

# Handbook

## Contents

QUMAX Introduction .....	1
QUMAX Video .....	1
QUM Support Categories .....	2
QUMAX Cycle and Key Dates .....	2
How does my ACCHO get started? .....	3
Registration .....	3
QUMAX Budget .....	4
ACCHO Templates .....	4
Work Plan .....	6
QUMAX Contract .....	9
Progress Report #1 .....	10
Progress Report #2 .....	11
Resources .....	11

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## QUMAX Introduction

The QUMAX Program is a Quality Use of Medicines (QUM) support program that aims to improve health outcomes for Aboriginal and Torres Strait Islander people of any age, who present at participating ACCHOs and Community Pharmacies in rural and urban Australia. The program is intended to support those most at risk of adverse health outcomes from medicine-related issues, including compliance.

QUMAX is funded under the Sixth Community Pharmacy Agreement (6CPA) and is supported by The Pharmacy Guild of Australia (the Guild), NACCHO and the Department of Health.

To participate, ACCHOs need to submit a registration form, within the advised registration period. The registration form collects some basic information about the ACCHO which is used to assess eligibility to participate and collect contact information. The form needs to be signed off by the ACCHO's Chief Executive Officer (CEO) before submission. Once this registration information is complete and eligibility is confirmed, an annual QUMAX budget will be allocated to each participating ACCHO. NACCHO will send ACCHOs an excel document containing the budget allocation and templates for work plan development and progress reports.

Each ACCHO then completes an annual Work Plan where they plan local QUM objectives for each support category in the program. The Work Plan also allows ACCHOs to negotiate with preferred Community Pharmacies to establish bulk local QUMAX DAA Agreements and any other support as needed.

## QUMAX Video

Under the 5<sup>th</sup> Community Pharmacy Agreement (5CPA) a QUMAX video was developed. The video is a good insight into the QUMAX program and outlines the seven QUM support areas. Please note, the NACCHO Communication Network (NCN) mentioned in this video is no longer used. There is an excel spreadsheet which replaces this resource.

You can view the QUMAX video here-

<https://www.youtube.com/watch?v=pMCwbIQzm4Y>

## QUMAX Support Categories

1. DAA arrangements
2. QUM pharmacy support
3. HMR models of support
4. QUM devices
5. QUM education
6. Cultural awareness
7. Transport

Further information on each of the QUM support areas, and the Programme Specific Guidelines can be found on the NACCHO website

