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

INTRODUCING QUALITY CARE 2020:
INDUSTRY BRIEFING
29 OCTOBER 2019

QUALITY CARE PHARMACY · SERVICE QUALITY ACCREDITED

QUALITY CARE 2020

Acknowledgement of Country: I wish to acknowledge the traditional custodians of the land we are meeting on, the Ngunnawal people. I wish to acknowledge and respect their continuing culture and the contribution they make to the life of this city and this region. I would also like to acknowledge and welcome other Aboriginal and Torres Strait Islander people who may be attending today's event.

The Quality Care Pharmacy Program

- Today you will hear the evolution of the QCPP to Quality Care 2020
- You will learn about why QCPP is transforming
- You will learn about what the change means for community pharmacy, you and your stakeholders
- You will have lots of opportunities to tell us the best ways of delivering Quality Care 2020
- You will reflect on how you can support and complement Quality Care 2020 to promote excellence in community pharmacy.

Contribute

How could QCPP continue to support innovation and ongoing improvement in community pharmacy?
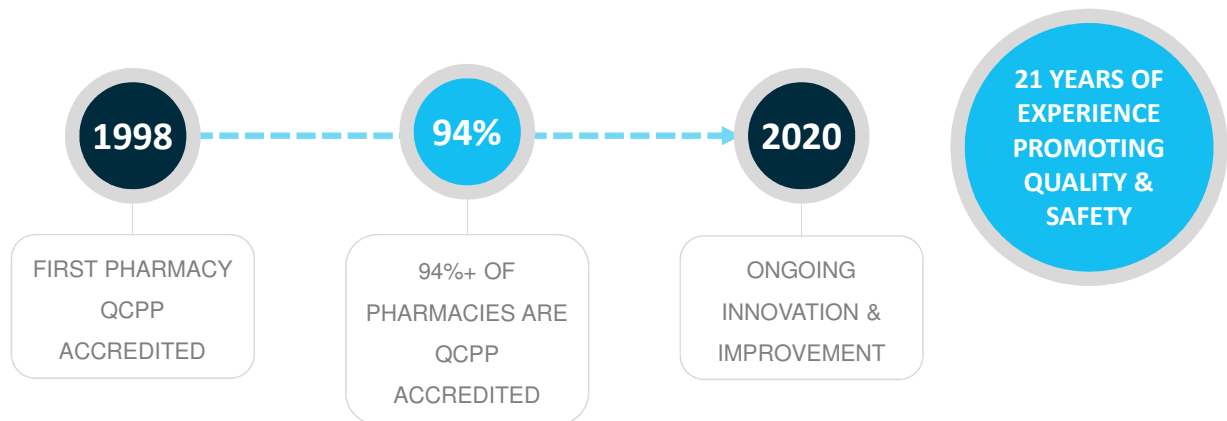
- Communication
- Training
- Support
- Resources
- APP session
- Webinars / podcasts
- Tools
- APP conference session
- What it takes to exceed expectations

- 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

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- We'll be opening the floor for questions at the end of each session.
- We also have a series of questions to ask you during each session.
- We'll be using a digital tool to ask those questions - Menti.
- You can access Menti via your mobile phones, laptops or any device connected to the internet.

- We will be publishing today's slideshow with talking points on the QCPP website after the event.
- This ensures that all stakeholders have access to the same information, should they want it.
- This also ensures we confidently meet our impartiality requirements for running the program.
- We will utilise your feedback for the working together sessions later in the afternoon to ensure it is more tailored to your interests and feedback.

- Your feedback will be published with these slides, however all feedback over Menti is anonymous
- To test your access to Menti, our first questions is: How could QCPP continue to support innovation and ongoing improvement in community pharmacy?
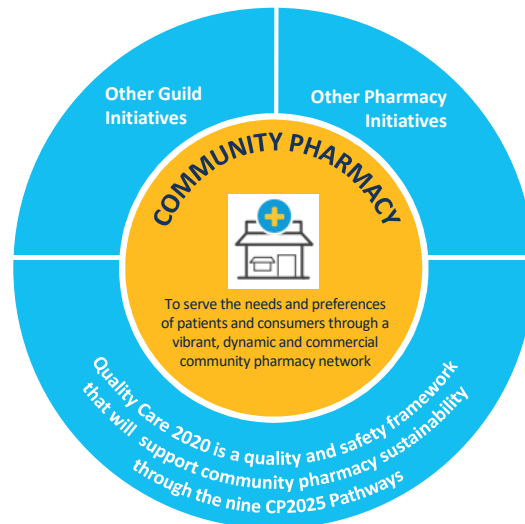
Leading Industry Innovation

1998 — FIRST PHARMACY QCPP ACCREDITED

94% — 94%+ OF PHARMACIES ARE QCPP ACCREDITED

2020 — ONGOING INNOVATION & IMPROVEMENT

21 YEARS OF EXPERIENCE PROMOTING QUALITY & SAFETY

- Operating now for over 20 years, the QCPP was developed by the Pharmacy Guild of Australia in 1997.

- In 1998, the first accreditation was awarded.

- Today over 94% of community pharmacies in Australia are QCPP accredited.

- The Guild prides itself on leading industry innovation in all areas

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

- Quality Care 2020 will support the ongoing improvement of pharmacy practice in community pharmacies across Australia.
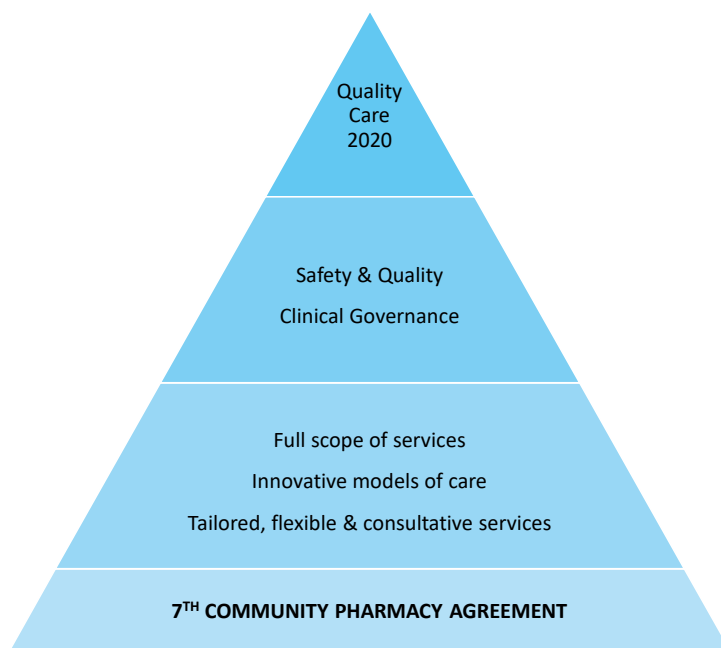
Community Pharmacy Vision

- We have a vision for community pharmacy to service the needs and preferences of patients and consumers through a vibrant, dynamic and commercial community pharmacy network.
- This vision has medication advice, management and safety at its core.
- Quality Care 2020 will support this vision by helping community pharmacies understand and be in a position to respond to the trends impacting their businesses in a way that makes the most of the opportunities that lie ahead.

