

HAWKE'S BAY DISTRICT HEALTH BOARD	Manual: Doc No: Date Issued: Date Reviewed: Approved: Signature: Page:	
Pharmacy / Pharmacist Service Contract Policy		

PURPOSE

Hawke's Bay District Health Board (HBDHB) has a statutory objective cited in section 22 (1) (ba) of the Public Health and Disability Act 2000:

'..to seek the optimum arrangement for the most effective and efficient delivery of health services in order to meet local,..... needs.'

The Integrated Community Pharmacy Services Agreement (ICPSA) came into effect on 1 October 2018.

The vision of this agreement is the provision of integrated Pharmacist Services in the community delivered with greater flexibility to meet the needs of their local populations, to address inequities, promote pharmacists as experts in medicines management and encourage collaboration between consumers, their pharmacist and a broader multi-disciplinary team.

The HBDHB requires that all contractor holders to become an Endorsed Provider. The purpose of this policy is to outline the process by which those wishing to deliver pharmacist and pharmacy services become an Endorsed Provider.

SCOPE

Situations this policy applies to include:

- Application for a pharmacy / pharmacist service contract, including by not limited to, Integrated Community Pharmacy Services Agreement (ICPSA)
- When existing pharmacy / pharmacist service contract holder, including but not limited to ICPSA, has any change in company structure or ownership (including addition of any shareholder)
- When existing pharmacy / pharmacist service contract holder, including but not limited to ICPSA, wishes to change location (refer to ICPSA clause B.20 requirements for DHB approval)
- any request that an existing pharmacy contract-holder be able to provide services from additional premises (including through a satellite pharmacy)

POLICY STATEMENT

People are at the centre of the Hawke's Bay health system. Hawke's Bay pharmacy services, as an integrated component of a person, whānau and hapū-centred, collaborative model of care, will be delivered in innovative ways, across a broad range of settings, to ensure equitable access to medicines and healthcare services for all. Hawke's Bay DHB seeks to ensure all of its community has access to high quality pharmaceutical care and this policy supports this vision. We are committed to an equitable and quality approach for the commission and contracting of pharmacist and pharmacy services that achieve our statutory objectives and achieve the national vision in a matter that best meets the need of Hawke's Bay's community.

HBDHB has a responsibility to ensure all those with whom we contract have good business processes and systems in place for undertaking the services we contract. This is assured by our due diligence process requiring all contract holders to become an Endorsed Provider; managed and overseen by Head of Contracts and Procurement. Assurance that whom we contract with can provide quality services, is assessed against the dimensions of quality as defined by the US Institute of Medicine, and aligned to the New Zealand Triple Aim by the Health Quality and Safety Commission, as described in our Endorsed Provider – Pharmacy / Pharmacist Supplementary Form.

EVALUATION CRITERIA

Applicants shall be assessed against the following general evaluation criteria:

- Ensuring Hawke’s Bay population have long-term equitable access to pharmacy services
- Demonstrates recognition of Māori values and beliefs and how services will be delivered to ensure rights of Māori consumers and whānau.
- Priority population health outcomes will be addressed –ensuring equity
- Achieving better health outcomes – improving service user accessibility to pharmacy / pharmacist services
- Proposed approach to service delivery - a focus on quality, best practice services
- Organisational experience, capacity, and capability
- Workforce experience, capacity, and capability

Applications must meet requirements of:

- Endorsed Provider form (Appendix A)
- Endorsed Provider - Pharmacy / Pharmacist Supplementary form (Appendix B) if considered relevant by the DHB.
- Any other matters that the DHB considers to be relevant to its assessment of the application.
- Compliance with other Hawke’s Bay DHB procurement policies and strategies.

Endorsed Provider – Pharmacy / Pharmacist Supplementary form will be assessed according to information provided as being:

- Green All information provided is sufficient to indicate quality service provision
- Amber Additional information required or conditions placed on agreement to indicate quality service provision
- Red Indication is quality service unable to be provided

Note: This policy, or process, does not evaluate or outline ongoing quality service provision or requirements. These are managed within the agreement service specifications.

INDICATIVE EVALUATION PROCESS

HBDHB will endeavour to follow the outlined process when evaluating applications:

1. Applicants¹ complete and submit both an Endorsed Provider Form and Pharmacy / Pharmacist Supplementary Form and accompanying cover letter to:

Contract Liaison (Pharmacy)
Hawkes Bay DHB
Private Bag 9014
Hastings 4156
Or electronically to Contracts@hawkesbaydhb.govt.nz

Applicants must ensure they provide all relevant information to the DHB with their application.