<http://www.naccho.org.au/programmes/qumax-program/>

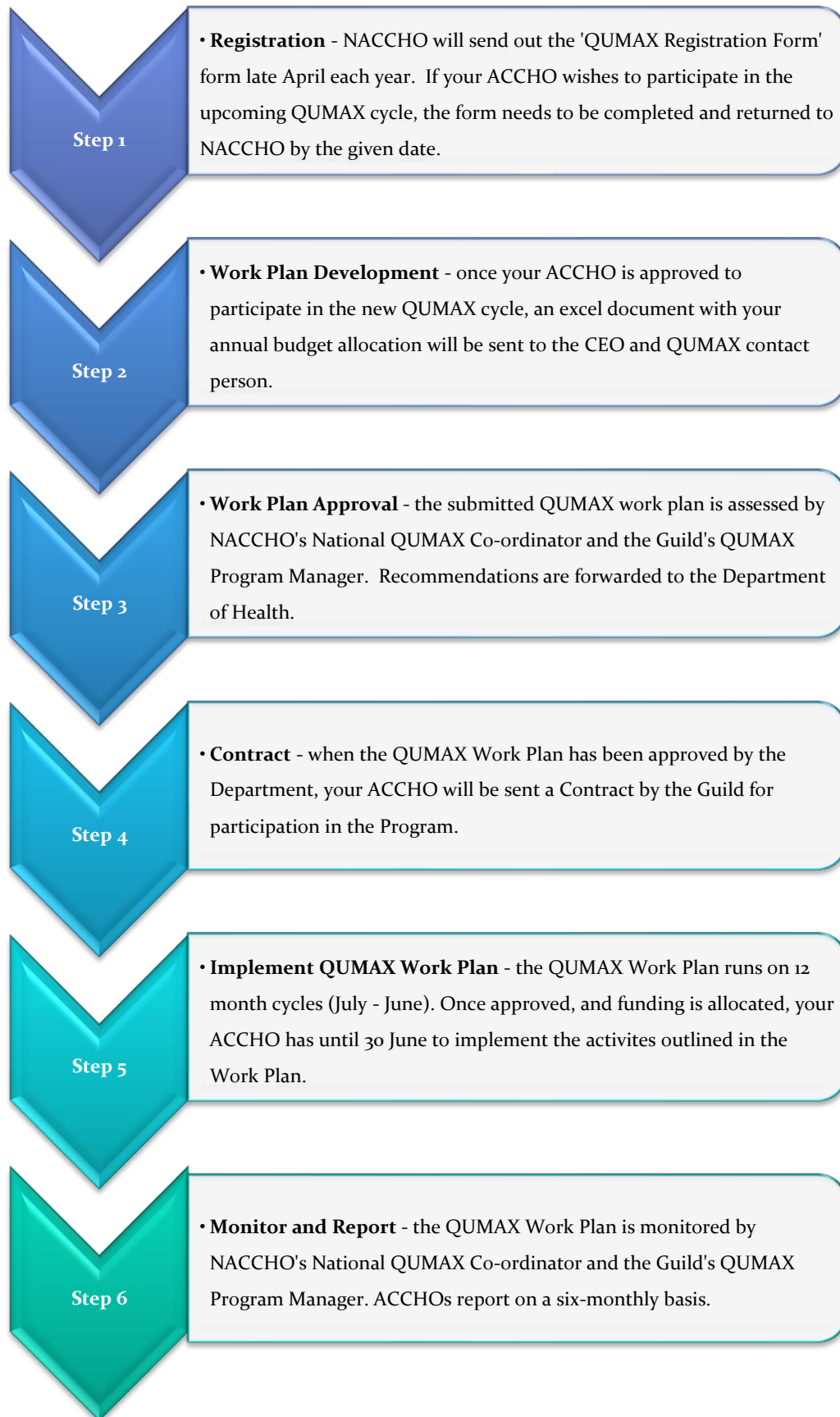
## QUMAX Cycle



## Key Dates

1 May 2018	Registration for 2018/2019 open
31 May 2018	Registration for 2018/2019 close
July – August 2018	Budget Allocation and Work Plan Development
31 January 2019	Progress Report 1 due (covers Jun-Dec 2018)
31 July 2019	Progress Report 2 due (covers Jan-Jun 2019)

## What must my ACCHO do to get started?



## QUMAX Registration

The registration template is sent out to ACCHOs in April-May for the new QUMAX cycle to start 1 July.

The form needs to include the Aboriginal and Torres Strait Islander clients that have accessed the service between 29<sup>th</sup> February of the previous year to 1<sup>st</sup> March of the current year. This is not Online Service Reporting (OSR) data. It needs to include clients at GP outreach clinics and eligible auspice services not accessing section 100 Remote Area Supply. A client is only counted once during this period, whether they access your service one or multiple times.

### Population Served

Total Number of Aboriginal and Torres Strait Islander clients who have accessed the service between  
**29 February 2017 and 1st March 2018**

It is essential that the client number provided with your Registration is accurate, as it is used in the QUMAX Funding Algorithm to allocate ACCHO budgets.

Completed registration forms need to be sent to NACCHO by the due date – [qumax@naccho.org.au](mailto:qumax@naccho.org.au). No late registrations will be accepted.

## QUMAX Budget

QUMAX has a funding algorithm which is used for the ACCHO budget allocations. Each participating ACCHO will receive \$10,000. The remainder of the budget is then allocated to all ACCHOs based on the client number provided at registration.


$$\text{QUMAX Budget per ACCHO} = \$10,000 + [a/b \times (\$d - \$10,000)]$$

Where:

- a = number of current QUMAX registered clients attending ACCHO (i.e. total number QUMAX clients in previous 12 months).
- b = total number of QUMAX registered clients across all participating ACCHOs.
- c = number of ACCHOs registered to participate in the QUMAX Programme.
- d = total annual QUMAX budget allocated to QUMAX Work Plan support.

## ACCHO Templates

Excel templates for all components of the QUMAX program are used (e.g. work plan development and the two progress reports). Each ACCHO will receive an excel document containing the 2018/2019 QUMAX cycle information which includes their budget allocation.



