

# WELCOME

INTRODUCING QUALITY CARE 2020:  
INDUSTRY BRIEFING  
29 OCTOBER 2019



# QUALITY CARE 2020 STRATEGIC CONTEXT

Presented by: Colm Maguire  
Program Sponsor for Quality Care 2020  
The Pharmacy Guild of Australia

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INDUSTRY BRIEFING  
29 OCTOBER 2019



# The Quality Care Pharmacy Program



## Contribute

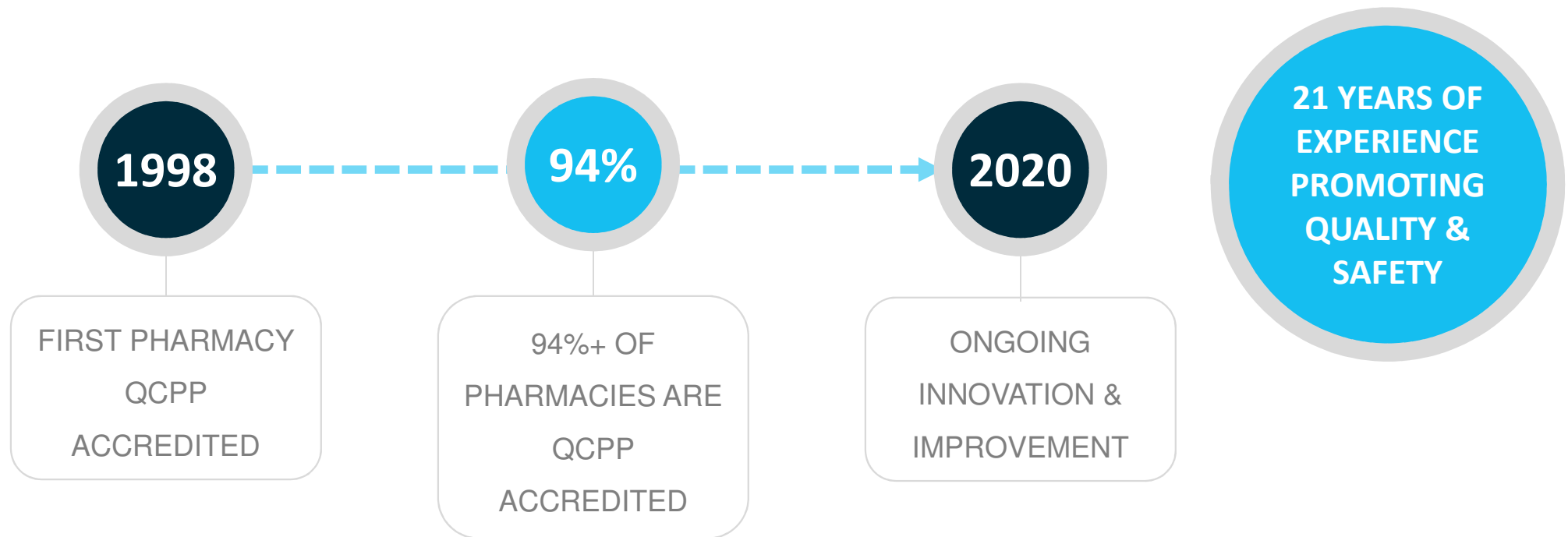


How could QCPP continue to support innovation and ongoing improvement in community pharmacy?

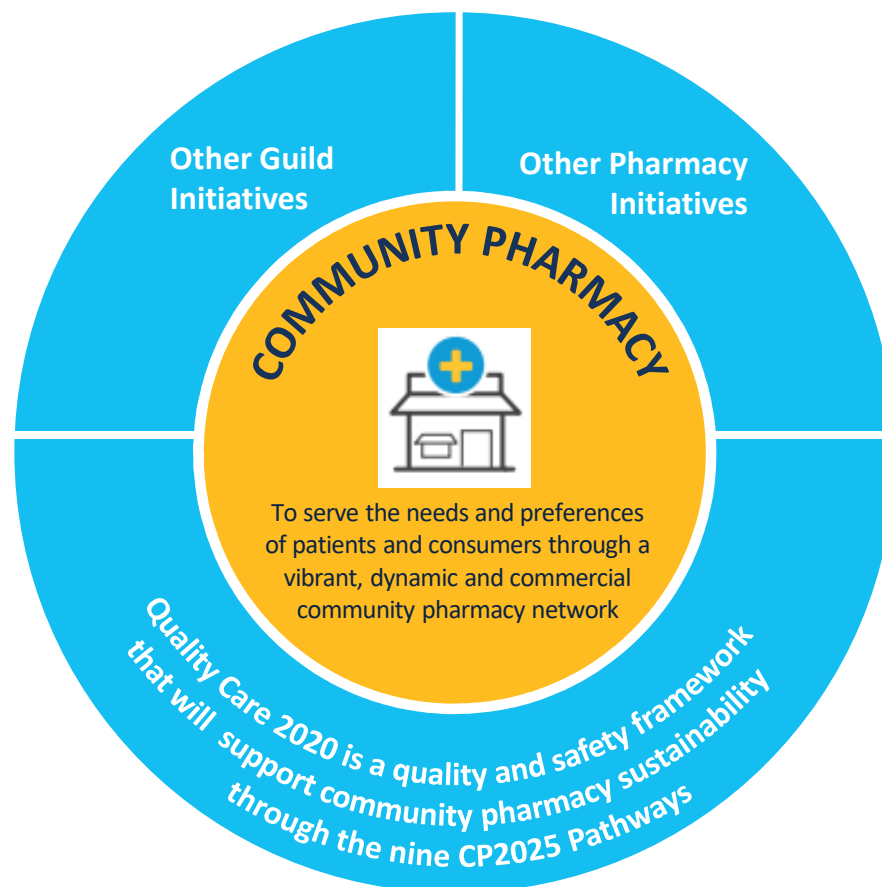
- Communication
- Training
- Support
- Resources
- APP session
- Webinars / podcasts
- Tools
- APP conference session
- What it takes to exceed expectations
- Being agile & seamless
- Identification of opportunities for improvement.
- Store visits
- Videos that showcase best practice
- Templates
- Focus on role of primary healthcare delivery more than mere supply
- Digital transformation guidance



