



INTRODUCING QUALITY CARE 2020

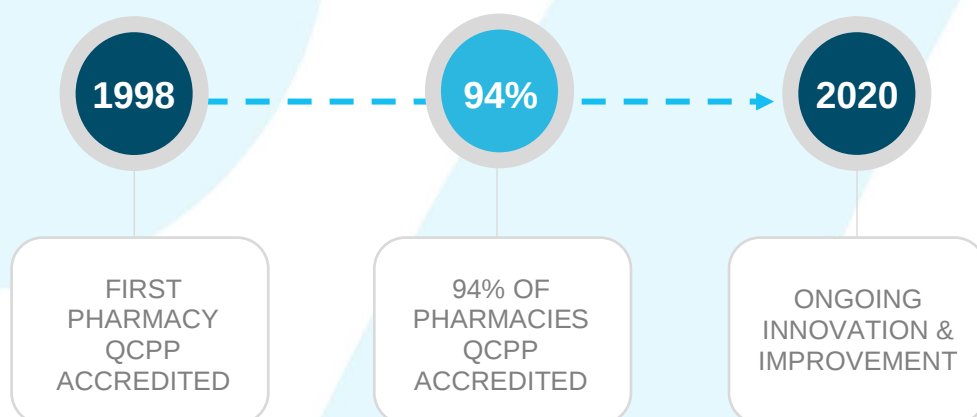
QCPP have developed a range of fact sheets to assist you in the transition to Quality Care 2020. For more information and support on Quality Care 2020, visit the Quality Care 2020 Knowledge Hub or the QCPP website.

Quality Care Pharmacy Program

Operating for more than 20 years, the Quality Care Pharmacy Program (QCPP) was developed by the Pharmacy Guild of Australia in 1997.

QCPP awarded its first accreditation in 1998, and today over 94% of community pharmacies in Australia are QCPP accredited.

QCPP is a mechanism for leading innovation and continuous improvement across pharmacy.



QCPP Reform Program

In 2017, an update to the Australian Standard 85000:2017 Quality Care Community Pharmacy Standard (adapted from 2011 version) triggered a reform of QCPP. In 2017/18 a pilot process was conducted involving approximately 20 community pharmacies to test the conversion of the new Standard into new Requirements. The pilot also aimed to shift the emphasis in the program from compliance to quality improvement.

QCPP received extensive feedback from the pilot process, including the following points:

- Restructuring the requirements from 18 elements to 5 Domains was considered a positive enhancement
- Expectations on how pharmacies are to meet the requirements and the kind of evidence required, needs to be clearly communicated
- Community pharmacies need a good level of information and communication on any changes being made to QCPP



FACT SHEET

The QCPP used this pilot experience to make further developments in order to deliver an improved and simplified program titled 'Quality Care 2020'.

Introducing Quality Care 2020

Quality Care 2020 is a contemporary quality assurance program bringing together best-practice business operations with excellence in safe and quality care. Quality Care 2020 aims to drive the continuous improvement of community pharmacy services provided to the Australian public.

Quality Care 2020 provides pharmacies with a set of actions to ensure the spectrum of community pharmacy functions and operations are consistently performed to a high standard. This reassurance allows pharmacists to focus on what they do best – look after their community.

Quality Care 2020 has been developed to complement industry initiatives and to respond to the external pharmacy landscape. Designed in consultation with pharmacies, businesses and industry experts, including input from the QCPP Reform Working Group and subject matter experts, Quality Care 2020 strives to adapt to industry changes and advancements, ensuring the program remains practical, current and represents best practice into the future.

Clinical governance

The Quality Care 2020 Requirements have been developed to align with clinical governance principles as outlined in the Australian Commission for Safety and Quality in Health Care (ACSQHC) National Model Clinical Governance Framework, and in the recent publication of pharmacy-specific clinical governance principles.

The Requirements community pharmacy integrates into the broader health system to meet patient, community, stakeholder and government expectations in the delivery of health care.



