



MidCentral DHB Community Pharmacy Quality Standards

What is quality?

Quality in health care is when the health system seeks to deliver care to a standard, commonly described by the six domains stated below^{1,2,3,4}:

1. Haumaru - Safe: Delivering health care which minimises risks and harm to service users;
2. Wā tōtika - Timely: Delivering health care that is timely, geographically reasonable and provided in a setting where skills and resources are appropriate to medical need;
3. Whaihua - Effective: Delivering health care that is adherent to a philosophy of evidence-based therapy and aims to achieve improved health outcomes or access for individuals and communities, based on need;
4. Māia - Efficient: Delivering health care in a manner which maximises resource use and reduces and avoids waste (supplies, equipment, space, capital, ideas, time and opportunities);
5. Kia tōkeke ai - Equitable: Delivering health care that does not result in a variation in health outcomes because of gender, race, ethnicity, religion, geographical location or socioeconomic status; and
6. Arotahi kit e kiritaki – Person and whānau Centred (consumer): Delivering health care which takes into account the preferences and aspirations of individual service users and the cultures of their communities.

¹ 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

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 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>

⁴ MidCentral DHB. *The Quality Agenda – shared clinical governance is everyone’s business*. May 2019.



MidCentral Pharmacists have said quality:

- Is essential – as a factor in development of all future services.
- Is about relationships – having time to get to know your consumers’ needs and wants in healthcare, having time to give them good advice and advocate on their behalf. This acknowledges that all consumers (clinicians and patients) are different and various approaches may be required.
- Requires skills – provides an environment that enables well-trained and appropriate staffing levels to provide good advice and quality education. The workforce is empowered, people-focused, motivated, well lead and co-ordinated to provide a quality service to its consumers.
- Relies on integration – having pharmacist services genuinely integrated with primary and secondary care to improve inter-professional collaboration for the health benefits of the community. Working within multi-disciplinary teams to improve safety of medicine administration and delivery to consumers. Genuine collaboration between health providers.
- Ensures services are accessible – being community responsive with services (delivering only those valuable to your community, and not all) and opening hours (that suit the community, but are balanced with business needs).
- Requires consumer voice and input – being able to easily hear what customers think about the service, and improving it.
- Requires fit-for-purpose business systems: Access and utilisation of information platforms to promote medicines safety, and that funding, billing and reporting systems are transparent and electronic.

MidCentral Consumers have said quality:

- Is a positive experience of care
- Feeling well informed
- Having views respected
- Knowing how long I will have to wait
- Accessing services that benefit me and my whanau
- Feeling safe when receiving health care

Role of MidCentral District Health Board

MidCentral District Health Board (MDHB) 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.’

MidCentral DHB’s strategic purpose⁵ is summarised as ‘Better health outcomes, better health care for all’ that will be achieved through its strategic imperatives of:

- Partner with people to support health and wellbeing
- Connect and transform primary, community and specialist care
- Achieve quality and excellence by design
- Achieve equity of outcomes across communities

⁵ MidCentral DHB. *Together, we choose excellence – our strategy for success*. April 2017. Available at: <http://www.midcentraldhb.govt.nz/Publications/AllPublications/Documents/MDHB%20Strategy%20final.pdf>

We want to shift our system so that it has a stronger focus on a more inclusive, integrated health and social system. This means working together as one team, both within health and with our community partners. This also means partnering with individuals, accepting them as experts in their own health and in their own lives. Only then will we be able to achieve *Quality Living, Healthy Lives and Well Communities*.⁶

The Pharmacy in MidCentral Strategy⁷ aims to make a positive contribution to the health outcomes of the MidCentral District. It will be used to make changes necessary to continuously improve our health system, as part of the wider health sector and social service network. The Strategy places MidCentral District residents and their families/whānau at the centre of planning decisions and system design to best meet the needs of our communities. This will be achieved by fully utilising the unique and complementary skillset of pharmacists (and support staff), as medicines management experts, focusing on the delivery of high quality care, supported by smart IT systems, that is responsive to the changing health needs of the people of MidCentral and empowers them to manage their own health and well-being better.