The 7ᵗʰ Community Pharmacy Agreement

Quality
Care
2020

Safety & Quality

Clinical Governance

Full scope of services

Innovative models of care

Tailored, flexible & consultative services

7ᵀᴴ COMMUNITY PHARMACY AGREEMENT

Introducing Quality Care 2020, 29 October 2019: Strategic Context

- The 7ᵗʰ Community Pharmacy Agreement is a mechanism for the industry to grow and better support Australian health care consumers
- This diagram represents some of the themes and focus areas being discussed across the industry and in the context of the 7ᵗʰ Community Pharmacy Agreement
- Quality Care 2020 provides a framework for a broader range of community pharmacy services to be provided in a quality and safe way

QCPP in Community Pharmacy

- Community pharmacies provide excellent professional services and care.

- But it's helpful to be able to define excellence and be confident that your pharmacy is performing at industry best practice.

- the QCPP is a quality assurance program focused on improving community pharmacy services provided to the public.

- The QCPP provides a framework for community pharmacies to provide quality, safe and consistent professional services and consumer care.

- The QCPP provides pharmacies with a set of actions to consistently be of high quality across the spectrum of community pharmacy functions and operations.

- The QCPP provides reassurance that you can focus on what you do best – looking after your community.

Introducing Quality Care 2020

- The QCPP reform will be known as Quality Care 2020
- Quality Care 2020 will reflect the continuation of community pharmacy innovation and practice
- Quality Care 2020 will reflect leading quality management practices

- Quality Care 2020 was necessary to reflect the new Australian Standard for quality in community pharmacy.
- But in the spirit of continuous improvement… it's much more.

- Quality Care 2020 was developed with regard to wider industry changes and trends.
- Quality Care 2020 reflects the National Model Clinical Governance Framework
- This framework sits under within the National Safety and Quality Health Service Standards (by the Australian Commission on Safety and Quality in Health Care)

- Quality Care 2020 also reflects the work of the Pharmaceutical Society of Australia in developing Clinical Governance Principles for Pharmacy Services.

- Our team also incorporated best practice accreditation models in consultation with our accreditation body - the Joint Accreditation System of Australia and New Zealand

- We have also revised our assessment model to reflect contemporary community pharmacy operational management practices

Thank you
Discussion & Questions

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QUALITY CARE 2020 INTRODUCTION

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

INTRODUCING QUALITY CARE 2020:
INDUSTRY BRIEFING
29 OCTOBER 2019

Overview

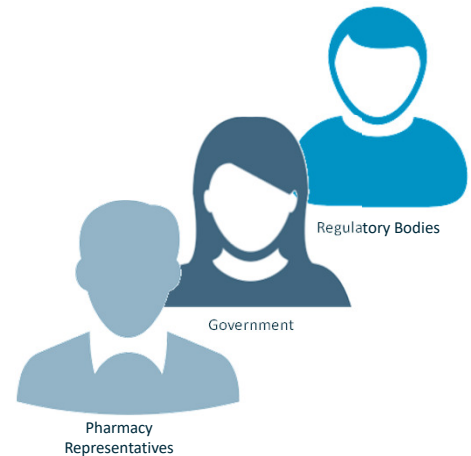|			
Strategic Context	Introduction to Quality Care 2020	Program Governance & Assessment	Program Requirements
	Working Together to Deliver	Resources & Tools	Program Portal	Closing Remarks

- Housekeeping details for physical briefing (emergencies, toilets, breaks)
- Each briefing session is described by each box on this slide.
- There will be plenty of opportunities to ask questions through and at the end of each presentation
- Questions may be asked either through Menti or with roving microphones
- In the interest of time and accuracy, not all questions will be answered at the time
- The questions and answers will also be published on the QCPP website after the event.

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

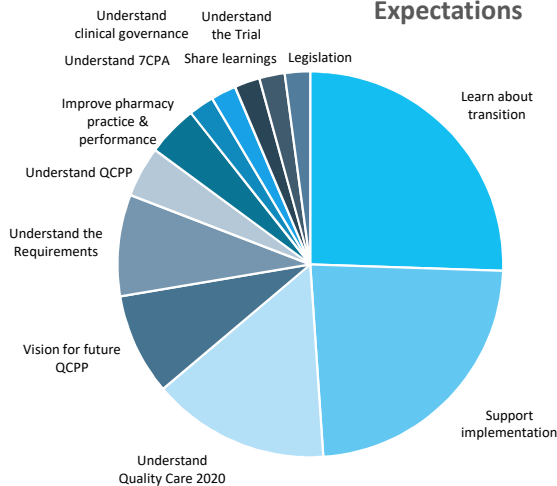5. Identify opportunities under Quality Care 2020 to better support your members

Regulatory Bodies

Government

Pharmacy Representatives

- This slide presents the objectives of the Industry Briefing
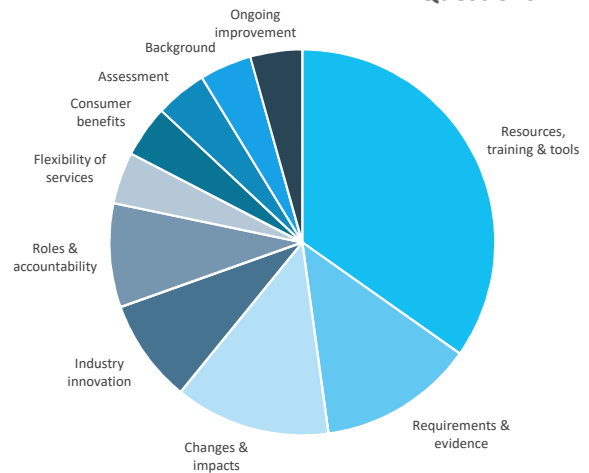- Invitations to the Industry Briefing were sent to regulatory bodies, government and pharmacy membership groups.

Expectations and Questions

Expectations

Understand clinical governance · Understand the Trial · Understand 7CPA · Share learnings · Legislation · Improve pharmacy practice & performance · Understand QCPP · Understand the Requirements · Vision for future QCPP · Understand Quality Care 2020 · Support implementation · Learn about transition

Questions

Ongoing improvement · Background · Assessment · Consumer benefits · Flexibility of services · Roles & accountability · Industry innovation · Changes & impacts · Requirements & evidence · Resources, training & tools

Introducing Quality Care 2020, 29 October 2019: Introduction

- When you were invited to the Industry Briefing you were asked to submit any specific questions and to describe your expectations for the day.
- We want to make sure we've addressed these throughout the day
- This slide categorises your expectations and the types of questions you submitted.
- There's consistency in large groups of people wanting:
    - to support implementation
    - better understand the overall program, the Requirements and the transition; and
    - ask specific questions about resources, training and tools; the Requirements; and about the changes.
- This range of information will be covered by the Industry Briefing.
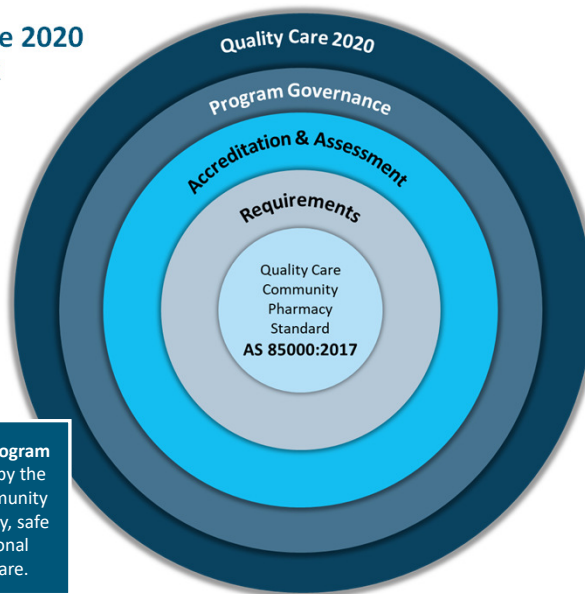
14

Other Questions

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

[No significant/unique responses were received]

Quality Care 2020 Framework

Quality Care 2020 — Program Governance — Accreditation & Assessment — Requirements

Quality Care Community Pharmacy Standard AS 85000:2017

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.

