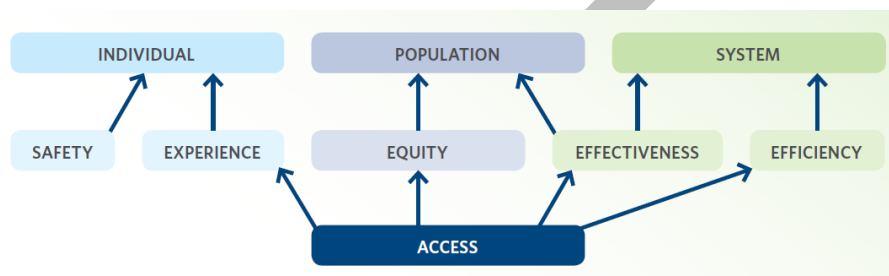


Pharmacy Services Quality Framework

The Pharmacy Services Quality Framework is structured according to the six dimensions of quality as described by US Institute of Medicines, aligned by the Health Quality and Safety Commission with the New Zealand Triple Aim:^{1,2,3}



The US Institute of Medicine has defined six dimensions of quality:

- Access / Timeliness – Did the system provide care quickly once a need was recognised?
- Safety – When the patient most needed to be safe, were they?
- Experience – How did it feel to be cared for in our system?
- Equity – Good health care for all, regardless of gender, ethnicity, age or income.
- Effectiveness – The right care providing good outcomes.
- Efficiency – Does the system avoid waste – and thus cost – in supplies, equipment, space, capital, ideas, time and opportunity?

The New Zealand Triple Aim provides a focus for this improvement:

- improved quality, safety and experience of care for the individual
- improved health and equity for all populations
- best value for public health system resources.



The Health and Disability Services Pharmacy Services Standard NZS 8134.7:2010 is the foundation for describing good practice and fostering continuous improvement in the quality of pharmacy services.

¹ Health Quality and Safety Commission. Window on Quality of NZ Health Care. November 2015. Available from: <https://www.hqsc.govt.nz/assets/Health-Quality-Evaluation/PR/window-on-quality-of-NZ-health-care-Nov-2015.pdf>

² Agency for Healthcare Research and Quality. Six Domains of Health Care Quality. U.S. Department of Health & Human Services. Available from <https://www.ahrq.gov/talkingquality/measures/six-domains.html>

³ World Health Organisation. Quality of Care A process for making strategic choices in health systems. 2006. Available from: https://www.who.int/management/quality/assurance/QualityCare_B.Def.pdf

Accessible and timely pharmacy services	
Delivering health care that is timely, geographically, reasonable, and provided in a setting where skills and resources are appropriate to need.	
Did the system provide care quickly once a need was recognised?	
Key Performance Indicator	Rationale
Offers all core ⁴ pharmacy services, unless exemption requested.	To provide a level of fair expectation for the majority of the community for what a pharmacy should be, noting that certain areas may find a reduced service appropriate, hence the option for exemption.
Continuously seek to minimise barriers to those accessing your services.	To facilitate community access to a full range of pharmacy services close to home and easily accessible.
The range of additional services offered meets the needs of the community e.g. medicines, medicine management services, screening, diagnostic tests, and/or advanced clinical skills.	To ensure patients have choices and can access the pharmacy services they need. To enable patient-centric care. To support self-management and/or recommend referral to another health care provider when needed To encourage early diagnosis and appropriate early intervention.
Pharmacy services, especially new services, seek to resolve identified unmet need in our community as we work to ensure equitable health outcomes for all in our community.	HBDHB will commission services that explicitly delivers equity and resources services designed to meet the needs of under-served consumers and whānau.
Offers extended opening hours, in an equitable manner that services the community's needs, and/or other opportunities for improving access.	To provide patient with opportunities to obtain medicines, services, and seek advice outside of standard business operating hours
Services during operating hours are provided by appropriate number of staff, with suitable and documented qualifications and skills. When specialist services are provided in the pharmacy, there will be more than one pharmacist on duty.	To ensure community access to pharmacist skills and advice. To ensure service is provided by those with necessary skills and resource to do this safely, and to ensure all services are provided in a timely fashion.
The community has free and timely access to pharmacist advice as a function of the provision of funded services.	Pharmacist funded services based in the community are an important part of primary health care and pharmacists are recognised as one of the most accessible health professions, which is an important feature of the Hawke's Bay health system.
A dispensing pharmacy service provides all medicines as required per ICPSA, supported by appropriate stock and procedures.	To facilitate community access to a full range of medicines in a timely manner that does not compromise their health and safety.