**Name of ACCHO**

**QUMAX Budget 2018/19**

**ACCHO Name**

**Client number provided at Registration**

**Remaining funds to be allocated**

**0.00** must be zero before CEO can submit work plan

	Workplan	Progress Report #1 Jul - Dec 2018 (due 31 Jan 19)	Progress Report # 2 Jan - Jun 2019 (due 31 Jul 19)	Funds Remaining
1 a. DAA Agreement	\$ 2,600.00	no reporting required for DAA Agreements		-
b. DAA Flexible Funding	\$ 7,280.00	\$ -	\$ -	7,280.00
2 QUM Pharmacy Support	\$ 500.00	\$ -	\$ -	500.00
3 HMR Models of Support	\$ 1,412.50	\$ -	\$ -	1,412.50
4 QUM Devices	\$ 3,700.00	\$ -	\$ -	3,700.00
5 QUM Education	\$ 5,005.50	\$ -	\$ -	5,005.50
6 Cultural Awareness	\$ 1,000.00	\$ -	\$ -	1,000.00
7 Transport	\$ 8,580.00	\$ -	\$ -	8,580.00
<b>Allocation</b>	<b>\$ 30,078.00</b>	<b>\$ -</b>	<b>\$ -</b>	<b>27,478.00</b>

There are four tabs within the document. The first tab 'ACCHO Summary' will be pre-populated with ACCHO name, budget and client number provided at registration.


ACCHO Summary	Work Plan	Progress Report #1 Jul-Dec 2018	Progress Report #2 Jan-Jun 2019
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## ACCHO Summary tab - ACCHO Summary

The ACCHO Summary helps track funding allocations against the total QUMAX budget. This tab is locked, and data cannot be entered directly into this section.

As you enter budget information (dollar amounts) into the Work Plan or Progress Reports the ACCHO Summary will automatically update. It will show the totals against each support area as a budget amount is added. These amounts are automatically deducted from the total **QUMAX Budget** amount as the work plan is completed.

Remaining funds to be allocated indicates the amount of funds left and must be at zero balance before the Work Plan can be submitted by the ACCHO CEO.



**QUMAX**  
Quality Use of Medicines Maximised for Aboriginal and Torres Strait Islander People

This page is locked - please click tabs below to complete ACCHO deliverables

Name of ACCHO	ACCHO Name		
QUMAX Budget 2018/19	30,078	Client number provided at Registration	1,023
<u>Remaining funds to be allocated</u>		<div style="border: 1px solid #ccc; padding: 2px; display: inline-block;">0.00</div>	must be zero before CEO can submit work plan

	Workplan	Progress Report #1 Jul - Dec 2018 (due 31 Jan 19)	Progress Report # 2 Jan - Jun 2019 (due 31 Jul 19)	Funds Remaining
1 a. DAA Agreement	\$ 2,600.00	<i>no reporting required for DAA Agreements</i>		-
b. DAA Flexible Funding	\$ 7,280.00	\$ -	\$ -	7,280.00
2 QUM Pharmacy Support	\$ 500.00	\$ -	\$ -	500.00
3 HMR Models of Support	\$ 1,412.50	\$ -	\$ -	1,412.50
4 QUM Devices	\$ 3,700.00	\$ -	\$ -	3,700.00
5 QUM Education	\$ 5,005.50	\$ -	\$ -	5,005.50
6 Cultural Awareness	\$ 1,000.00	\$ -	\$ -	1,000.00
7 Transport	\$ 8,580.00	\$ -	\$ -	8,580.00
<b>Allocation</b>	<b>\$ 30,078.00</b>	<b>\$ -</b>	<b>\$ -</b>	<b>27,478.00</b>



## Work Plan

To develop your work plan, click tab **Work Plan**

- ✓ Budget allocations can be against any or all seven QUM support categories (see the 6CPA QUMAX Programme Specific Guidelines for more information on the seven support categories).
- ✓ ACCHOs complete the **BLUE** sections under each category of the work plan.
- ✓ The information provided within your work plan will automatically update the 'ACCHO Summary' page.
- ✓ A description of each category can be found within the 'Work Plan' tab.
- ✓ Once work plan is complete the CEO / authorised person is then required to submit it to [qumax@naccho.org.au](mailto:qumax@naccho.org.au)

		Workplan
1	a. DAA Agreement	\$ -
	b. DAA Flexible Funding	\$ -
2	QUM Pharmacy Support	\$ -
3	HMR Models of Support	\$ -
4	QUM Devices	\$ -
5	QUM Education	\$ -
6	Cultural Awareness	\$ -
7	Transport	\$ -
Allocation		\$ -

ACCHO Summary | **Work Plan** | Progress Report #1 Jul-Dec 2018 | Progress Report #2 Jan-Jun 2019

Example of work plan – ACCHOs complete the **BLUE** section for each QUM Support Category

Please complete the **BLUE BOXES** of this work plan.