- The kernel of the QCPP is the Australian Standard (AS85000)
- The circles around the Australian Standards comprise the QCPP and its newest identity – Quality Care 2020
- These circles are essentially similar between QCPP and Quality Care 2020.
- But delivering the intent of Quality Care 2020 has required changes within each circle

- **Registration question:** What are the perceived regulatory impacts with QCPP particularly in terms of standards of practice and proprietor responsibilities? Pharmacy premises vs QCPP approval of vaccination services. Learn about QCPP and potential synergies with State and Territory legislation?

- **Answer:** QCPP is not regulatory authority. It is a framework which helps pharmacies be aware of their legislative obligations. QCPP provides a consistent standard and takes into account the legislative requirements on a broader national level. Pharmacies must ensure they still meet their state specific requirements as this can be different between different jurisdictions. A good example is vaccination legislation between each state. QCPP requires a baseline standard however pharmacies need to consider the broad range of differences between jurisdictions like approved vaccines, room requirements, documentation and reporting requirements and paraphernalia.
- QCPP will continue to review and update requirements via new legislation/standards/guidelines/protocols/advances to ensure it stays relevant and

practical in the industry.

Developing Quality Care 2020

- QCPP is a quality assurance program focused on improving community pharmacy services provided to the public.
- Quality Care 2020 was triggered by an update to the Australian Standard 85000 – from 2011 to 2017
- The scope of QCPP's requirements are bound by the details in the Australian Standard
- But there were still opportunities to ensure that QCPP was best reflecting the needs of an innovating community pharmacy sector.

- In 2017/18 we went through a pilot process involving about 20 community pharmacies
- The pilot aimed to test the conversion of the new Standards into new Requirements
- It also aimed to shift the emphasis in the program from compliance to quality improvement

- We learnt a lot from the pilot.
- We heard that the new structure of the requirements which uses 5 domains instead of 18 elements was really positive.
- We also learnt that we need to clearly communicate our expectations on how pharmacies meet the requirements and what kind of evidence should be provided.
- We also learnt that community pharmacies need a good level of information and communication on any changes being made to QCPP

- We've taken this experience and made further developments, in order to deliver you Quality Care 2020

Designing Quality Care 2020

- Quality Care 2020 has been developed to complement industry initiatives and to respond to the external environment for community pharmacy
- The features of Quality Care 2020 are intended to enhance the QCPP accreditation process and align with pharmacy business operations.
- Quality Care 2020 has been designed in consultation with pharmacies, businesses and industry experts
- QCPP has established the pharmacy-led QCPP Reform Working Group to provide ongoing input into the design of Quality Care 2020.
- Membership of the Working Group includes representatives from a variety of pharmacies, including both Guild and non-Guild members, independent and banner group pharmacies, as well as pharmacies that participated in the pilot review. It includes subject matter experts with extensive understanding of small business pharmacies.
- QCPP has also engaged subject matter experts on specific areas of the program, for example complex compounding.

Enhancements Through Quality Care 2020

An intuitive five domain structure aligned to pharmacy business operations

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

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

24/7 access to an online portal with QCPP account management tools, assessment management, and resources and references.

Agile model responsive to evolving pharmacy environment

- This slide lists the key changes and benefits of Quality Care 2020

- Quality Care 2020 demonstrates leadership and innovation through continuous improvement.

- Quality Care 2020 is a paradigm shift for driving quality in pharmacy, not checking quality in pharmacy

- This slide is an excerpt of the timeframes on the Quality Care 2020 flyers
- We encourage you to distribute the Quality Care 2020 flyers to your members and stakeholders
- The Quality Care 2020 flyers are available in hard copy for the QCPP Team or electronically from www.qcpp.com

Resources and Information

🌐 www.qcpp.com/2020

📞 1300 363 340 (9am-5pm AEST)

✉️ QualityCare2020@qcpp.com

- QCPP will provide detailed information and resources in the lead up to Quality Care 2020, to give you plenty of time to prepare for upcoming assessments.

- To stay informed about Quality Care 2020, sign up for the QIP e-newsletter at www.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.

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QUALITY CARE 2020

QUALITY CARE 2020
PROGRAM GOVERNANCE & ASSESSMENT

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

INTRODUCING QUALITY CARE 2020:
INDUSTRY BRIEFING
29 OCTOBER 2019

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 Program Governance
- Terms & Conditions
- Rules
- Policies & Fees
- Accreditation AS 85000:2017
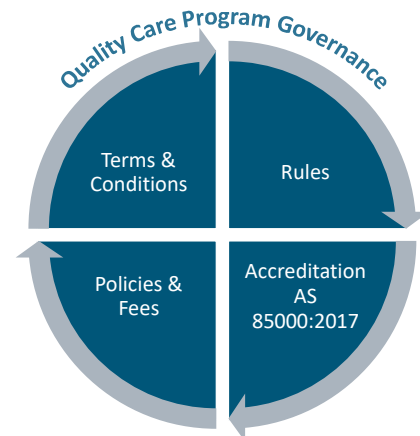
Introducing Quality Care 2020, 29 October 2019: Program Governance