⁴ As per the ICPSA agreement

Safe Pharmacy / Pharmacist Service

Delivering pharmacy / pharmacists services which minimise risks and harm to service users. Avoiding harm to patients that is intended to help them.

When the patient most needed to be safe, were they?

Key Performance Indicator	Rationale
The pharmacy service is managed by a owners, shareholders, and responsible pharmacist of good character, with no unresolved issues concerning his/her current or past Annual Practising Certificate/s (APC), Ministry of Health licence/s or conditions, and/or criminal convictions.	The pharmaceutical services are managed by a pharmacist who has authority, accountability, competency, and responsibility for service provision.
Documentation and record keeping ensures care is patient-centric and safe <ul style="list-style-type: none"> • Maintains patients medicine profiles • Documentation of pharmacist interventions • Use of national database information e.g. NIR, Exemption card records • Pharmaceutical warehouse data • Clinical information as part of integrated health care records etc • Use of all national IT systems e.g. NZePS 	To ensure continuity of care, safe care, and avoids consumers paying more than they need to for medicines.
Workforce development is ongoing to ensure they remain at the forefront of best practice. Staff are appropriately accredited to deliver specialist pharmacy care.	To ensure service is provided by competent staff with current knowledge and skills so the community has confidence that they are getting the best care available.
Pharmacy demonstrates an active quality management system for all pharmacy-related activities, Health and Safety practices, and ensuring compliance with all legislative and professional requirements.	As required by National Standards. Good quality practice around policy and procedure management is a basis for applying all aspects of quality consistently, any time, by any staff.
Pharmacy has policies and procedures, and fully engages with Regulators and the DHB, to support managing risks, including, but not limited to, clinical event monitoring, consumer complaints management, and staff-safety risks and management.	To ensure all adverse, unplanned, or untoward events are managed systematically in an open manner with a focus on improved service (internal and sector) via shared learnings
Pharmacy provides free service, in partnership with HBDHB, for the community to return unused medicines, including cytotoxic medicines, and sharps used for medical purpose	Safe disposal of medicines is important for the community and the environment; as medicine experts pharmacists are best placed to provide this leadership and guidance. Activity supports objectives and actions of Matariki; the Regional Economic Development Strategy and Action Plan for Hawke's Bay by contributing to the local community to create healthy, safe, nurturing, and sustainable environment.

Experience is person and whānau centred

Delivering pharmacy / pharmacist services which takes into account the preferences and aspirations of individual service users and the cultures of their communities.

Providing care that is respectful of and responsive to individual patient preferences, needs, and values, and ensuring that patient values guide all clinical decisions.

How did it feel to be cared for in our system?

Key Performance Indicator	Rationale
Understands and engages with the cultures of the community in which the pharmacy service is provided, and provides culturally appropriate care and support as a result.	With understanding and engagement comes ability to deliver services in respectful and responsive manner.
Is focused on the individual, their needs, and their health care experience (relationship centred practice)	People have access to advocates, interpreters and other support when required. As a health provider, pharmacists are well placed to refer to health services beyond their pharmacy service to ensure positive health outcomes.
People wishing to do so, can talk to the pharmacist in a private area, without the risk of being over heard.	To provide a suitable consulting environment to meet the privacy needs of the individual.
The facility within which the pharmacy service is delivered is consumer-friendly, disability accessible, and supports clear access to pharmacist and pharmacy services.	To ensure all in the community have equity of access to the services provided in a suitable environment reflective of the professional services being delivered. Hawke's Bay has a growing younger community and an ageing population. Pharmacy services will need to be youth-friendly, dementia-friendly, and responsive to needs of specific groups.
Describe how your workforce structures and employment process will recognise the diverse cultural needs of the Hawke's Bay community.	To support workforce being reflective of the community they work in and care for.