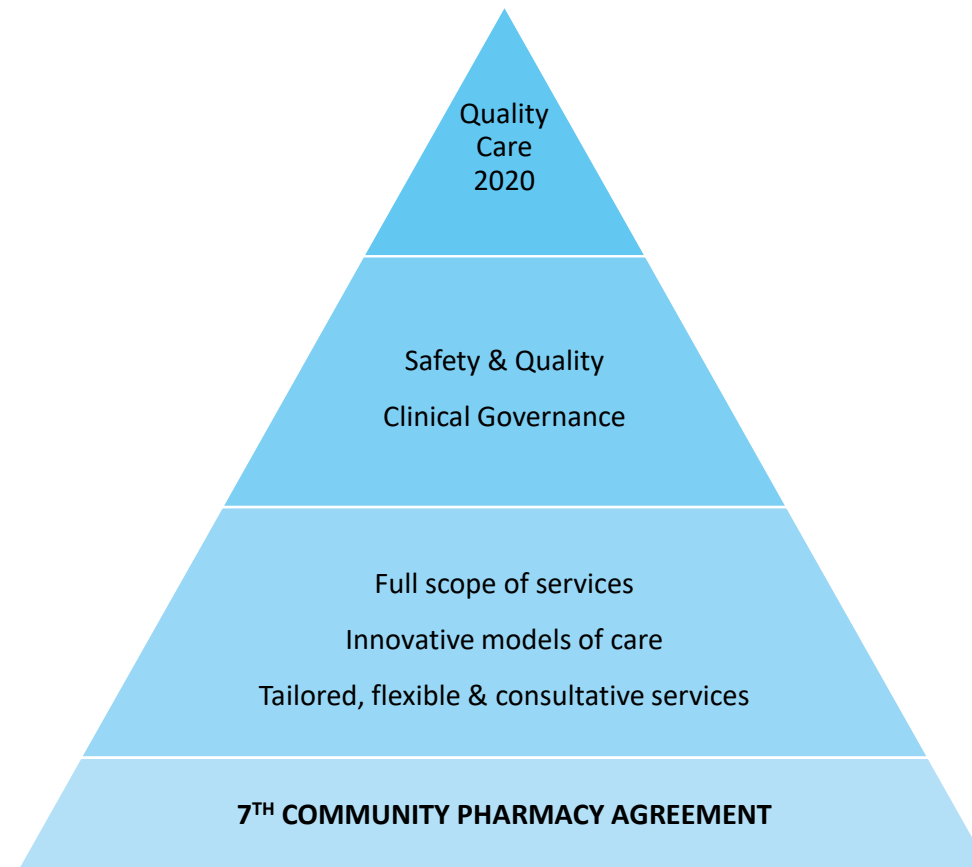
## Leading Industry Innovation



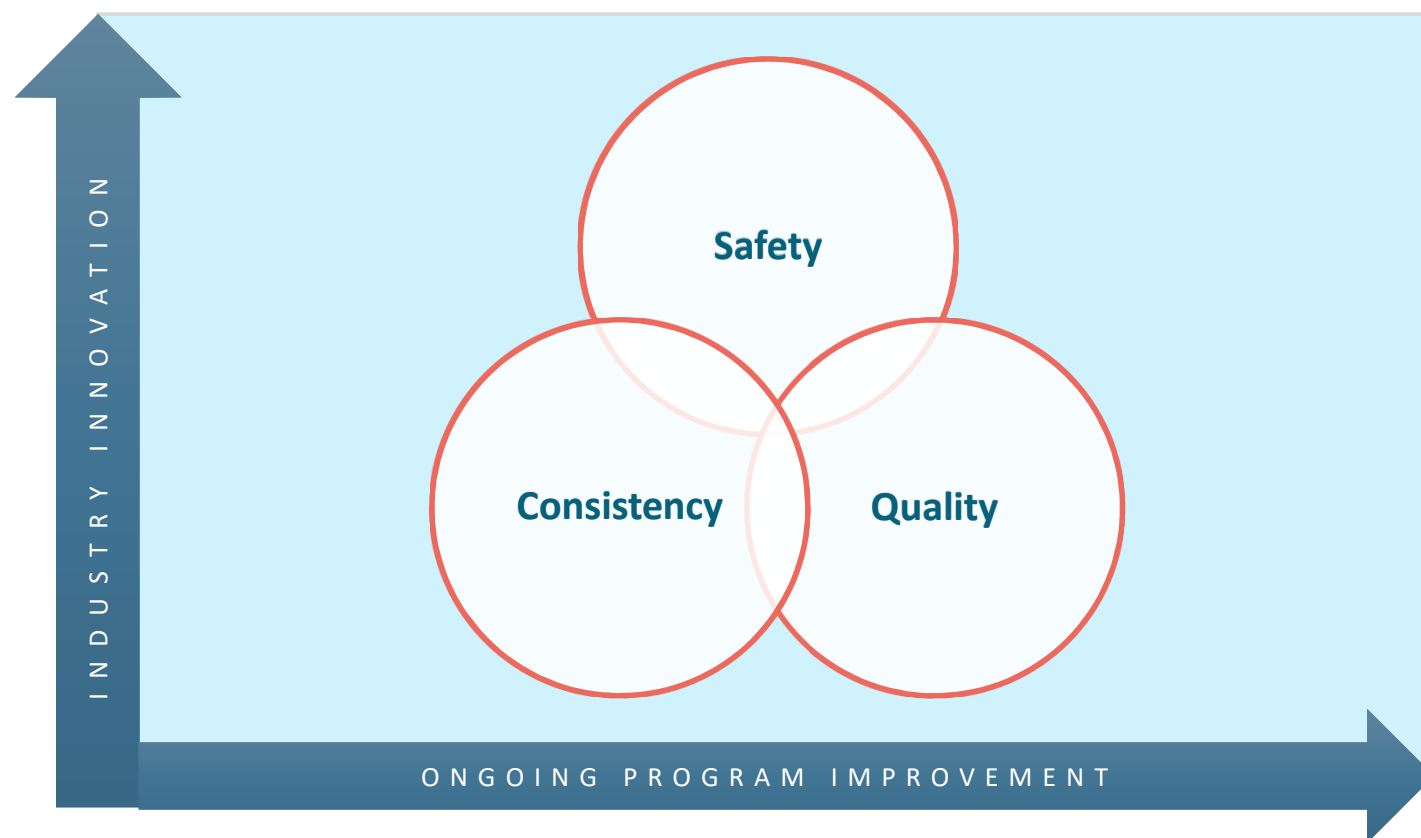
# Community Pharmacy Vision



# The 7<sup>th</sup> Community Pharmacy Agreement



## QCPP in Community Pharmacy





## Introducing Quality Care 2020



Thank you  
Discussion & Questions



# QUALITY CARE 2020 INTRODUCTION

Presented by: Chloe Hennessy  
Program Director for Quality Care 2020  
The Pharmacy Guild of Australia

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INDUSTRY BRIEFING  
29 OCTOBER 2019



# Overview



**Strategic  
Context**

**Introduction to  
Quality Care  
2020**

**Program  
Governance &  
Assessment**

**Program  
Requirements**



**Working  
Together to  
Deliver**

**Resources &  
Tools**

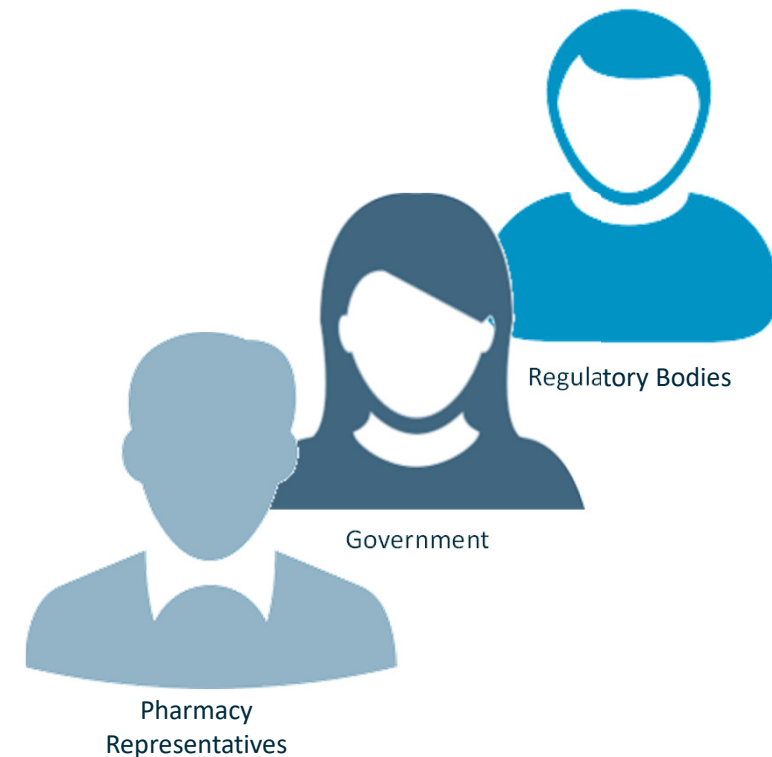
**Program Portal**

**Closing  
Remarks**

## Purpose



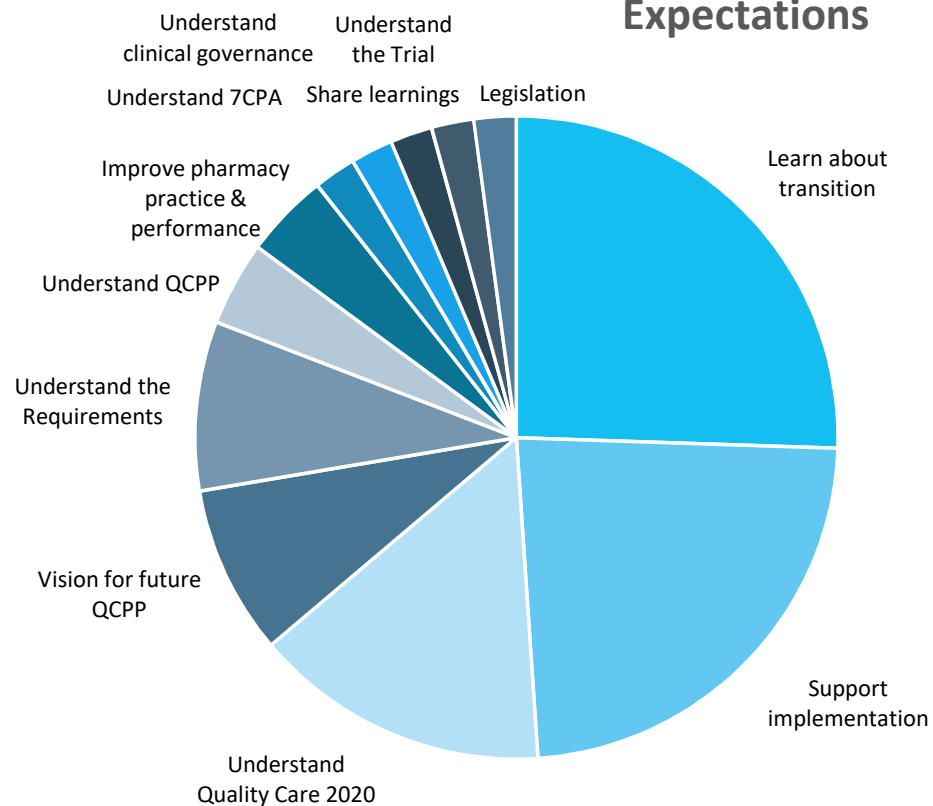
1. Better understand the QCPP framework for quality, safe and consistent services in community pharmacy
2. Learn about changes under Quality Care 2020, including the strengthening of business and clinical governance
3. Identify strategic opportunities under Quality Care 2020 for the community pharmacy industry
4. Provide advice on transition arrangements for Quality Care 2020
5. Identify opportunities under Quality Care 2020 to better support your members