To view this introductory video by Simon Blacker, visit <https://www.qcpp.com/news/qcpp-reform-2020>



FACT SHEET

Enhancements through Quality Care 2020

There are a range of enhancements throughout the Quality Care 2020 program. The new program aims to demonstrate leadership and innovation through continuous improvement and focuses on driving quality in pharmacy, not checking quality in pharmacy.

The new Requirements and assessment model are agile and will be responsive to the ever-changing community pharmacy environment.



QC2020 Requirements:

Intuitive five domain structure that aligns with pharmacy practice



Moving beyond compliance to support continuous improvement so pharmacies can deliver quality, safe, viable care to your community



Assessment Improvements:

Encouraging increased flexibility and innovation in pharmacy by allowing policies and procedures to be customised based on individual business needs.



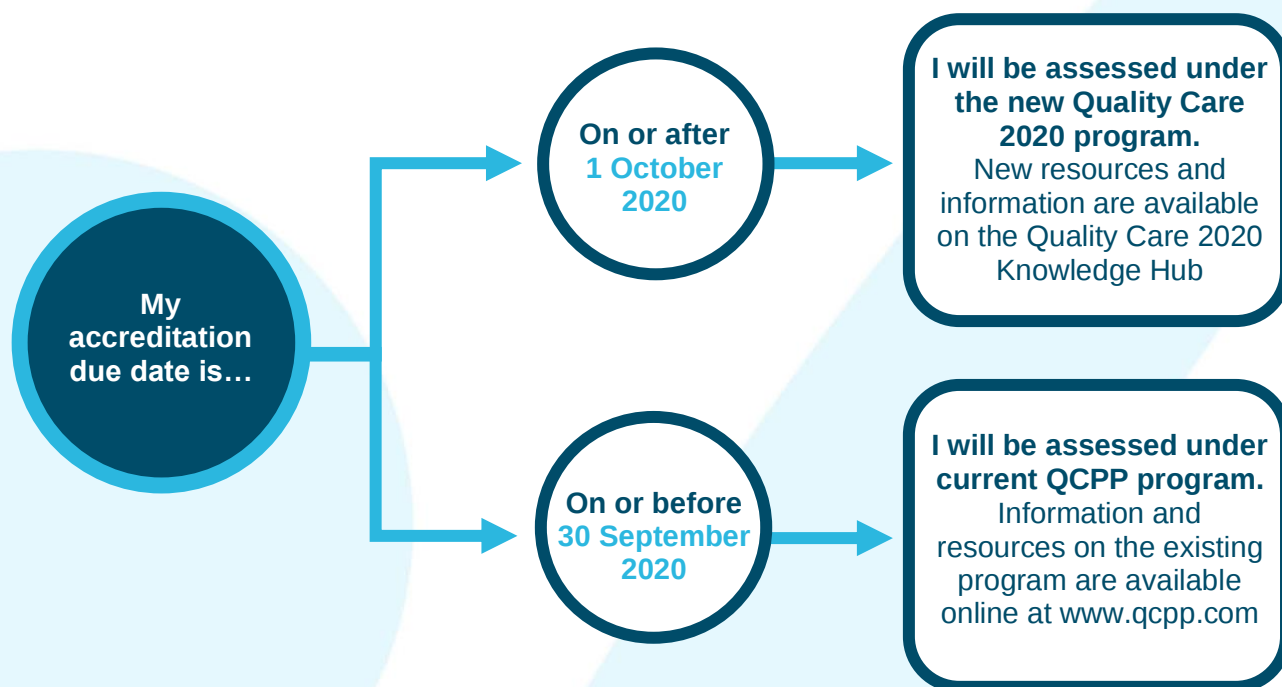
Tools and Support:

Access to an online portal with QCPP account management tools, assessment management, and resources and references.



FACT SHEET

Transition to Quality Care 2020



Questions or feedback about Quality Care 2020?

Contact us via phone on 1300 363 340 or via email at help@qcpp.com.

Remember to [subscribe to the Quality in Pharmacy](#) e-newsletter for the latest updates directly to your inbox.