



# Quality Care Pharmacy Program - Supporting Excellence in Pharmacy



**Quality assurance** is an important part of the health system. The only national endorsed quality assurance program in community pharmacy is the Quality Care Pharmacy Program (QCPP) which has been established for more than 10 years. QCPP is a world class accreditation program, which sets high standards for pharmacy excellence and supports ongoing improvement in patient care.

The Pharmacy Guild of Australia developed the QCPP standards in partnership with all pharmacy stakeholders. They have been designed for the profession and cover all aspects of the pharmacy business.

The QCPP standards are a key driver of delivering quality healthcare to patients - research conducted in October 2008 showed that 86% of accredited pharmacies implement QCPP because they want to improve their quality standards.

Since the beginning of the program over 4,950 Australian pharmacies have registered with QCPP and 90% have achieved accreditation. Key elements of QCPP are:

## Excellent Customer Care leads to Excellent Customer Satisfaction

QCPP provides protocols and procedures for all aspects of the business to ensure excellent standards of customer care. For example, protocols and procedures regarding the safety and storage of medicines ensure customers receive the most appropriate medicine for their needs and that the medicine is safe and effective when taken. QCPP also provides best practice support about the provision of professional services.

Research has shown that due to the quality and consistency of their experiences, customers are more likely to return to a QCPP accredited pharmacy than to a non-accredited pharmacy.<sup>1</sup>

## Excellent staff

QCPP requires staff to be trained so that customers consistently receive excellent health care including the best advice and the most appropriate medicine for their needs. Training also supports the retention of the over-the-counter medicine Schedules in community pharmacy. Over 15,600<sup>2</sup> pharmacy assistants have undergone Guild accredited training for the delivery of Pharmacy and Pharmacist Only Medicines to meet the mandatory training requirements of QCPP.

## Excellent Operations

The QCPP procedures outline how the pharmacy should operate and give the pharmacy team a clear picture of the needs of the business to facilitate better customer service.

Efficient processes and comprehensive procedures ensure that a pharmacy delivers consistent and safe health care services to all customers.

## Ongoing Excellence

QCPP ensures pharmacies measure and monitor their operations on a regular basis. This means they can respond to issues faster and more effectively, create better ways of doing things, and continually improve the quality of their services. Next time you see the QCPP logo at the front of the pharmacy you know that the pharmacy staff are measuring and monitoring their performance.

<sup>1</sup>Evaluation of Quality Care Pharmacy Program February 2005, by The Australian College of Pharmacy Practice and Management, Quality Medication Care Pty Ltd and the Therapeutics, Research Unit, University of Queensland.

<sup>2</sup>As at December 31, 2008

