

# Quality Care 2020 Post Assessment Guide

The table below provides a summary of the next steps in the QCPP remote assessment process.

## STEP 1:

Address corrective actions and provide associated evidence

- ▶ Please review your interim report, which is available on the QCPP Customer Portal within 14 days after the assessment period closes, detailing your corrective actions
- ▶ Corrective Actions will be categorised as **non-conformances** or **remedial action required**.
  - ▶ For each non-conformance, you must respond in the QCPP Customer Portal within **60 days** of receiving your interim report. You are required to upload evidence demonstrating the action taken to correct the non-conformance and complete a root cause analysis identifying why the non-conformance occurred and what has been put in place to prevent it from recurring.
  - ▶ For each remedial action required, you must upload evidence of corrective action to the QCPP Customer Portal within **90 days** of receiving your interim report.
- ▶ Where evidence contains private information, it must be de-identified (e.g. redacted). Evidence that is not de-identified cannot be accepted or considered. More information on redacting information is available [here](#).
- ▶ If evidence that successfully addresses corrective actions is not received within due dates, your accreditation will be impacted.
- ▶ **Contacting EY:** If you have concerns or questions regarding your corrective actions, contact EY via the message box, which can be found at the bottom of each corrective action in the QCPP Customer Portal.
  - ▶ This is where all corrective action correspondence with EY takes place, so be sure to check it regularly. It may take up to a week for EY to respond to queries so please be patient.
- ▶ **Corrective Action Review:** Should you wish to dispute a corrective action you can do so by submitting a Corrective Action Review Request on the QCPP Customer Portal. Your request will be reviewed by the QCPP Interpretations and Rulings Panel within four weeks. If you are not satisfied with the outcome of your Corrective Action Review Request, you may lodge an appeal by emailing [help@qcpp.com](mailto:help@qcpp.com).
- ▶ **Remedial Action Required Extensions:** If you require more time to complete your remedial actions required due to extenuating circumstances, you may apply for an extension on the QCPP Customer Portal. Please note this may impact your eligibility for certain CPA payments and contractual arrangements.
  - ▶ **Please note extensions are not available for non-conformances.**



**STEP 2:**  
Corrective Action  
Evidence Reviewed

- ▶ EY will review your corrective action evidence and root cause analysis (where applicable)
- ▶ If required, EY will request further information via the message function in the QCPP Customer Portal
- ▶ **NOTE:** Evidence may be rejected if EY are not satisfied the issue has been rectified or personal information has not been redacted/de-identified. EY will communicate the reason for rejection in the QCPP Customer Portal. Pharmacies can make amendments and resubmit evidence via the QCPP Customer Portal within the corrective action deadlines.
- ▶ One of the most common causes of corrective action is due to failure to redact personal information from evidence submitted. For guidance on the importance of protecting personal information, visit the Protecting Personal Information page on the QCPP website.

**STEP 3:**  
Final report issued  
and QCPP confirms  
recommendation

- ▶ Once all corrective actions have been addressed or following the final due date for corrective actions, the pharmacy will receive an email from EY advising:
  - a) The final assessment report is available in the QCPP Customer Portal
  - b) If they have been recommended for accreditation/reaccreditation.
- ▶ If all program requirements have been met, the pharmacy will receive a certificate of accreditation or reaccreditation issued by QCPP. The certification is valid for 2 years.
- ▶ **NOTE:** If a pharmacy does not address the corrective actions arising from their assessment, the pharmacy will fail the assessment and accreditation will not be issued.

## Support

- ▶ If you have any questions, please contact the QCPP Support Team.
- ▶ Please email [help@qcpp.com](mailto:help@qcpp.com) or phone the QCPP Helpline on 1300 363 340 (9am-5pm AEDT).
- ▶ To stay informed about Quality Care 2020, visit the [Quality Care 2020 website](#).