- The QCPP Program Governance elements are represented in the wheel.
- The Governance elements underpin the accreditation of the Guild as a Conformity Assessment Body for the purpose of administering the QCPP.
- Determining and communicating the Governance elements are the primary responsibility of the QCPP Operational Team
- The impact of each element on community pharmacies, includes:
    - Pharmacy owners must agree to abide by the Terms and Conditions of the Program before they can engage with the accreditation process
    - Pharmacy owners must agree to abide by the Rules of the Program
    - The Policies and Fees are the way in which the QCPP conducts its business
    - The Requirements are a core program material which underpins the accreditation
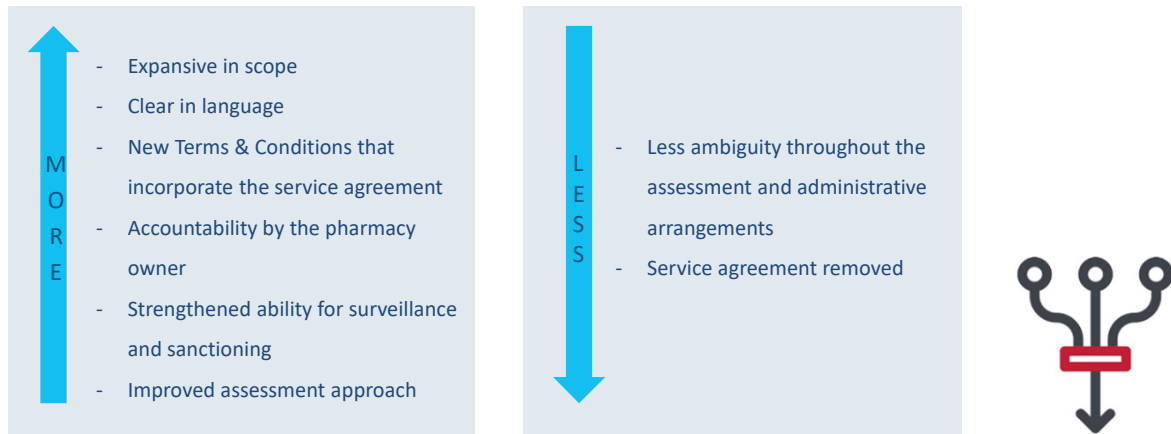
- This slide describes the changes to the Program Governance under Quality Care 2020.
- The box on the left hand side describes what will be increased or more evident under Quality Care 2020; and the right hand box describes the features which will be decreased or less evident under Quality Care 2020.

- **Registration question:** How will ALL pharmacies in the QCPP program be held to account?
- **Answer:** QCPP is working to enhance its relationship with various national and state/territory based industry regulators to increase accountability. The QCPP hopes to increase the sharing of information between the program and these bodies in relation to issues of concern. It's anticipated that the increased sharing of information will improve the ability for any necessary investigations (by either party) to achieve optimal outcomes for the industry and for the safety of consumers.

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

Community Pharmacy Assessment
- Initial onsite assessment
- Embed quality management
- Reaccreditation assessment every two years

- This slide introduces the QCPP assessment roles, processes, and model.
- It's anticipated that the assessment process and delivery under Quality Care 2020 will be similar to current QCPP practices.
- The QCPP Assessment Team is trialling the assessment model with community pharmacy under Quality Care 2020 to ensure a consistent and appropriate delivery.

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

Introducing Quality Care 2020, 29 October 2019: Program Governance

- This slide describes the key changes to the Assessment Model under Quality Care 2020.
- The opportunity to exceed the standard requirements will better recognise those pharmacies who are innovative and continuing to improve. The new 'exceed' program element could provide a foundation for additional certification or recognition in future.
- Quality Care 2020 will provide improved reporting on assessment outcomes, with benchmarking data and trend data provided to pharmacies.
- Quality Care 2020 uses an improved risk model for managing assessment outcomes, with regard to graduated risk to the community.
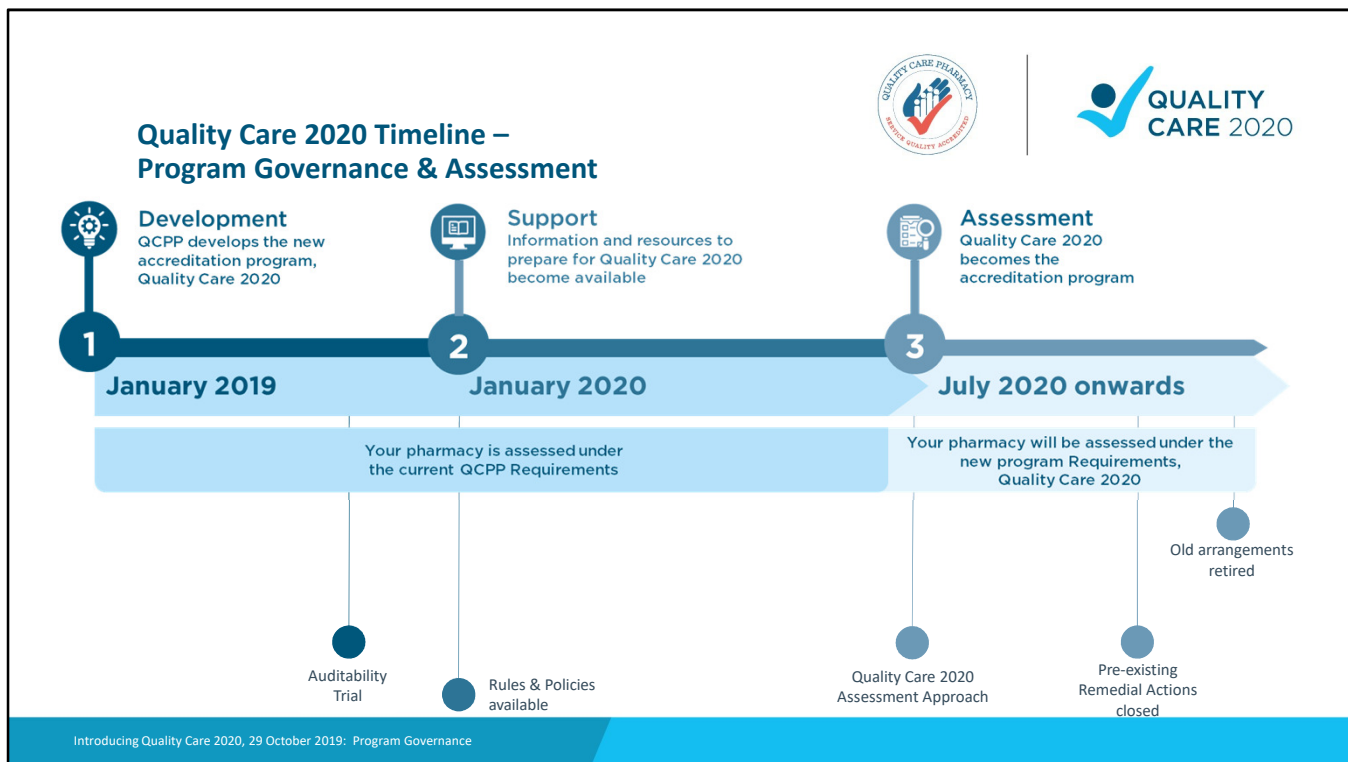
- This slide presents the Quality Care 2020 transition timeframes with additional milestones that pertain to Program Governance and Assessment

Information, tools & resources

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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

- We invite you to reflect on how you might use the information we have shared with you today to support the transition to Quality Care 2020.
- For example, you may want to review program governance material: rules, policies, terms and conditions
- You may also want to prepare for the 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.

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QUALITY CARE PHARMACY
SERVICE QUALITY ACCREDITED

QUALITY CARE 2020

QUALITY CARE 2020 REQUIREMENTS

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

INTRODUCING QUALITY CARE 2020:
INDUSTRY BRIEFING
29 OCTOBER 2019

> *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)

Introducing Quality Care 2020, 29 October 2019: Program Requirements

- This slide shows the continuous quality improvement approach of the Flannery Pharmacy Team over the past two decades.
- Flannery Pharmacy was one of the first pharmacies to be QCPP-accredited.