The Pharmacy in MidCentral developed the **WHY**⁸ of 'To provide best practice advice & service so the people of MidCentral achieve better health outcomes'. In order to enable this, three strategic imperatives were identified to move us from an illness model to a wellness model:

- *Everything we do is for the benefit of our people in MidCentral.*
- *We maintain best practice in everything we do.*
- *The services we provide must address inequities to ensure our people achieve better health outcomes.*

From these strategic imperatives, three guiding objectives have been identified to ensure that Pharmacy in MidCentral can achieve its **WHY**, these are:

- People Centric
- Best Practice
- Better Health Outcomes

Furthermore, 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. This Framework was developed from research and evidence based resources, pharmacy sector feedback provided at a Pharmacy Forum meeting in November 2018 and April 2019, followed by wider community consultation in May 2019.

⁶ MidCentral DHB. *Kia Rite Tahi Te Hauora Hei Whakaaro 2018*. July 2018. Available at: <http://www.midcentraldhb.govt.nz/Publications/AllPublications/Documents/Equity%20Brochure.pdf> and MidCentral DHB. *Ka Ao, Ka Awatea: Maori Health Strategi Framework 2017-2022*. October 2017. Available at: <http://www.midcentraldhb.govt.nz/Publications/AllPublications/Documents/Maori%20Health%20Strategic%20Framework%202017-2022.pdf> and

MidCentral DHB. *Together, we choose excellence – our strategy for success*. April 2017. Available at: <http://www.midcentraldhb.govt.nz/Publications/AllPublications/Documents/MDHB%20Strategy%20final.pdf>

⁷ MidCentral DHB. *Pharmacy in MidCentral Strategy - Pū Rongoā Te Pae Hauora o Ruahine o Tararua Ngā Rautaki*. June 2019. Available at: <http://www.midcentraldhb.govt.nz/Publications/AllPublications/Pages/default.aspx>

⁸ MidCentral DHB. *Pharmacy in MidCentral Strategy - Pū Rongoā Te Pae Hauora o Ruahine o Tararua Ngā Rautaki*. June 2019. Available at: <http://www.midcentraldhb.govt.nz/Publications/AllPublications/Pages/default.aspx>

1. Haumaru - Safe Pharmacy Service

Haumaru - Safe	
Delivering health care which minimised risks and harm to service users. Avoiding harm to patients that is intended to help them.	
Key Performance Indicator	Rationale
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 • Maintains incident/near miss reporting management system 	To ensure continuity of care, safe care, and avoids consumers paying more than they need to for medicines.
# The pharmacy service is managed by a responsible pharmacist of good character, with no unresolved issues concerning their current or past Annual Practising Certificate/s (APC) or Ministry of Health licence/s or conditions.	The pharmaceutical services are managed by a pharmacist who has authority, accountability, competency, and responsibility for service provision.
Services during operating hours are provided by appropriate number of regular staff, with suitable and documented qualifications and skills as per the contract application documents. When advanced or enhanced services are provided in the pharmacy, there will be more than one pharmacist on duty ⁹	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.
Staff 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 fully subsidised service, in partnership with MDHB, for the community to return unused medicines, including cytotoxic medicines, and sharps used for medical purpose through the SEDUM programme.	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 a Whanau Ora outcomes framework; Ko Ao, Ko Awatea; the MDHB Strategy and Pharmacy in MidCentral Strategy by contributing to the local community to create healthy, safe, nurturing, and sustainable environment.

