP Assessments: Remote Model Key Benefits

Flexible

- ✓ Longer assessment window
- ✓ Assessor follow up will provide flexible options, considerate of pharmacy workflow during COVID-19 pandemic
- ✓ Reduction in staff onsite visits

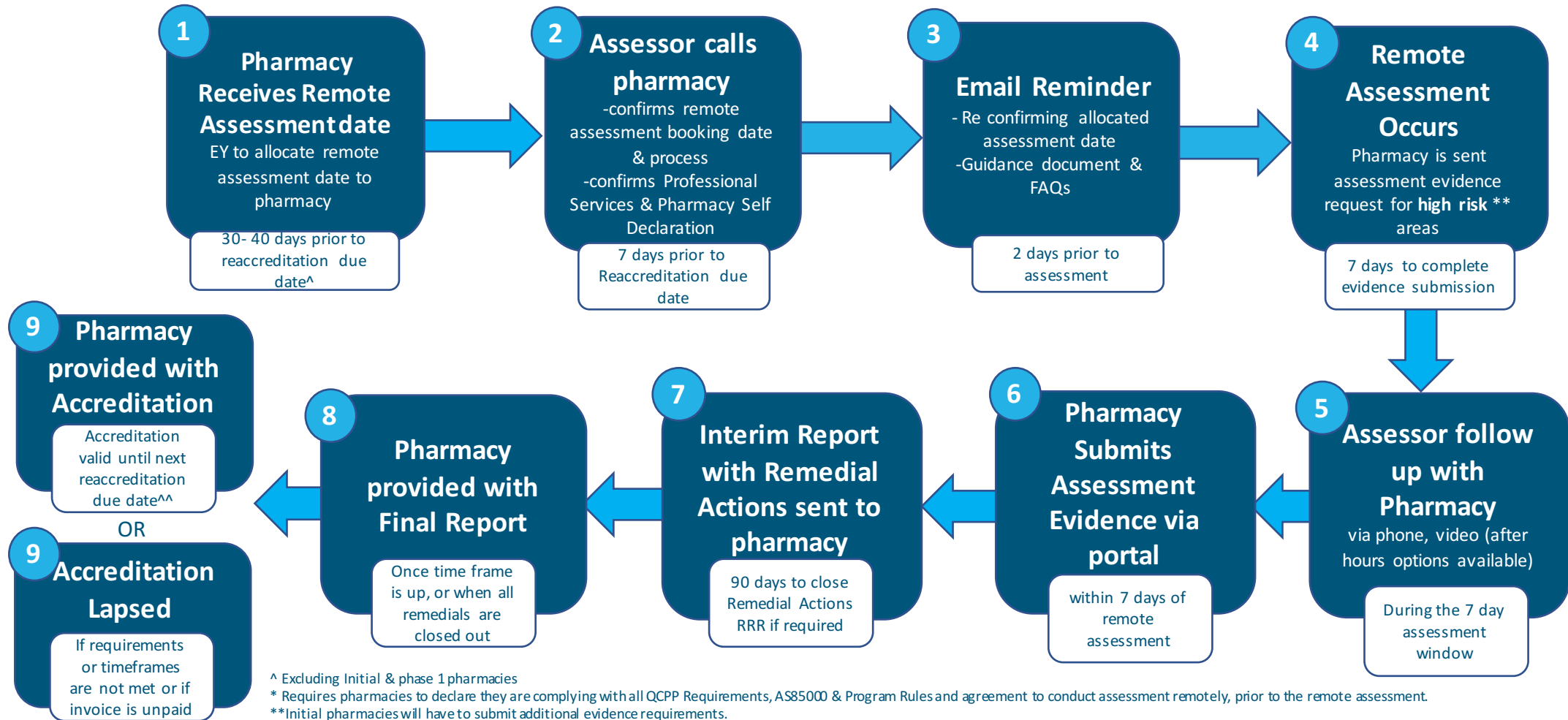
Streamlined

- ✓ Focus on evidence submission against high risk areas
- ✓ Remote assessment model will be managed via an assessment tool within the QCPP portal

Accreditation Maintained

- ✓ Accreditation will be continued until next reaccreditation due date if all remote assessment components are met
(Such as payment of invoice & closure of Remedial Actions)

QCPP Assessments: Remote Process



^ Excluding Initial & phase 1 pharmacies

* Requires pharmacies to declare they are complying with all QCPP Requirements, AS85000 & Program Rules and agreement to conduct assessment remotely, prior to the remote assessment.

**Initial pharmacies will have to submit additional evidence requirements.

^^Initial Pharmacies will require an onsite assessment within a shorter timeframe than the 2 year reaccreditation cycle.

Next steps



Phase 1 Remote Assessment
commence in May
Remote 2 Assessments commence in
June



Pharmacies to ensure they have
access to the portal for remote
assessment



Support Pharmacies through the
changes



FAQs: Remote Assessments:

If my pharmacy has already had their assessment, do I need to close out remedial actions?

How should pharmacies prepare?