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
Program Governance
Accreditation & Assessment
Requirements
Quality Care Community Pharmacy Standard
AS 85000:2017
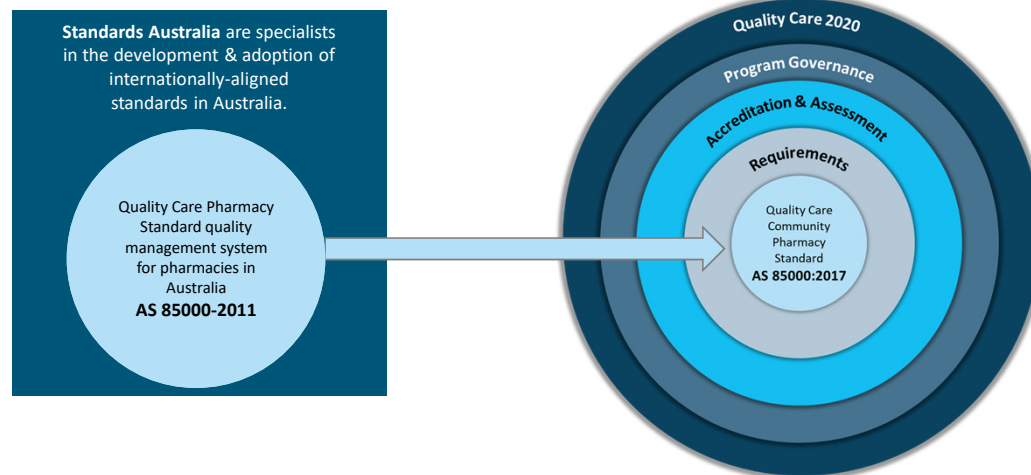
- The updated Australian Standards triggered a change in the QCPP program and its requirements
- Standards Australia facilitated an updated Australian Standard from the 2011 to 2017 version
- The Australian Standards are independent, and developed by Industry
- The QCPP is bound by the detail in the Standards - the Requirements are derived from the Standards.
- We also knew the update to the Australian Standard was an opportunity to make other changes to QCPP reflect the evolution of pharmacy and contemporary community pharmacy operational management practices.
- We wanted to the Requirements to reflect industry initiatives like:
    - The National Model Clinical Governance Framework, which sits under within the National Safety and Quality Health Service Standards (by the Australian Commission on Safety and Quality in Health Care)
    - The work of the Pharmaceutical Society of Australia in developing Clinical Governance Principles for Pharmacy Services
- In consultation with the QCPP Reform Working Group, we've undertaken a very comprehensive review process over a number of months
- We've involved subject matter experts on particularly elements of the Requirements
- We acknowledge that the Requirements will continue to evolve and change as the industry does. There will always be more changes and refinements to be made at opportune times through the program. Now is the time to draw a line in the sand and transition to an updated model.
- The Team will continue to monitor the external environment and log ongoing opportunities to

improve the program in future and stay relevant to pharmacy

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

Introducing Quality Care 2020, 29 October 2019: Program Requirements

- This slide describes the objectives that were used to design the Quality Care 2020 Requirements.
- Those objectives have been realised through three key updates to the Program Requirements
    1. Improved Framework (5 Domains)
    2. Enhanced Requirements (Updates to existing features in the Requirements)
    3. Additional Requirements (New Requirements that didn't previous exist)

Quality Care 2020: Improved Structure

- The pre-existing requirements are structured under 18 Elements
- Under Quality Care 2020 we are regrouping the requirements into 5 Domains
- The 5 Domains improve alignment with pharmacy practice and operations, and increase usability.
- This change was piloted in 2017/18 and received very positive feedback.

- Each domain will be published with a descriptor
- Each domain has sub-domains, which will have a quality management 'intent'
- The intent will give a more cohesive view on how all the requirements in the sub-domain will work together to embed quality, safety and consistency.
- The requirements will clearly articulate the evidence required – this feature has been strengthened compared to the feedback from the Pilot

- You may wish to think about how the change form 18 Elements to 5 Domains could be reflected in the materials and tools that your members and stakeholders currently use.
- You don't need to restructure against these domains, but this is the way our model will run

- This slide lists the key enhancements to the Requirements
- Clinical Governance has always been a feature of the QCPP
- Under Quality Care 2020, we've mapped other clinical governance frameworks and increased our confidence that the QCPP aligns with each of these elements
- We've strengthened some of the language of the pre-existing Requirements to better align with other clinical governance frameworks and principles
- Currently health policy is emphasising the importance of consumer centred care and an engaged and literate health community. Community pharmacy has a role in collaborating and co-designing with consumers, their prevention and treatment actions. Community pharmacy also has a role in listening to consumers and evaluating collaboratively how well their health care arrangements are working, and how pharmacy services could be improved.
- Current QCPP requirements require pharmacies to have mechanisms for collecting and documenting consumer feedback and incidents. The new requirements will require a system of analyzing and reporting these to responsible and accountable persons (i.e. managers and owners) so they can be reviewed and addressed through a continuous quality improvement program.
- Enhanced requirements for business resilience will support a vibrant community pharmacy industry.
- Enhanced requirements for business practices will support a more consistent community pharmacy, to allow more time to focus on pharmacy services.

- There is an emergence of opportunity through IT, and great momentum within health policy & regulatory policy to better use IT. The Quality Care 2020 framework will support IT to be used safety and appropriately.

- Additional Requirements are being introduced through Quality Care 2020
- Additional Requirements reflect the new features of the Australian Standards 85000:2017
- This slide lists the types of new Requirements
- Further details of those new Requirements are also contained within AS 85000:2017 and available for purchase from Standards Australia
- The QCPP provides a baseline quality management framework for ensuring these activities are conducted in a safe, high quality and consistent way by community pharmacy.