Equitable Pharmacy Service

Delivering pharmacy / pharmacist health care which does not vary in health outcomes because of personal characteristics such as gender, race, ethnicity, geographical location, or socioeconomic status. **Good health care for all, regardless of gender, ethnicity, age or income.**

Key Performance Indicator	Rationale
Pharmacy services will be delivered with recognition of the importance of Māori values and beliefs thus ensuring the rights of Māori consumers and whānau are respected.	This will be achieved by a commitment to listening to our communities, particularly Māori, most impacted by health inequities and act to change services. We, the DHB and service providers, will do this with partnering with Māori and Pacific leaders to deliver on the commitments made in the Clinical Services Plan that are focused on eliminating health inequities.
Pharmacy services focus on achieving equity and improving outcomes for high needs groups.	To build long-term relationships with community and an understanding of health need. Aligning with national strategy and direction to reduce health outcome inequities.
Supports achieving equity of health outcomes through the design and implementation of services.	To reduce inequitable health outcomes for the population of Hawke's Bay through targeted services.
Demonstrable service delivery (staff competencies and behaviours) that supports health literacy and health service navigation.	Making health easy to understand and navigate is critical to ensure people stay well at home and in their communities, and know when and how to access services.
The Pharmacy service supports, rather than undermines, the provision of equitable pharmacy services across the total Hawke's Bay district.	Hawke's Bay District Health Board (HBDHB) statutory objective to ensure sustainable pharmacy service within the district.

Effective Pharmacy Service

Delivering pharmacy / pharmacist health care that is adherent to a philosophy of evidence-based therapy and aims to achieve improved health outcomes for individuals and communities, based on need. **The right care providing good outcomes.**

Key Performance Indicator	Rationale
Demonstrated that provided services are consistent with relevant national and local strategic priorities for pharmacy and pharmacy services.	Ensure services support strategic direction.
Business planning, and financial documents can demonstrate a long-term sustainable business.	To support our community developing long-term relationships with health providers whom they trust and respect.
Demonstrable process and commitment to hearing, sharing, and responding to the whānau voice about the pharmacy services.	To ensure pharmacy services in Hawke's Bay meet the needs of the community and are provided in an acceptable and suitable mana-enhancing manner.
Can demonstrate a good understanding of the health needs of the community they are serving, and how the services provided support delivering on these needs.	To contribute to the achievement of local goals, health targets and service priorities.
Commitment to working in an integrated and inter-professionally collaborative manner with other health services.	To ensure that pharmacy contributes to the system of care made up of multi-disciplinary teams providing integrated health and care services in primary health centres and the community, co-ordinating with a range of other services.
As a health profession focused on medicine management, actively support your community to achieve medicine literacy and medicine adherence.	Pharmacy is an essential part of the healthcare system in New Zealand, with the ultimate concern of ensuring that people receives the appropriate medicines and benefits from the proper use of these. ⁵

⁵ Pharmaceutical Society of New Zealand

Efficient Pharmacy Service

Delivering pharmacy / pharmacist services in a manner which maximises resource use and avoids waste. **Does the system avoid waste – and thus cost – in supplies, equipment, space, capital, ideas, time and opportunity?**

Key Performance Indicator	Rationale
Understanding and demonstrated need for the service (in that location)	Pharmacy services are viewed and planned at district level to ensure coverage, minimise duplication and maximise wise use of pharmacist / pharmacy resource.
The community is fully informed of pharmacy / pharmacist services available to them and how to access them.	Support community understand of pharmacy / pharmacist services so that they can fully maximise utilisation of the resource.
The pharmacy has commitment to utilise information technology fully including implementation of all national eHealth initiatives relevant to pharmacy as they develops.	Increased patient safety in dispensing / prescribing processes, while supporting efficiencies for both prescribers and pharmacists. To maximise resource use, avoid waste, and enhance patient health outcomes by increase access to information and services.
Pharmacy is committed to supporting local labour workforce, prioritisation to use locally provided goods and services and income from sales reinvested into Hawke's Bay business / social enterprise.	Applicant understands the objectives and actions of Matariki; the Regional Economic Development Strategy and Action Plan for Hawke's Bay, and works towards these objectives / actions.
Has an employment policy to employ Hawke's Bay people with focus on those with greatest need, who will benefit socially and economically, and incorporates older people into economic activity.	
Participates activity in training programmes to develop Hawke's Bay workforce, including participating in local career development activities.	
The pharmacy has a business continuity plan in place (implementable major incident and emergency plan)	To ensure provision of essential pharmacy services.