How long will my remote assessment take?

What Support will be available?

How is a remote assessment different to an on-site assessment?

Are extensions available?



Questions?



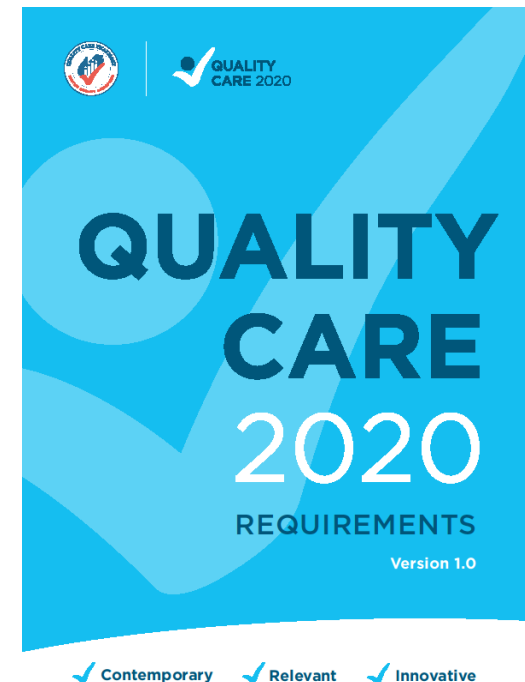
QUALITY CARE 2020



Quality Care 2020 Update



- Quality Care 2020 will commence in October 2020
- Quality Care 2020 Requirements & Support material are on the QC2020 Knowledge hub
- Support webinars will be available over the coming months



QC2020 Knowledge Hub



- AS85000:2017
- QC2020 Requirements
- Key changes to the requirements
- Resources and references
- FAQs
- Training bites
- Glossary
- Timelines
- Presentations (to follow)
- Fact sheets (to follow)

Quality Care 2020 Knowledge Hub

Welcome to the Quality Care 2020 Knowledge Hub!

The Quality Care 2020 Knowledge Hub is your one-stop-shop for all things Quality Care 2020 (QC2020).

On the Hub, you will find the new QC2020 Requirements, resources and references, frequently asked questions, support videos and more to help you understand the requirements and prepare for your assessments.

Remember to check back in frequently, as we continue to update the QC2020 Knowledge Hub.

What is Quality Care 2020?

QC2020 is a contemporary program bringing together best-practice business operations with excellence in safe and quality care. The enhanced program has been developed in consultation with pharmacies, business and industry experts.

The QC2020 reform stemmed from the introduction of the new Australian Standard 85000:2017 *Quality Care Community Pharmacy Standard*, and marks a major innovation and simplification of the QCPP Program since it was founded and developed by the Pharmacy Guild of Australia in 1997.

QC2020 aims to adapt to industry changes and advancements, ensuring the program remains practical, current and represents best practice standards.

Quality Care 2020 Requirements

The QC2020 Requirements align to contemporary pharmacy practice and focus on the provision of quality medication advice, robust pharmacy management, and consumer-centred safety and care.

The QC2020 Requirements strive to support pharmacies implement quality systems across all aspects of their practice, while still allowing innovation to occur. It is hoped that these Requirements will be embedded in the day-to-day operations of all Australian community pharmacies, so continuous quality improvements are achieved, and consumers continue to receive high standards of medication advice and care.

The QC2020 Requirements are structured into five intuitive domains. The domains each represent a key aspect of business and professional activities centred on safe and quality health care for patients and the community.

[Download your copy of the QC2020 Requirements](#)

To explore each of the five domains of Quality Care and access relevant support materials, please click on the icons below.



PHARMACY
MANAGEMENT
AND GOVERNANCE



CONSUMER-
CENTRED CARE



HUMAN
RESOURCES



PREMISES,
INFRASTRUCTURE
AND STOCK



PHARMACY
SERVICES

Quality Care 2020 Training Bites



QUALITY CARE 2020 TRAINING BITES

Business governance agreements



Business governance
agreements

Quality Care 2020 Training and Support – Next Steps



Promote Quality Care 2020 Support
that is available via the Knowledge
Hub



Consider material you can develop
to support pharmacies transitioning
to Quality Care 2020



Review Quality Care 2020
Requirements and Support Material



FAQs: Quality Care 2020

Which version of the QCPP Requirements will I be assessed under?

What is the best way to prepare for Quality Care 2020 ?

Will Quality Care 2020 Assessments be conducted onsite or remotely?



Questions?



ONGOING ENGAGEMENT



Ongoing Engagement



QCPP will continue to:

- ✓ Monitor the environment and provide regular updates
- ✓ Make program decisions with best interest of pharmacy and program integrity in mind
- ✓ Maintain ongoing and regular contact with QCPP accredited pharmacies and stakeholders

Resources and Information



<https://www.qcpp.com/assessment/remote-assessments>



1300 363 340 (9am-5pm AEST)



help@qcpp.com



Regular communication between QCPP and accredited pharmacies & stakeholders

Thank you
Final Q&As &
Session feedback