Key: # Essential criteria for contract application

⁹ MidCentral DHB. Pharmacy in MidCentral Services Overview 2019. May 2019. Available at:

<http://www.midcentraldhb.govt.nz/Publications/AllPublications/Documents/Pharmacy%20in%20MDHB%20Overview%202019.pdf>

2. Wā tōtika - Timely Pharmacy Service

Wā tōtika - Timely	
Delivering health care that is timely, geographically reasonable and provided in a setting where skills and resources are appropriate to the medical need. Reducing waits and sometimes harmful delays for both those who receive and those who give care.	
Key Performance Indicator	Rationale
Offers all core ¹⁰ pharmacy services, unless exemption authorised.	To facilitate community access to a full range of pharmacy services close to home and easily accessible. 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.
Offers extended opening hours, if applicable, 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
The community has fully subsidised 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 MidCentral's health system.
A dispensing pharmacy service provides all the PHARMAC non-section H 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.
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, resolve identified unmet need in our community as we work to ensure equitable and sustainable health outcomes for all in our community.	MDHB will commission services that explicitly deliver on addressing equity and sustainably resourcing services designed to meet the needs of whānau, under-served consumers and other priority populations.

Key: # Essential criteria for contract application

3. Whaihua - Effective Pharmacy Service

Whaihua - Effective	
Delivering 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.	
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 MidCentral meet the needs of the community and are provided in an acceptable and suitable mana-enhancing manner.

¹⁰ MidCentral DHB. Pharmacy in MidCentral Services Overview 2019. May 2019. Available at:

<http://www.midcentraldhb.govt.nz/Publications/AllPublications/Documents/Pharmacy%20in%20MDHB%20Overview%202019.pdf>

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. ¹¹
# Supports health promotion plans/activities.	To support harm reduction / prevention and contributes to community overall improved health and well-being.
Complies with the National policy that supports well-being and good health e.g. National Food and Drink Policy.	

Key: # Essential criteria for contract application

4. Māia - Efficient Pharmacy Service

Māia - Efficient Delivering health care in a manner which maximises resource use and reduces and avoids waste. Avoiding waste, including waste of equipment, supplies, ideas, and energy.	
Key Performance Indicator	Rationale
# The pharmacy has commitment to utilise information technology fully including the implementation of all national eHealth initiatives relevant to pharmacy as they develop.	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.	Applicant has commitment to the objectives and actions of a Whanau Ora outcomes framework; Ko Ao, Ko Awatea; the MDHB Strategy and Pharmacy in MidCentral Strategy by contributing to the local community to create healthy, safe, nurturing, and sustainable environment.
Has a workforce policy to employ MidCentral 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 MidCentral's skilled 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.

Key: # Essential criteria for contract application

¹¹ Pharmaceutical Society of New Zealand

5. Kia tōkeke ai - Equitable Pharmacy Service

Kia tōkeke ai - Equitable Delivering health care that does not result in a variation in health outcomes because of gender, race, ethnicity, religion, geographical location or socioeconomic status.	
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 strategic plans that are focused on eliminating health inequities.
# Pharmacy services focus on achieving equity and improving outcomes and access for priority populations.	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 co-design and implementation of services.	To reduce inequitable health outcomes for the population of MidCentral 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 MidCentral district.	MidCentral District Health Board (MDHB) statutory objective to ensure sustainable pharmacy service within the district.

Key: # Essential criteria for contract application

6. Arotahi kit e kiritaki - Person and whānau centred Pharmacy Service

Arotahi kit e kiritaki - Person and whānau centred Delivering health care 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 ensures that patient values guide all clinical decisions.	
Key Performance Indicator	Rationale
# Demonstrates recognition of Māori values and beliefs and how services will be delivered to ensure rights of Māori consumers and whānau.	MidCentral DHB has committed to a rights-based approach to health to meet the responsibilities under Te Tiriti o Waitangi.
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.	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. Signage informs of right to private consultation.	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. Signage informs consumers of the HDC Code of Health and Disability Services Consumers' Rights.	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. MidCentral DHB has a growing refugee community and an ageing population. Pharmacy services will need to be refugee-friendly, mental health-friendly, and responsive to needs of specific groups.

Key: # Essential criteria for contract application