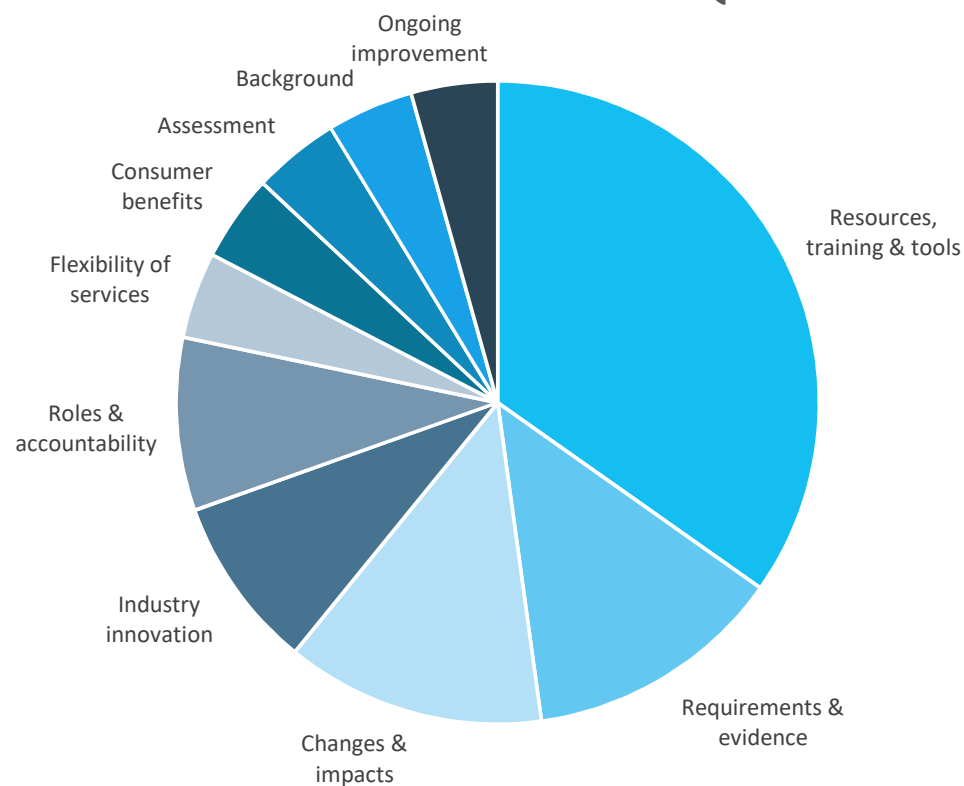
# Expectations and Questions



## Expectations



## Questions



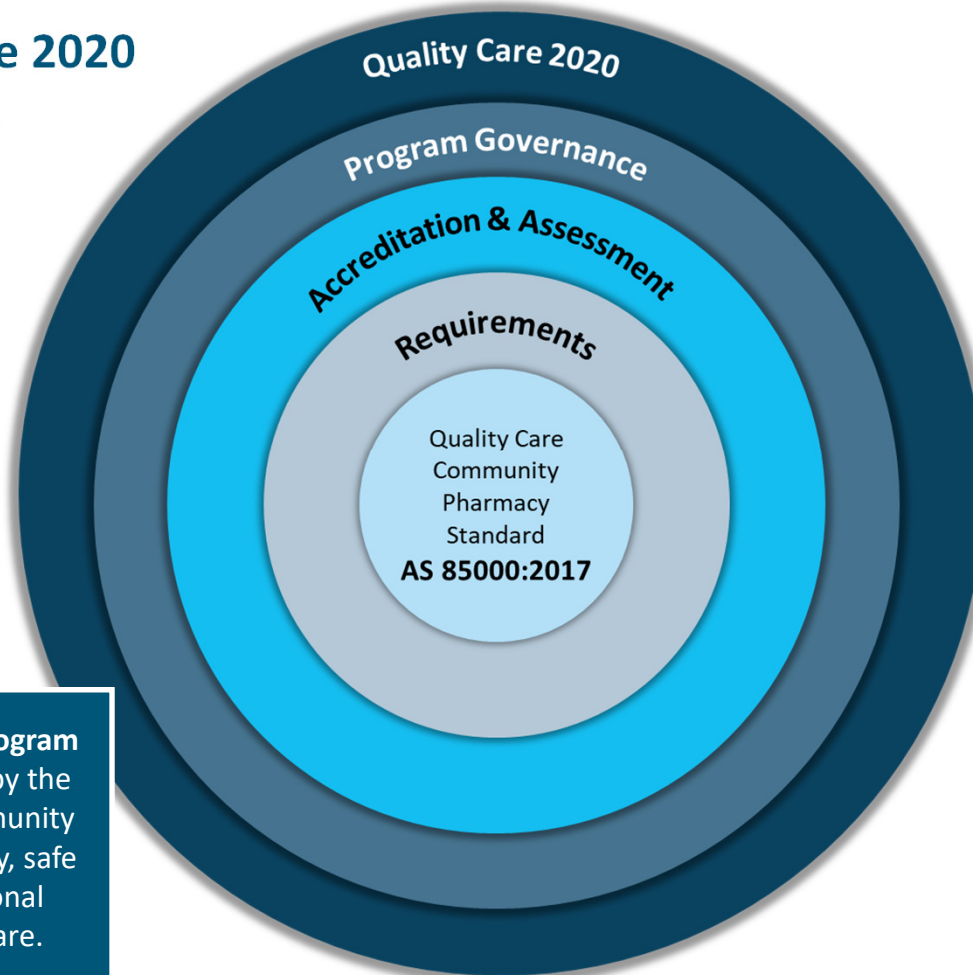
## Other Questions



Are there any other issues  
or areas of Quality Care  
2020 that you would like  
discussed today?



## Quality Care 2020 Framework



**Quality Care Pharmacy Program**  
Impartially administered by the Guild to ensure that community pharmacies provide quality, safe and consistent professional services and customer care.



The **AS 85000** Standard is the underlying foundation of QCPP. It's available to QCPP accredited pharmacies or independently through Standards Australia

The **Program Requirements** define the quality management system. They synthesise and articulate the AS 85000 requirements, and describe the actions and evidence required for accreditation under the Standards.

**Accreditation & Assessment** delivers the quality management certification and assessment.

The **Program Governance** includes the Program Rules, Terms & Conditions, Policies, Fees and accreditation delivery. The Pharmacy Owner must agree to the Framework prior to registering with QCPP and must maintain compliance.



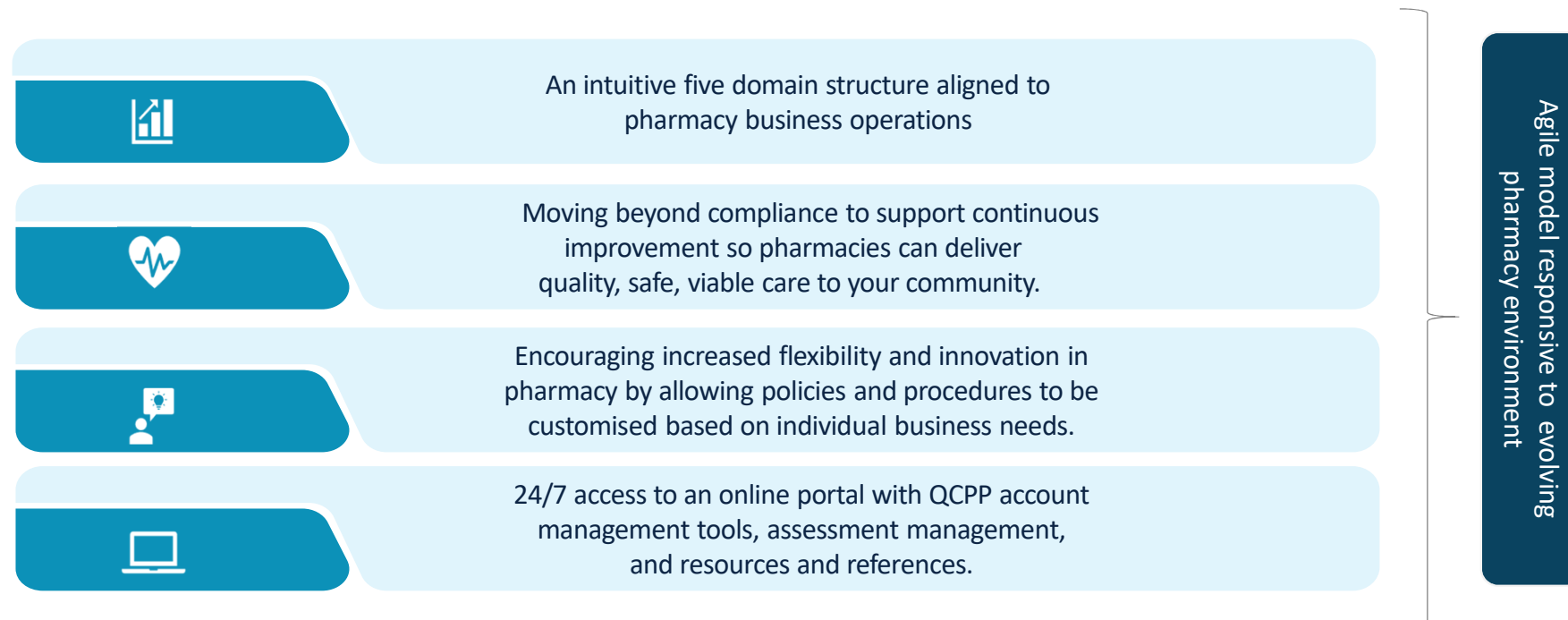
## Developing Quality Care 2020



# Designing Quality Care 2020



# Enhancements Through Quality Care 2020



# Quality Care 2020 Timeline



## Resources and Information



[www.qcpp.com/2020](http://www.qcpp.com/2020)