**1.a DAA Contract (QUMAX DAA Agreement) - Form A**

	Pharmacy	Number of Patients	Negotiated Price per DAA (\$)	Total
1				\$ -
2				\$ -
3				\$ -
4				\$ -
5				\$ -
Total funding allocated to - 1a DAA Agreements				\$ -

**Please ensure the information provided above (1a. DAA Contracts) reflects the signed DAA Agreement - Form A. Send all signed DAA Agreements to [qumax@naccho.com.au](mailto:qumax@naccho.com.au)**

**1a. DAA Contracts**

ACCHOs can allocate funding for QUMAX DAA's. This program will operate only in participating pharmacies nominated by the ACCHO. The ACCHO is restricted to having an agreement with a maximum of five pharmacies. If this restriction is going to cause hardship it is requested that the ACCHO contact NACCHO to discuss individual circumstances. This applies to all services including those who had more than five approved in the previous financial year.

The ACCHO has the opportunity to negotiate local level service arrangements and pricing for DAAs for clients.

It is the responsibility of each ACCHO to negotiate a new contract each financial year with the pharmacies that supply DAAs.

The DAA contract (Form A) must be signed by **both** the ACCHO and the Pharmacy and Form B needs to be completed by the Pharmacy and returned to the Guild for approval. Return information can be found on both Forms.

The QUMAX contract will not be finalised until all DAA Agreements (Form A and Form B) are received and approved.

The Guild will pay the Pharmacies direct according to the QUMAX DAA Agreement the service has with the pharmacy. The pharmacy will report to the Guild on a 4 monthly basis. The pharmacy will report back to the ACCHO on DAA activity on a mutually agreed basis.

DAA Calculation:

➤ Number of patients or DAA's provided per week x 52 (weeks per year) x \$ cost per DAA = total amount negotiated for the financial year.



Work Plan example continued - ACCHOs complete the **BLUE** section for each QUM Support Category

**3. HMR Support Service**

	Estimated No. of HMR per year	No. hrs per HMR	Rate per hour	Total
Funding for <b>AHW</b> to participate in HMR				\$ -
Funding for <b>clinic staff</b> to facilitate and complete paperwork and claiming for HMR				\$ -
Funding for <b>HMR pharmacist</b> for clients who fail to attend HMR appointments				\$ -
Incentive to Patient to attend HMR				\$ -
HMR awareness sessions				\$ -
<b>Total funding allocated to -3 HMR models of support</b>				<b>\$ -</b>

ACCHO Comment:-

Funding may be allocated for a range of activities designed to make HMR work better in your ACCHO.

Some examples include:

- Assisting with the costs associated with consulting and meeting with HMR providers to establish HMR arrangements and protocols.
- Orientation for the HMR Pharmacist to the ACCHO mode of care delivery.
- HMR awareness sessions that may be part of other health promotion activities to increase awareness and uptake of HMR by clients.
- Assistance with remunerating the HMR pharmacist in the event that a client fails to keep a HMR appointment.
- Incentives to clients to participate in the HMR eg fruit vouchers
- To assist with the costs of an Aboriginal Health Worker and/or other staff with the facilitation of the HMR process within the service.

Below is an example of completed work plan from the 'ACCHO Summary' page. Remaining funds must be 0.00 (zero) before work plan can be submitted.