Information, tools & resources

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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
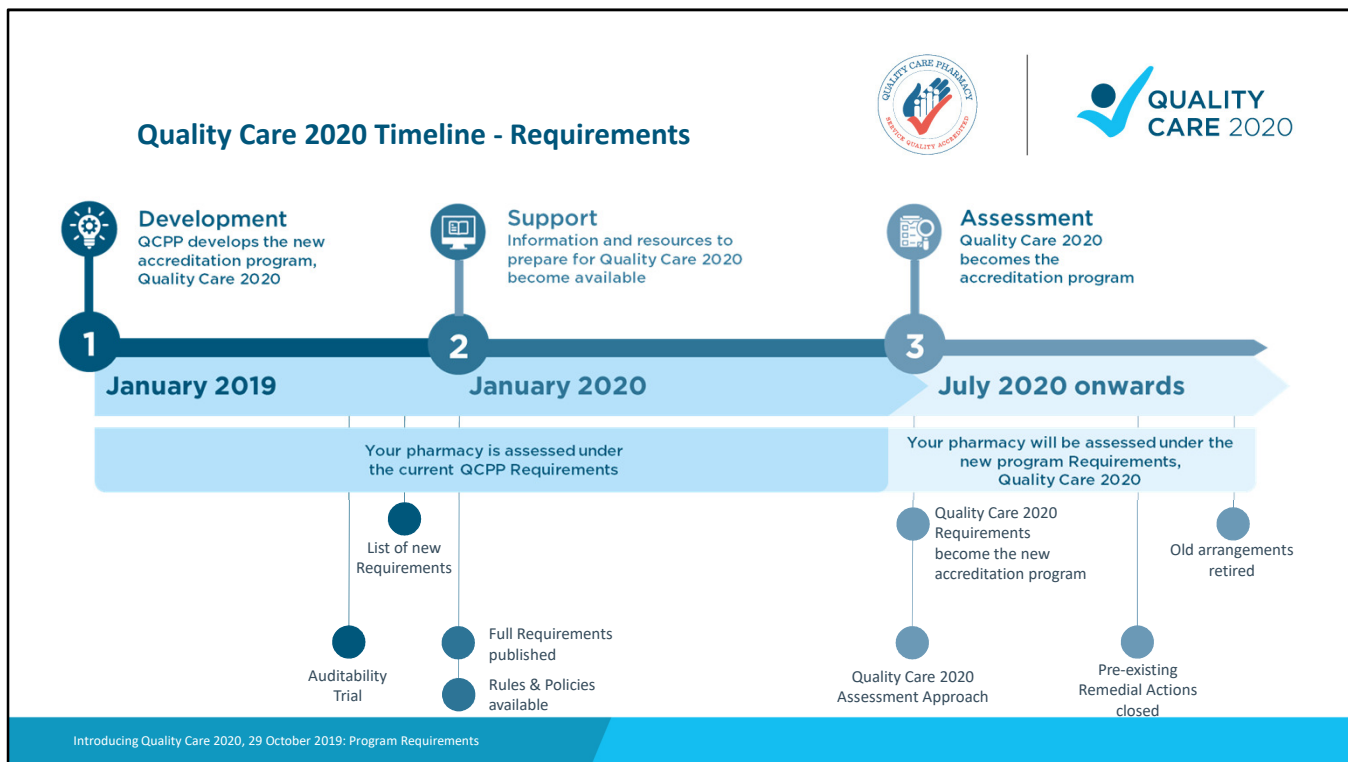
- This slide presents the Quality Care 2020 transition timeframes with additional milestones that pertain to Program Governance and Assessment and the Requirements.

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

- We invite you to reflect on how you might use the information we have shared with you today to support the transition to Quality Care 2020.
- For example, you may want to promote the enhanced and additional features of the Quality Care 2020 Requirements with your stakeholders.
- You may also want to review yours/ your stakeholders' systems and tools and consider how the Requirements under Quality Care 2020 could be incorporated.

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.

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QUALITY CARE 2020

Lunch
12.45 – 1.30

- This slide presents the information shared so far through the briefing and the information remaining.
- The grey row of boxes at the top of the slide are the sessions that have been held.
- The middle row of bright blue boxes is the information we've shared, stacked beneath the relevant session, and categorised according to you registration questions and expectations.
- The remaining questions and expectations are represented by the navy row of boxes at the bottom of the slide and will be discussed in the remaining sessions.
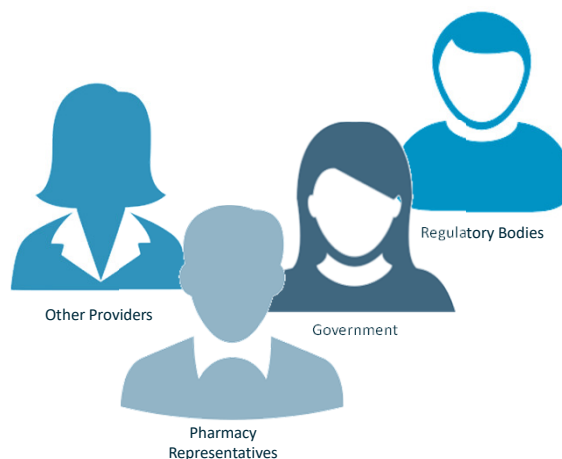
This slide recognises that there are many industry roles and responsibilities for maintaining and promoting quality, safety and consistency in community pharmacy

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

- The primary role of the QCPP Operational Team is to manage an accreditation program
- The QCPP Framework incorporates a range of different elements from other industries, regulations and frameworks.
- Under Quality Care 2020 those industry resources, references & tools will be referenced.
- QCPP intends to eliminate system wastage and duplication. Under Quality Care 2020, QCPP won't replicate the resources of other expert organisations.
- There is already an eco-system of solutions already available to community pharmacy.
- The QCPP will continue to provide resources that help pharmacies to understand the intent and methodology of the Program.
- But, under Quality Care 2020, tools and templates will no longer be provided.
- The QCPP expects other providers might decide to independently develop and provide tools and templates for community pharmacy.
- For example: HR is a sub-domain in Quality Care 2020. It's much more appropriate for organisations like Fair Work Australia to provide practical tools and templates, than for QCPP to replicate and rebrand these.

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

- The tailoring and flexibility under Quality Care 2020 is important due to the diversity in community pharmacy itself.
- Each pharmacy will derive its own unique value from the Quality Care 2020 framework. Each of these pharmacies will require different levels of and types of support in order to embed quality management.
- These pharmacies should have business-led tools. QCPP won't assess the tools – it will assess the tailored approach to quality.
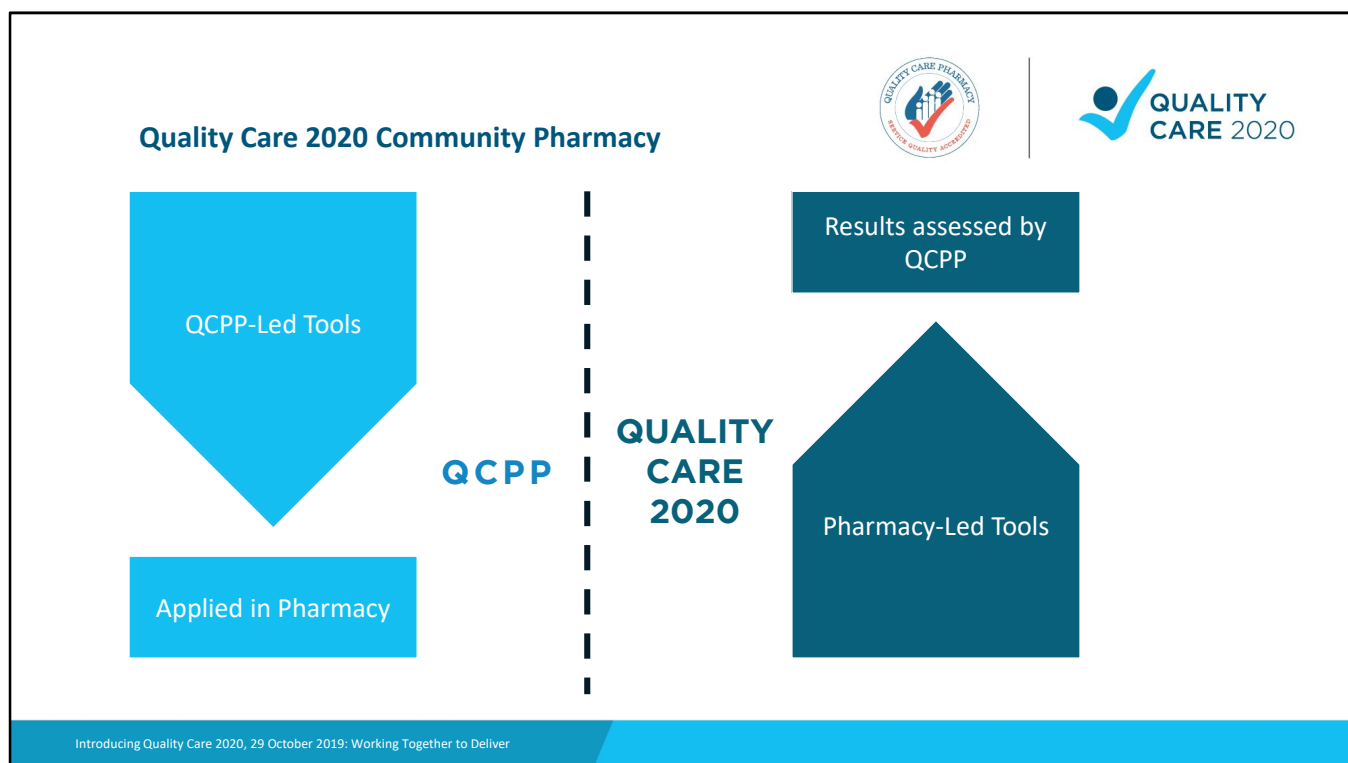
This slide represents the changed paradigm under Quality Care 2020, away from QCPP-led tools and towards Pharmacy-led tools.