1300 363 340 (9am-5pm AEST)



[QualityCare2020@qcpp.com](mailto:QualityCare2020@qcpp.com)

# Thank you

## Discussion & Questions

Questions	Answers
Do EY have pharmacists working on the PMO and also as assessors?	Yes
What level of root cause analysis is required?	These details continue to be developed and will be provided through implementation
What is the benefit to the pharmacy of exceeding the standard?	The opportunity for pharmacies to exceed the standard will support continuous improvement amongst pharmacy and reward innovation and excellence. It is anticipated to underpin longer term plans for QCPP to be more consumer facing.
What training process will be put in place to ensure there is consistency of assessment given increasing flexibility around the domains and the content?	QCPP and EY Assessment Team are developing a suite of tools to support consistency in the assessment. These are currently being trialled in the field to ensure the assessment process is clear and accurately conveys the intent and detail of the requirements/evidence.
At what stage would QCPP refer a pharmacy to a jurisdictional authority in cases of repeated non-compliance?	We will continue to work with the relevant authorities to determine these processes and arrangements.



# QUALITY CARE 2020 PROGRAM GOVERNANCE & ASSESSMENT

Presented by: Chloe Hennessy  
Program Director for Quality Care 2020  
With Luke Chalmers, QCPP Assessment Team, Ernst & Young

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## Quality Care 2020 – Program Governance



### Quality Care Pharmacy Program

Impartially administered by the Guild as an accredited conformity assessment body (CAB) accredited by the Joint Accreditation System of Australia and New Zealand (JAS-ANZ)

#### QCPP Operational Team

- Manage the program rules, policies & procedures
  - Provide customer services
  - Manage accounts and invoicing
- Ensure the CAB accreditation & regulation requirements are maintained
- Certify community pharmacies against AS 85000





## Quality Care 2020 – Improved Program Governance



M  
O  
R  
E

- Expansive in scope
- Clear in language
- New Terms & Conditions that incorporate the service agreement
- Accountability by the pharmacy owner
- Strengthened ability for surveillance and sanctioning
- Improved assessment approach

L  
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S  
S

- Less ambiguity throughout the assessment and administrative arrangements
- Service agreement removed



## Quality Care 2020 - Assessment

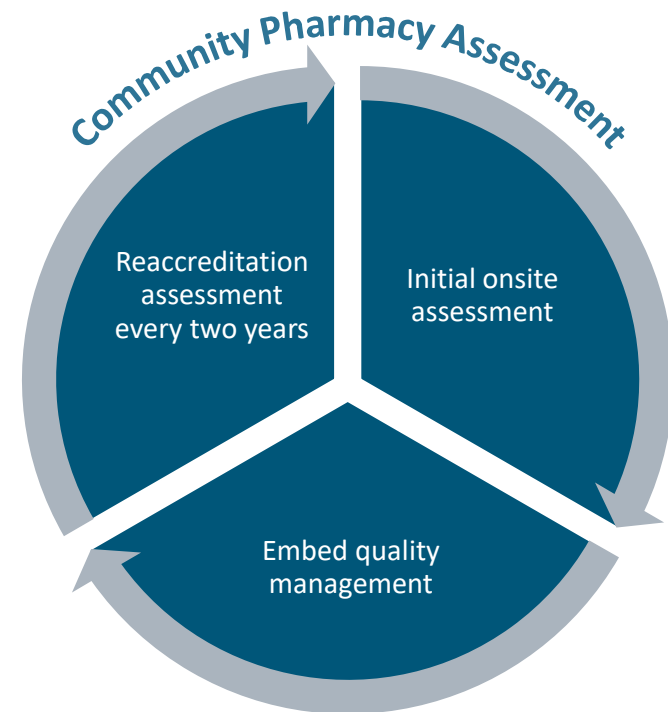


### Quality Care Pharmacy Program

Impartially administered by the Guild as an accredited conformity assessment body (CAB) accredited by the Joint Accreditation System of Australia and New Zealand (JAS-ANZ)

#### Independent Contracted Assessment Team (EY)

- Train assessors
- Assessment quality control
- Conducts assessments
- Issues post-assessment outcomes & actions
  - Monitors post-assessment outcomes
  - Makes recommendations to QCPP



## Quality Care 2020 – Improved Assessment Approach



### Exceed the Standard Requirements

Pharmacies who exceed the standard requirements will be recognised

- ✓ Continuous improvement
- ✓ Innovation
- ✓ Excellence

### Flexibility

Flexibility for pharmacy to tailor evidence based on its individual practice.

Structured against pharmacy operations with new technology for greater efficiency.

### Data

Improved reporting on assessment outcome data with benchmarking and trends provided.

### Risk Management

Assessment outcomes that align quality management with community risk:

**Observation** - opportunity for improvement or positive recognition

**Remedial Action Required** – but no system failure nor is the matter a key requirement

**Non-conformance** – failure to meet a key requirement or potential system failure

**Root cause identification & redress** – triggered by a non-conformance

**Sanctions** – potentially triggered by consistent and successive non-conformances

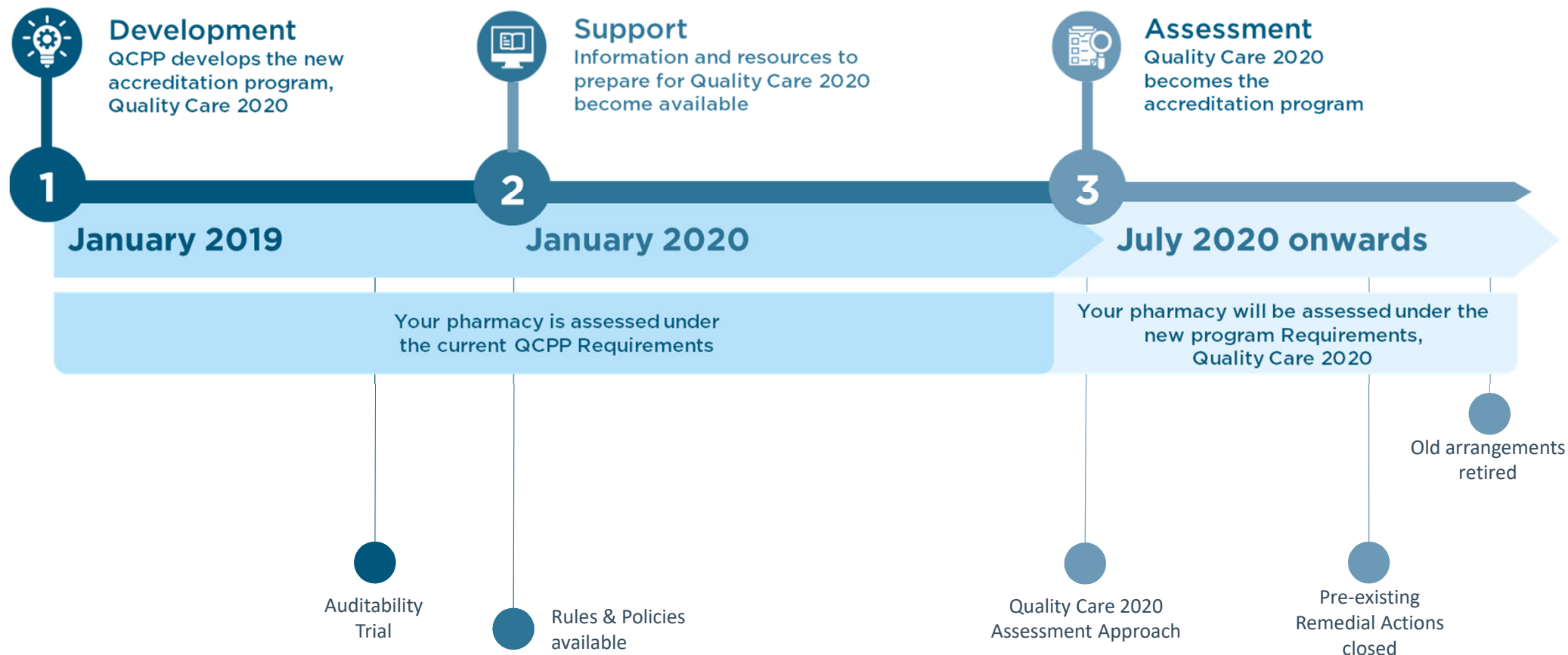
# Morning Tea

11.15-11.30





## Quality Care 2020 Timeline – Program Governance & Assessment



## Information, tools & resources



What type of information will your stakeholders need to understand the new program governance?

