SIRCCPM002 Coordinate a pharmacy quality system

Release: 1

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Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to implement a predetermined pharmacy quality system. It requires the ability to maintain organisational policies, procedures, operations manuals and other quality system records; communicate requirements to pharmacy staff and ensure their participation. It covers coordinating external audits, monitoring and reviewing system effectiveness and making recommendations for improvement. Quality standards can be internal or those for a quality program such as the Quality Care Pharmacy Program (QCPP).

This unit applies to senior pharmacy and dispensary assistants working in community pharmacies whose quality activities are supervised by a pharmacy manager or pharmacist. In this context, they work with some independence and lead and guide other team members in quality activities.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

Pre-requisite Unit

Nil

Competency Field

Community Pharmacy Management

Unit Sector

Community Pharmacy

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Maintain quality system documents.	1.1. Interpret quality standards and evaluate current policies and procedures for compliance and utility to the business.
	1.2. Review and update pharmacy operations manual

	regularly and maintain records of reviews.
	1.3. Develop and maintain accurate and complete records of quality assurance monitoring activities.
	1.4. Maintain current and accurate training records for staff.
	1.5. Report deficiencies in policies, procedures, manuals and record keeping systems to pharmacy manager.
	1.6. Obtain approval and modify documentation according to organisation procedures.
2. Coordinate quality system practices.	2.1. Communicate quality standards, policies, procedures and quality assurance monitoring activities to staff.
	2.2. Confirm understanding, and encourage and support staff participation in quality practices.
	2.3. Arrange mentoring, coaching and training to support adherence to standards and quality practices.
	2.4. Monitor operational activities to ensure policies and procedures are followed and quality standards are maintained.
	2.5. Check regular quality assurance monitoring activities are completed according to schedules.
	2.6. Assess and report adherence to quality standards.
3. Coordinate audits.	3.1. Prepare documentation for cyclical external quality audits.
	3.2. Participate in quality audits and provide assistance to assessors.
	3.3. Coordinate and report on remedial actions required by external audits within designated deadlines.
4. Monitor, review and continuously improve quality systems.	4.1. Monitor and review performance against quality standards and identify areas for improvement.
	4.2. Discuss issues and challenges with operational and managerial staff and seek feedback on quality systems.
	4.3. Evaluate information and develop ideas for improvement based on feedback received.
	4.4. Report potential improvements to work practices and quality systems and seek approval.
	4.5. Implement approved changes and communicate new policies, procedures and quality assurance monitoring activities to staff.

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance

criteria are listed here, along with a brief context statement.

Reading skills to:	• interpret complex documents including quality standards, instructions for external audits and audit compliance reports.
Writing skills to:	• develop and maintain complex documents including policies and procedures, reports on potential work practice improvements, evidence based documents for quality audits and audit report responses providing clear evidence of remedial actions.
Technology skills to:	• produce and file quality system documents and use online information systems.

Unit Mapping Information

No equivalent unit.

Links

Companion Volume implementation guides are found in VETNet - https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=ca051b1b-5101-4ec2-ac1c-49699303188d