Thank you
Discussion & Questions

[Nil questions raised]

QUALITY CARE 2020 TOOLS & RESOURCES

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

INTRODUCING QUALITY CARE 2020:
INDUSTRY BRIEFING
29 OCTOBER 2019

This slide describes the information and tools that were submitted on Menti during earlier sessions

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

QUALITY CARE 2020
PROGRAM PORTAL

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

INTRODUCING QUALITY CARE 2020:
INDUSTRY BRIEFING
29 OCTOBER 2019

This slide represents the current state of digitally published information on the QCPP

Quality Care 2020 Portal – Design & Access

W W W . Q C P P . C O M

Website
General information
General access

Portal
Account Management &
Assessment Management

Knowledge Hub
Requirements & accreditation resources

LINK → RESTRICTED ACCESS
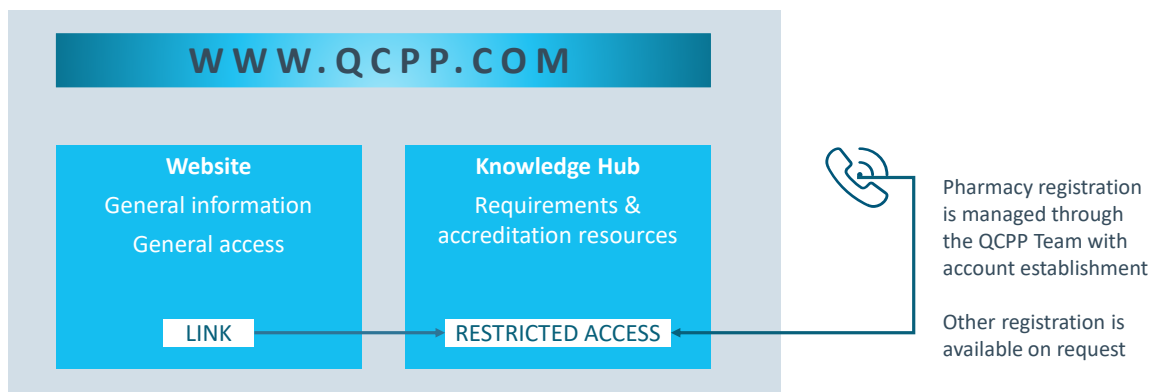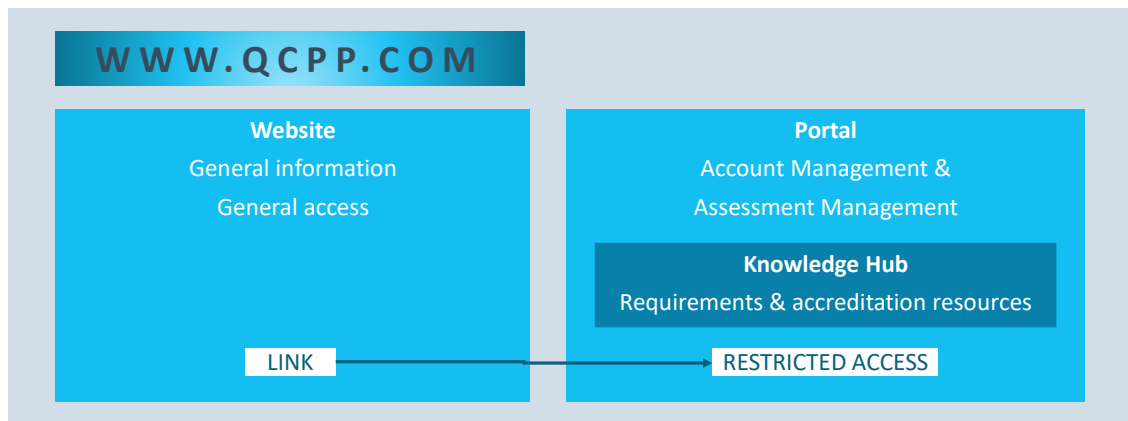
Introducing Quality Care 2020, 29 October 2019:Portal

- This slide represents the future state of digitally published information on the QCPP

- The Portal will host the details of the old/existing Knowledge Hub. These details will be fully superseded in late 2020 by the Quality Care 2020 assessment process. At this time, the old/existing Knowledge Hub will be retired.

- The new Portal will host a new Knowledge Hub.
- The new Knowledge Hub will include:
    - The Quality Care 2020 requirements
    - AS85000:2017
    - Interpretations and ruling relating to the new requirements
    - Mapping documents to assist in the transition from the current requirements to the new requirements
    - References to other available industry resources.
    - Potentially, educational snippets (e.g. videos, webinars)

- The new Portal will also include a module to enable pharmacies to self-manage the details QCPP has on hand in relation to their pharmacy (address, email, contact person/s), view information around when they will be due for reaccreditation, view and pay invoices and view and respond to any actions stemming from the onsite assessment.

This slide describes the three modules in the new Portal and the features of each.

Information, tools & resources

menti.com

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

Results

Features	1st	2nd	3rd	4th	5th	6th	7th
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