What tools & resources will pharmacies need to prepare for assessment under Quality Care 2020?

Responses are presented in the Tools & Resources session

## Quality Care 2020 Governance – Next Steps



Review program governance  
material: rules, policies, terms and  
conditions



Prepare for new assessment  
approach

# Thank you

## Discussion & Questions

Questions	Answers
Who will have access to the assessment outcome data?	Pharmacy owners will be responsible for determining access to the assessment process and results.
Will assessors use clear language plain English?	Yes. The assessors are currently conducting a trial to gauge how well the requirements relate into assessment questions, and how those questions can be framed as clearly as possible.





# QUALITY CARE 2020 REQUIREMENTS

Presented by: Simon Blacker  
Chair of the QCPP Working Group, Member Services Innovation Committee  
The Pharmacy Guild of Australia

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INDUSTRY BRIEFING  
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“

*Michael Flannery believes the Quality Care Standards has allowed their pharmacy to move towards the pharmacy of the future, providing better services and health care for their customers and a happier, safer, more motivated work environment for his staff*

”



*Michael Flannery Amcal Chemist Pharmacy Team – 1999-2000*



*Flannery's Pharmacy Team – 2019 (Guild Pharmacy of the Year – Community Engagement)*

## QCPP Requirements



**Standards Australia** are specialists in the development & adoption of internationally-aligned standards in Australia.

Quality Care Pharmacy  
Standard quality  
management system  
for pharmacies in  
Australia  
**AS 85000-2011**



# Quality Care 2020 Requirements



## OBJECTIVES

- ✓ Recognises contemporary pharmacy practice
- ✓ Promotes industry innovation
- ✓ Reflects government and industry priorities
- ✓ Aligns with community pharmacy operations
- ✓ Clearer framework

## QUALITY CARE 2020

### REQUIREMENTS

1. Improved Structure
2. Enhanced Requirements
3. Additional Requirements

## Quality Care 2020: Improved Structure



## Enhanced Requirements



1. Clinical governance, with a focus on
  - Safety & Risk
  - Incident reporting
  - Continuous quality improvement
  - Accountability by pharmacy owner
  - Responsibility of all pharmacy staff
2. Consumer-centred care, with co-design and evaluation
3. Business resilience to improve viability
4. Business practices associated with policies and procedures to embed quality and safety
5. Information technology requirements to promote the appropriate and safe use of consumer information systems



## Additional Requirements



1. Complex compounding
2. Cultural safety
3. Preparation and use of business plans
4. Environmentally friendly business practices
5. Health knowledge and literacy



## Information, tools & resources



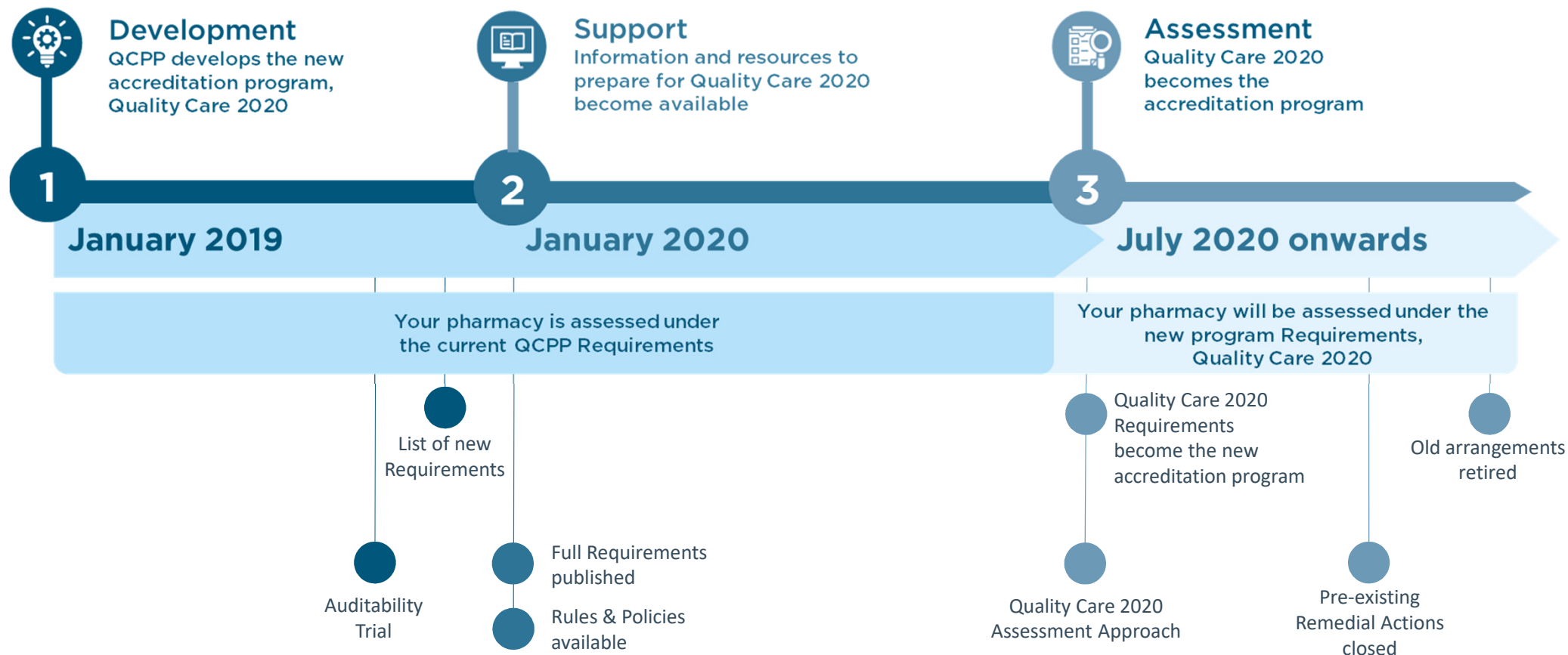
What type of information will your stakeholders need to understand the Quality Care 2020 Requirements?

What tools & resources will pharmacies need to address the Quality Care 2020 Requirements?

Responses are presented in the Tools & Resources session



# Quality Care 2020 Timeline - Requirements



## Quality Care 2020 Requirements – Next Steps



Promote Enhanced &  
Additional Features

Requirements

Quality Care  
Community  
Pharmacy  
Standard  
**AS 85000:2017**

Review pharmacy operation  
manuals and materials against the  
new Requirements

# Thank you

## Discussion & Questions

Questions	Answers
Why is health literacy an “additional” requirement? Wouldn’t it be a core issue in pharmacy practice and health service delivery?	The reference to “Additional Requirements” refers to requirements that weren’t previously in the Australian Standard 85000:2011.
What guidance will be available to support the ongoing changes for digital health	The digital health framework continues to evolve rapidly. QCPP intends to provide for continuous quality improvement in future iterations and documentation.



Lunch  
12.45 – 1.30



# QUALITY CARE 2020

## WORKING TOGETHER TO DELIVER

Presented by: Colm Maguire  
Program Sponsor for Quality Care 2020  
The Pharmacy Guild of Australia