2. An email acknowledging the application will be issued within seven (7) working days of receipt.
3. Applicants can seek clarification around documentation and requested information from the Planning and Commissioning Manager (Pharmacy & Clinical Support) or email Contracts@hawkesbaydhb.govt.nz prior submission.
4. Pharmacy Review Panel (see below) will consider the application.
Additional information or advice may be required from the applicant and/or other persons within, and external to, the HBDHB, in order to assess the application fully. If the applicant fails

¹ New contract holders, or current contract holders with change in company structure or ownership.

to supply the information within 30 days of the date of the request (or within any additional time given by the Panel) the application will lapse. This requires the applicant to submit a new application.

Site visits and reference checking may also be part of the Pharmacy Review Panel process.

5. The applicant is required to attend a meeting, with the Contract Liaison and the Planning and Commissioning Manager (Pharmacy & Clinical Support) to discuss the application and review the documentation provided.
6. Approval of the application is subject to the provider meeting all legal requirements, including the requirement to have and maintain a licence to operate a pharmacy, if application is for ICPSA. Further information on the process is available on the TAS website.

Hawke's Bay DHB is not responsible for applications that are not received.

7. The Pharmacy Review Panel will make a recommendation to the Commissioning Leadership Group. The applicant will be advised of the outcome of the application within three months of making the application.
8. Please note, a minimum timeframe is required from time of HBDHB approves Endorsed Provider status so that Ministry of Health Sector Operations can be notified and new contract set up with MoH system ahead of contract start date. Please ensure sufficient time is allowed and communicate early with HBDHB.
9. If application is deemed to be satisfactory to HBDHB and the applicant wishes to proceed with their application, agreement negotiations shall commence. Note that:
 - No services are to be provided until a fully signed contract is in place
 - No claims for payment are to be submitted until a fully signed contract is in place
10. If an application is declined, the applicant will have a single right of appeal to the HBDHB within 30 days by providing additional information to support the original application. The decision of the Commissioning Leadership Group will be final.

The process described above is an indicative process only. HBDHB reserves the right, in its sole discretion to deviate from this process at any time and for any reason.

PHARMACY REVIEW PANEL

The HBDHB Pharmacy Review Panel will include the following roles:

- Head of Contracts and Procurement
- Contract Liaison – Pharmacy
- Planning and Commissioning Manager (Pharmacy & Clinical Support)
- Chief Pharmacist
- Māori Health Representative

The Panel may seek additional information or advice, and/or co-opt additional members as required.

POLICY REVIEW

This policy will be reviewed subject to DHB policy. The review will be undertaken by the Commissioning Leadership Group.

REFERENCES

This policy acknowledges its responsibilities under the following legislation:

- Public Health and Disability Act 2000
- Commerce Act 1986
- Employment Relations Act 2000
- Fair Trading Act 1986
- Health and Safety at Work Act 2015
- Human Rights Act 1993
- Medicines Act 1981 and related Regulations
- Official Information Act 1982
- Privacy Act 1993
- Sale of Goods Act 1908 as amended by the Contractual Remedies Act 1979
- Treaty of Waitangi Act 1975
- Resource Management Act 1991
- Ministry of Health, Health and Disability Services, Pharmacy Service Standards 2010.

This policy considers DHBs responsibilities according to:

- National strategies
 - Pharmacy Action Plan 2016 – 2020
 - NZ Health Strategy 2016
 - Healthy Ageing Strategy
 - NZ Disability Strategy
- Integrated Community Pharmacy Services Agreement (ICPSA)
- Health and Disability Services - Pharmacy Services Standard NZ 8134.7.2010

This policy considers Hawke's Bay DHB local direction including:

- Hawke's Bay Health Equity Report 2018
- Hawke's Bay Health Equity Framework
- Clinical Services Plan 2018- 2028
- Community Based Pharmacy Services in Hawke's Bay Strategic Direction 2016-2020

APPENDICES

Appendix A: Endorsed Provider Form

Appendix B: Endorsed Provider - Pharmacy / Pharmacist Supplementary form

Appendix C: Quality Framework

Appendix A: Endorsed Provider Form

Appendix B: Pharmacy / Pharmacist Supplementary form

Appendix C: Quality Framework