This slide describes the future communication channels to access QCPP support

Quality Care 2020 – Pre-Registration to the Portal
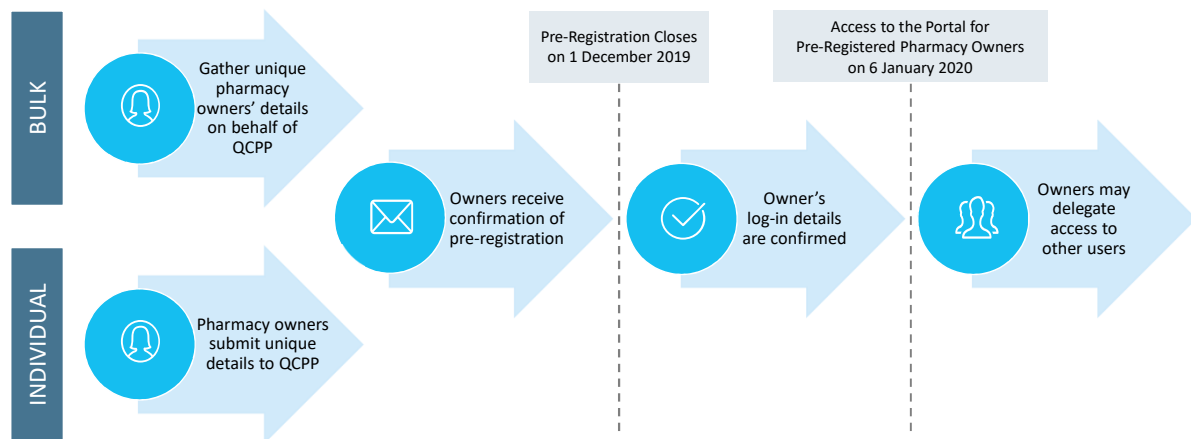
- The Portal will be available from 6 January 2020
- Pre-registration to the Portal will be available from the QCPP website
- Pre-registration will be promoted through a QIP e-newsletter
- Pre-registration will be particularly important for those pharmacies with an assessment date between 1 January 2020 and 30 June 2020, in order to maintain access to the Knowledge Hub
- The QCPP will be in contact with member organisations directly on how you might promote the pre-registration process with your members.
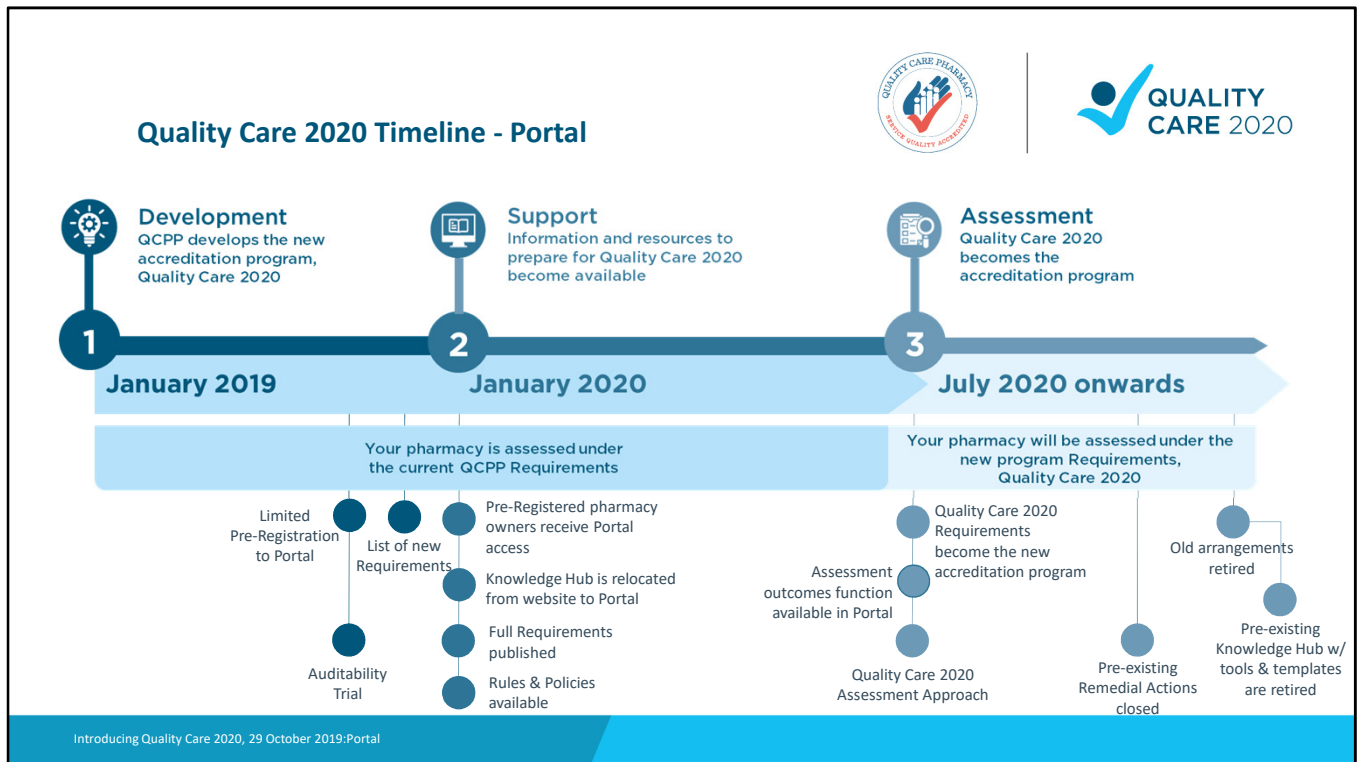
- This slide presents the Quality Care 2020 transition timeframes with additional milestones that pertain to Program Governance and Assessment, the Requirements and the Portal.

- We invite you to reflect on how you might use the information we have shared with you today to support the transition to Quality Care 2020.
- For example, you may want to promote pre-registration for the Quality Care 2020Portal with your stakeholders.
- It may also be appropriate for you to talk with the QCPP about supporting a bulk pre-registration process for the Quality Care 2020Portal on behalf of your members.

Thank you
Discussion & Questions

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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

QUALITY CARE 2020
CLOSING REMARKS

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

INTRODUCING QUALITY CARE 2020:
INDUSTRY BRIEFING
29 OCTOBER 2019

This slide describes the QCPP Program Framework and key changes and features of Quality Care 2020.

This slide presents the information gathered and reported during the working session on "Tools & Resources"

This slide presents the information gathered and reported during the working session on "Tools & Resources"

- This slide presents the Quality Care 2020 transition timeframes with additional milestones that pertain to Program Governance and Assessment, the Requirements and the Portal.
- This slide is the amalgamation of the key milestones described during the Industry Briefing.
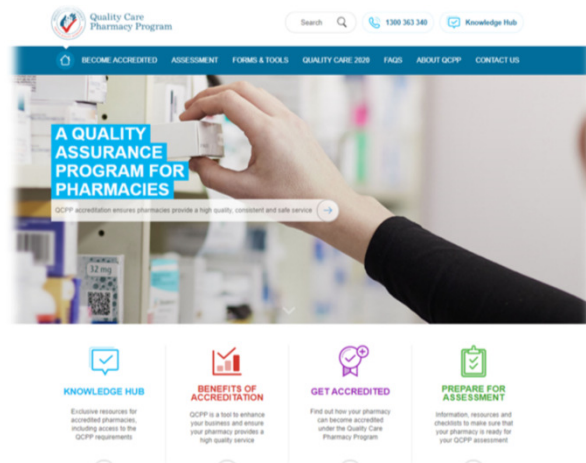
- The information shared during the Industry Briefing will be published on the QCPP website
- The publication of this information on the QCPP website will be promoted through a QIP e-newsletter
- The APP Conference in March 2020 will be another face to face opportunity to discuss the implementation of Quality Care 2020

Resources and Information

🌐 www.qcpp.com/2020

📞 1300 363 340 (9am-5pm AEST)

✉️ QualityCare2020@qcpp.com

- QCPP will provide detailed information and resources in the lead up to Quality Care 2020, to give you plenty of time to prepare for upcoming assessments.

- To stay informed about Quality Care 2020, sign up for the QIP e-newsletter at www.qcpp.com

Thank you &
Event feedback

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