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# Overview



## Strategic Context

Background

Ongoing improvement

Understand Quality Care 2020

Vision for future QCPP

Understand 7CPA

## Introduction

Understand QCPP

## Program Framework

Flexibility of services

Industry innovation

Assessment

Understand the Trial

Consumer benefits

## Program Requirements

Requirements & evidence

Understand the Requirements

Improve pharmacy practice & performance

Understand clinical governance

Legislation

Resources, training  
& tools

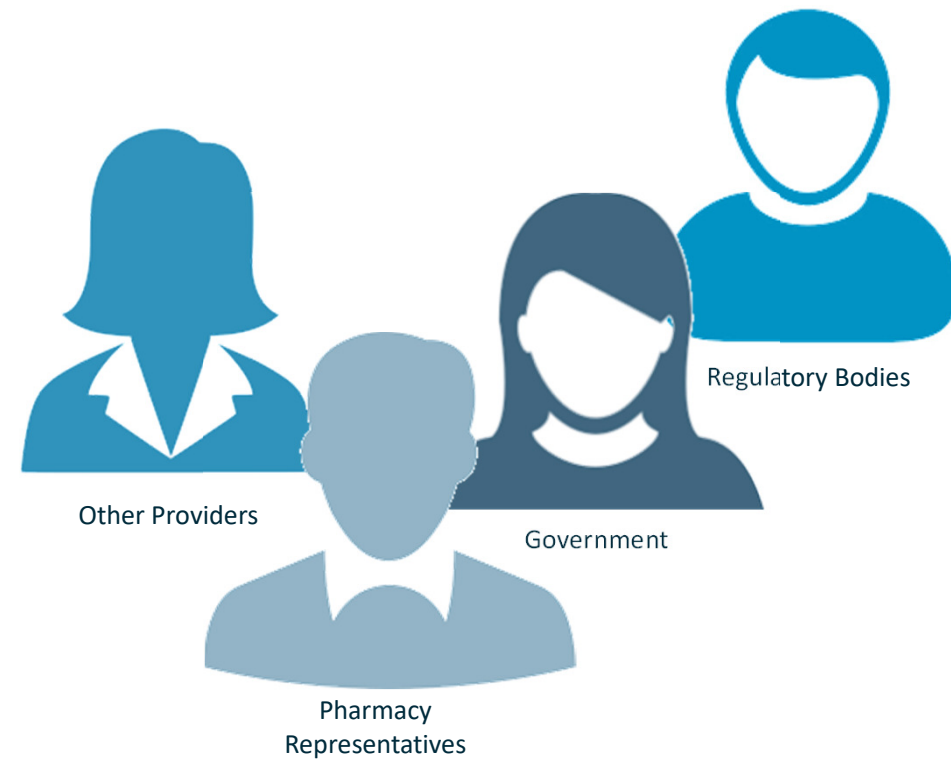
Roles &  
Accountability

Learn about  
transition

Support  
Implementation

Share learnings

## Roles & Responsibilities



## Quality Care 2020 Tools & Resources



### In QCPP Scope

Resources to help understand the intent and methodology of the Quality Care 2020 Requirements

- ❑ Quality Care 2020 Requirements
- ❑ Australian Standard (AS 85000:2017)
  - ❑ Interpretations & Rulings
  - ❑ Other resources & references

### Out of QCPP Scope

Supplementary tools & templates which directly address or meet the Requirements

- ❑ Compulsory resources and templates eg Fast track

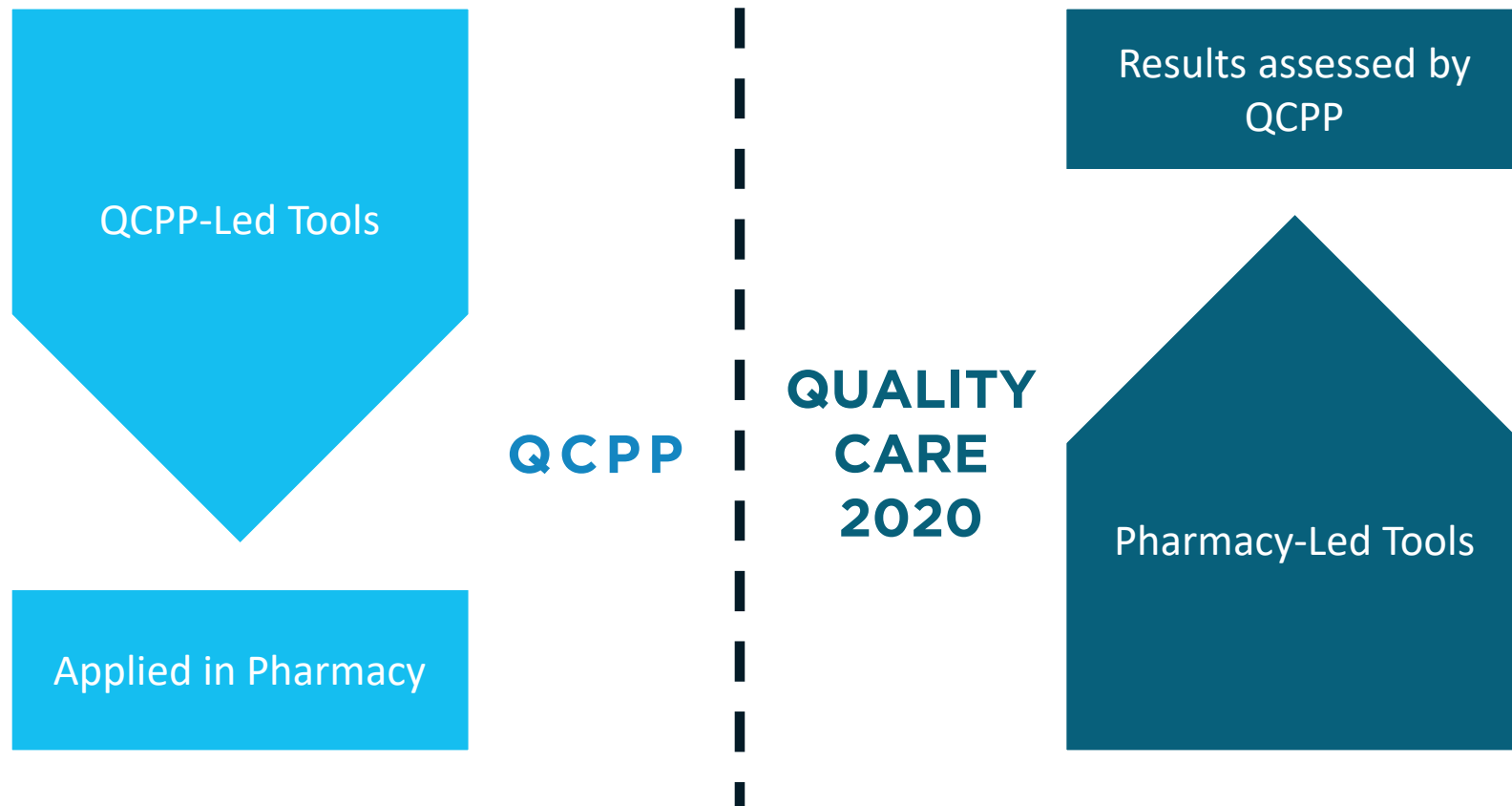




**Quality Care 2020 embraces the diversity of the Community Pharmacy Ecosystem and acknowledges that each location will deliver outstanding service in their own way.**



## Quality Care 2020 Community Pharmacy



Thank you  
Discussion & Questions



# QUALITY CARE 2020 TOOLS & RESOURCES

Prepared by: Chloe Hennessy  
Program Director for Quality Care 2020  
The Pharmacy Guild of Australia

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29 OCTOBER 2019



# Information to support Quality Care 2020



## Governance Information & Tools

Training  
Webinars  
Instructions  
Suite  
Information  
**Timelines**  
Motivators  
Data  
**FAQ**  
Channels  
Criteria



## Requirements Information & Tools

Diagram  
Knowledge  
Framework  
Workshops  
**Guidelines**  
Assessment  
Training  
Videos  
Flexibility  
Navigation  
Templates  
FAQ  
**Examples**  
Context  
Webinars  
Transition  
Timeline  
Domain

## Next Steps for Information & Tools

What will you do to support the transition to Quality Care 2020?



### Table Responses

- Communicate value proposition of QCPP and talk with members/stakeholders about why it has changed under Quality Care 2020
- Train, upskill & educate staff and stakeholders. Provide staff with the tools and capacity to coordinate and support. Prepare new Standard Operating Procedures.
- Provide feedback to QCPP on Quality Care 2020 and continuous improvement
- Provide positive leadership.
- Provide information, coaching, training, clarification, encourage innovation
- Develop a transition plan to support pharmacies, including target setting.
- Explore risk, clinical governance and cultural safety for our stakeholders
- Go on the journey
- Ask members and stakeholders what support they need, and actively listen and respond. Be willing to assist and be flexible to pharmacy needs.
- Promote accountability in pharmacy for quality and safety
- Mock assessment run throughs, and/or shadow a stakeholder's assessment.
- Provide workshops, training and webinars to support rural stores
- Improve knowledge and education, undertake a gap analysis, provide head office/branch support via workshops
- Stay informed. Read and understand the Standards/Requirements.
- Store visits, provide resources to pharmacies, develop toolkits
- Treat as a project – review what needs to be done via gap analysis
- Evaluate current state, plan for future state
- Align broader organisational services to support Quality Care 2020 domains and requirements
- Recognise achievements



## Next Steps for Information & Tools

What does QCPP need to do to support the transition to Quality Care 2020?



### Table Responses

#### Training

- Provide training – particularly on the Portal - and include best practice examples
- Provide training bites (why/what/how?)
- Enable mentors to support smaller organisations
- Provide face to face training and continue helpline support
- Don't reinvent the wheel where there are already good examples
- Provide a toolkit with resources for pharmacies

#### Assessment Model

- Shadow assessments
- Train assessors to be consistent
- Describe benchmarking in more detail
- Consider a longer implementation approach

#### Communication

- Consider all pharmacies and their specific needs
- Communicate roles and responsibilities
- Provide mapping from past to future assessment model & requirements
- Highlight what has changed and why
- Provide clear messages – early, often, consistent
- User friendly access to information, regular stakeholder communication
- Clearly define what's out of scope
- Provide a detailed transition plan for December onwards
- Provide contacts and other resources for help
- Provide common definitions and clear terminology
- Provide a detailed timeline and guidelines
- Communication and change champions
- Provide pharmacy board communication channels
- Consider use of social media
- Provide change management support to other organisations, such as behavioural change tools, to help embed better business models



# Thank you





# Afternoon Tea to 3.15



# QUALITY CARE 2020 PROGRAM PORTAL

Presented by: Jordana Martin  
Customer Experience Manager, Quality Care Pharmacy Program  
The Pharmacy Guild of Australia

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INDUSTRY BRIEFING  
29 OCTOBER 2019



## QCPP Current Portal – Design & Access



## Quality Care 2020 Portal – Design & Access



**WWW.QCPP.COM**

### Website

General information  
General access

LINK

### Portal

Account Management &  
Assessment Management

### Knowledge Hub

Requirements & accreditation resources

RESTRICTED ACCESS

# Quality Care 2020 Portal Account & Assessment Management



## Account Management

Add or amend pharmacies & contact details

Pay invoices

Declare specific pharmacy services to prepare for accreditation scope

## Access

Initially only accessible to the pharmacy owner

The pharmacy owner may delegate access to authorised pharmacy representatives

More contemporary design

## Assessment Management

View assessment outcomes

Provide post-assessment responses & evidence

Manage extension requests

## Information, tools & resources



Please rank the usefulness of the features in the Quality Care 2020Portal for your stakeholders

### Results

Features	1 <sup>st</sup>	2 <sup>nd</sup>	3 <sup>rd</sup>	4 <sup>th</sup>	5 <sup>th</sup>	6 <sup>th</sup>	7 <sup>th</sup>
Owners can delegate access to other people	10	2	4	3	3	1	2
Add or amend pharmacies & contact details	4	3	3	4	4	3	1
Pay invoices	1	3	2	5	2	1	8
Declare specific pharmacy services in preparation for assessment	2	5	2	3	3	4	1
View assessment outcomes	11	5	4	3	2	2	0
Provide post-assessment responses & Evidence	1	9	10	4	3	0	0
Manage extension requests	0	0	2	3	3	8	6

## Quality Care 2020 Customer Communications



Same access  
9am – 5pm AEST

1300 363 340



Same email support

[help@qcphp.com](mailto:help@qcphp.com)

[qcppscheduling@au.ey.com](mailto:qcppscheduling@au.ey.com)

But, post-assessment actions  
will no longer be sent via PDF  
reports

### Portal

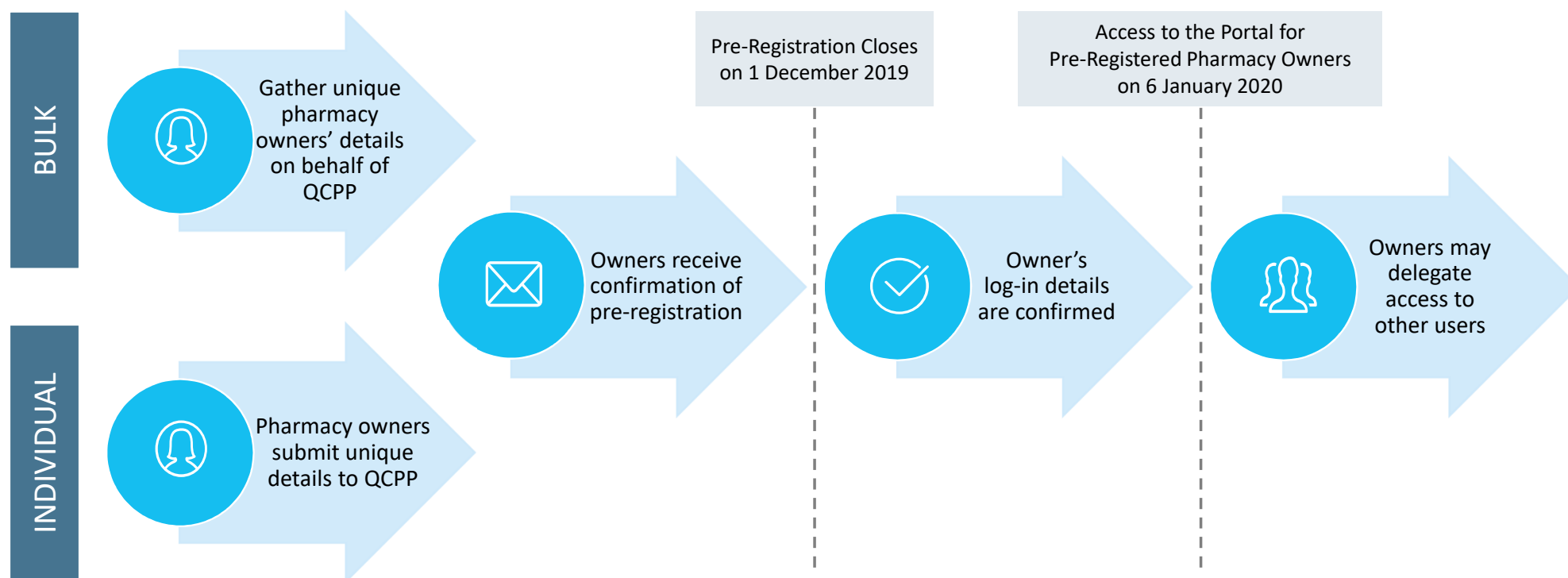
A new Portal for managing  
QCPP account & assessment

Single sign-in access to the  
Knowledge Hub

Assessment actions must be  
accessed through the Portal

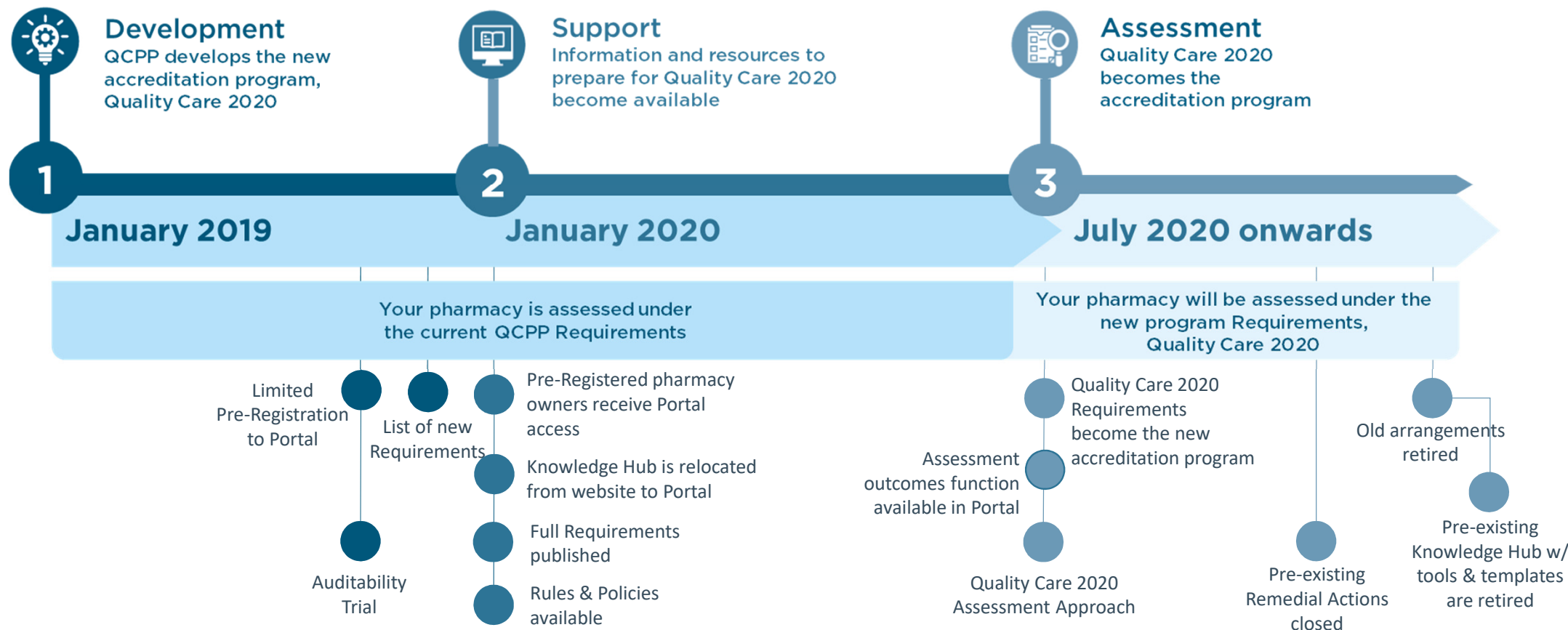
Submit post-assessment  
evidence

## Quality Care 2020 – Pre-Registration to the Portal





# Quality Care 2020 Timeline - Portal



## Quality Care 2020Portal - Next Steps



Promote  
pre-registration through the  
QCPP website



Support bulk pre-registration  
process on behalf of QCPP

# Thank you

## Discussion & Questions

Questions	Answers
Can invoices be paid on the new Portal?	Yes, from the launch on 6 January 2020.
Can external policy and procedure documents be uploaded to the Portal or Knowledge Hub?	No, the Portal is not designed to function like an intranet, however QCPP have had several enquiries in relation to this and may consider possibilities for future development.
How do industry organisations access the Portal?	Pharmacy owners may delegate access to representatives from certain industry organisations (banners, branches). Organisations themselves can request they be considered for access to be provided directly to QCPP. QCPP will also be in contact with some organisations on arrangements for direct access to the Portal.
What information do you need to authorise access into the Portal?	Accessing the Portal requires pre-registration in order for QCPP to validate identity and access. We will be in contact with member organisations directly on promoting the pre-registration process including personal details for authorisation.
Will there be an option on the Portal to export key dates and milestones into personal calendars?	Not at this time.
Is there ability for banner group representatives to see all related pharmacies and their accreditation dates in a list on the one screen that can be sorted by due date?	Banner Group representatives will be able to see pharmacy information where pharmacies have delegated access to the representative. Currently they cannot be sorted by accreditation date but QCPP will investigate this. Pharmacy accreditation information will be detailed in separate per-pharmacy screens.
Will each joint owner be able to view their stores, or will only one owner have access to each individual pharmacy?	Provided they create a username and password each joint owner will be able to access and view each of their stores.



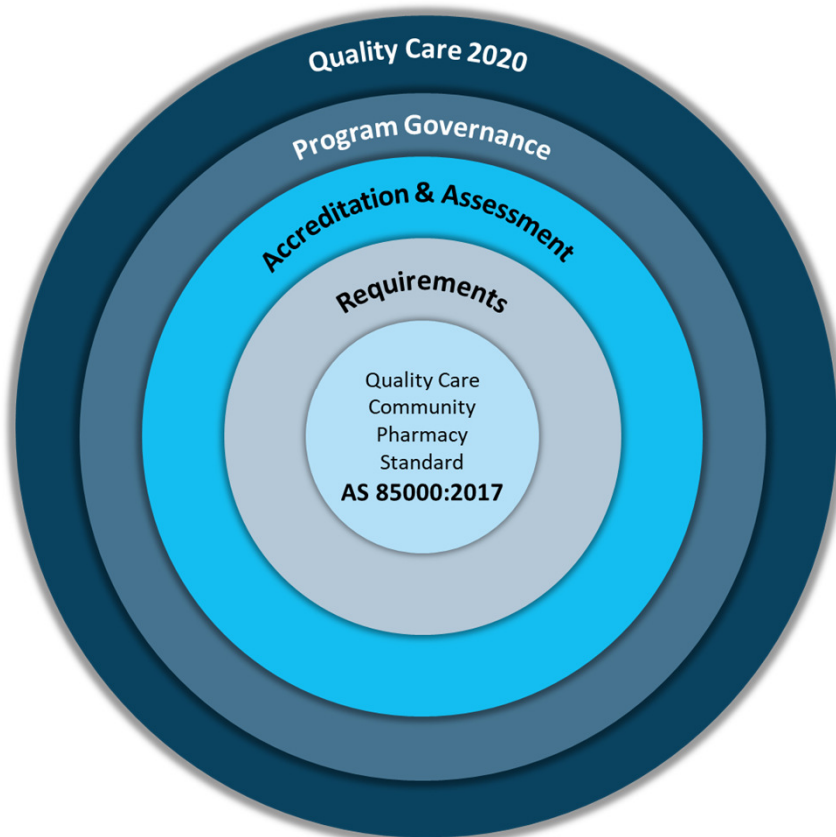
# QUALITY CARE 2020 CLOSING REMARKS

Presented by: Simon Blacker  
Chair of the QCPP Working Group, Member Services Innovation Committee  
The Pharmacy Guild of Australia

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## Discussion Topics



Triggered by change in Australian Standard 85000

Opportunity to promote continuous improvement and industry relevance

The Program Framework and Materials will be clearer and more contemporary

Assessment will be more flexible and allow pharmacies to use customised quality management tools and evidence

The Assessment will recognise pharmacies who exceed the Standards

The Assessment outcomes will reflect risk to the community

Quality Care 2020 Requirements feature:

1. Improved Framework
2. Enhanced Requirements
3. Additional Requirements

The QCCP will provide resources and references but not tools and templates

A Portal will provide the:

- Knowledge Hub
- Account Management
- Assessment Management

Pre-registration to the Portal closes 1 December 2019

## Next Steps



### What will you do to support transition?

- Communicate Value Proposition
- Ensure understanding of standards
- Train staff
- Provide Continuous Improvement advice to QCPP
- Provide leadership and flexibility to needs of pharmacies
- Provide information and training
- Encourage innovation
- Special support for rural pharmacies
- Improve knowledge and education
- Conduct a gap analysis
- Store visits
- Develop resources
- Treat as a project
- Evaluate current state, plan for future state
- Provide mentors for smaller organisations

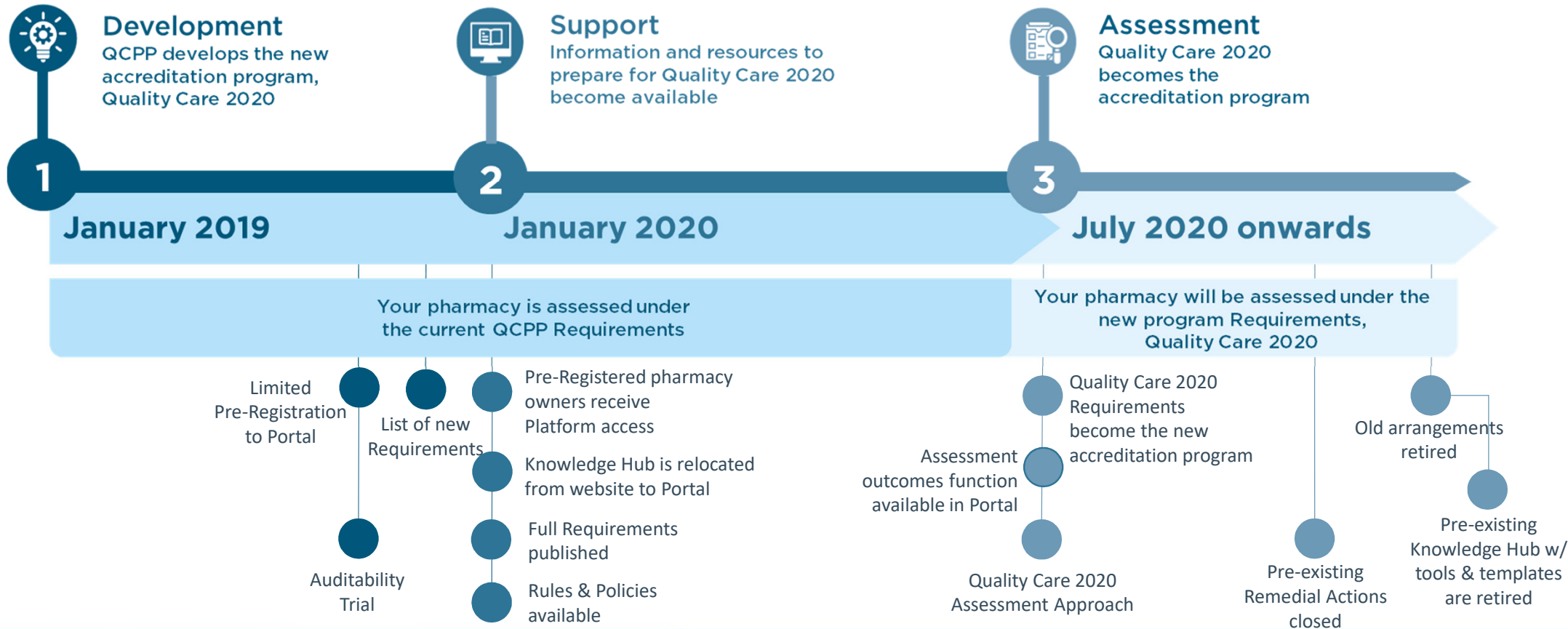
## Next Steps, Continued...



### What can QCPP do to support the transition?

- Community owner accountability & responsibilities
- Training
- Provide Portal
- Provide best practice examples
- Guidelines for mapping from past to future
- Provide clear messages – early, often, consistent
- User friendly access to information
- Clearly define what's out of scope
- Transition support (why/what/how?)
- Detailed timeline
- Champions
- Mock Assessments
- Provide broad communication channels
- Consider all pharmacies and their specific needs
- Promote understanding of new requirements and terminology

# Quality Care 2020 Timeline





## Next Steps



**APP** / GOLD COAST  
**2020** / CONVENTION  
/ & EXHIBITION  
CENTRE  
**19-22 MARCH**

## Resources and Information



[www.qcpp.com/2020](http://www.qcpp.com/2020)



1300 363 340 (9am-5pm AEST)



[QualityCare2020@qcpp.com](mailto:QualityCare2020@qcpp.com)

Thank you &  
Event feedback