Name of ACCHO

QUMAX Budget 2018/19

ACCHO Name

Client number provided at Registration

Remaining funds to be allocated

0.00 must be zero before CEO can submit work plan

	Workplan	Progress Report #1 Jul - Dec 2018 (due 31 Jan 19)	Progress Report #2 Jan - Jun 2019 (due 31 Jul 19)	Funds Remaining
1 a. DAA Agreement	\$ 2,600.00	no reporting required for DAA Agreements		-
b. DAA Flexible Funding	\$ 7,280.00	\$ -	\$ -	7,280.00
2 QUM Pharmacy Support	\$ 500.00	\$ -	\$ -	500.00
3 HMR Models of Support	\$ 1,412.50	\$ -	\$ -	1,412.50
4 QUM Devices	\$ 3,700.00	\$ -	\$ -	3,700.00
5 QUM Education	\$ 5,005.50	\$ -	\$ -	5,005.50
6 Cultural Awareness	\$ 1,000.00	\$ -	\$ -	1,000.00
7 Transport	\$ 8,580.00	\$ -	\$ -	8,580.00
Allocation	\$ 30,078.00	\$ -	\$ -	27,478.00

Your ACCHO can allocate QUMAX funding against any or all of the seven QUMAX support areas. There is no requirement to put some money against all the areas. Some ACCHOs choose to have all their QUMAX funding allocated to 1a DAA Agreements or 1b Flexible Funding, and others distribute the funds against all the support areas according to the needs of their service.

**1a DAA Agreement** - ACCHOs negotiate with their preferred Community Pharmacies for the provision of a DAA service for eligible patients. This arrangement is documented by both parties on a QUMAX DAA Agreement Form A. The Community

Pharmacies are then paid in three installments by the Guild for the provision of DAA's. Patient numbers and dollar amounts in the DAA Agreement must match the Work Plan.


- ✓ **Form A** - DAA Agreements 2018/2019 are to be completed by both the Community Pharmacy and ACCHO; and

**Form B** banking details and RCTI agreement, to be completed by Community Pharmacy. – DAA forms are available from the NACCHO website -

<http://www.naccho.org.au/programmes/qumax-program/>



 <b>6<sup>th</sup> Community Pharmacy Agreement</b>	<b>QUALITY USE OF MEDICINES MAXIMISED FOR ABORIGINAL AND TORRES STRAIT ISLANDER PEOPLE (QUMAX)</b>
<b>QUMAX DOSE ADMINISTRATION AID AGREEMENT 2018–2019</b>	
<b>FORM A</b>	
For applications to be valid, Parts 1–3 of this form and Banking and RCTI Agreement (Form B) must be completed and declarations must be signed. Further information about the QUMAX Programme is available online at <a href="http://www.6cpa.com.au">www.6cpa.com.au</a>	
<div><b>OFFICE USE ONLY</b> Reference No.: Received: Approved for payment:</div>	

 <b>6<sup>th</sup> Community Pharmacy Agreement</b>	<b>QUALITY USE OF MEDICINES MAXIMISED FOR ABORIGINAL AND TORRES STRAIT ISLANDER PEOPLE (QUMAX)</b>
<b>BANKING DETAILS AND RCTI AGREEMENT</b>	
<b>FORM B</b>	
For applications to be valid all details must be completed and declarations signed.	
<div><b>OFFICE USE ONLY</b> Reference No.: Received: Approved for payment:</div>	

## QUMAX Contract

Once final approval for the ACCHO Work Plan has been received from the Department, the Guild will send two original contracts via post to the CEO.

The Contract includes:

- ✓ ACCHO approved Work Plan
- ✓ 6CPA General Terms and Conditions
- ✓ 6CPA QUMAX Programme Specific Guidelines

When the ACCHO has signed the two contracts, they are **both** returned to the Guild for signature. One original contract is then posted back to the ACCHO for their records along with details of the first payment.

The first payment is 50% of ACCHO budget allocation, less any funding in 1a DAA Agreement as this is paid directly to the community pharmacies by the Guild. The first payment is generally made to the ACCHO within two weeks of the signed contracts being returned to the Guild.

The remaining 50% of the budget allocation is made in a second payment, on receipt and acceptance of Progress Report #1.

Example ACCHO funding:-

QUMAX Budget	\$30,078	ACCHO Name			
1a DAA Agreement	\$2,600	Name of ACCHO			
ACCHO Allocation	\$27,478	QUMAX Budget 2018/19	30,078	Client number provided at Registration	1,023
		Remaining funds to be allocated	0.00	must be zero before CEO can submit work plan	
		Workplan	Progress Report #1 Jul - Dec 2018 (due 31 Jan 19)	Progress Report # 2 Jan - Jun 2019 (due 31 Jul 19)	Funds Remaining
1 <sup>st</sup> Payment 50% ACCHO Allocation	\$13,739	1 a. DAA Agreement	\$ 2,600.00	no reporting required for DAA Agreements	-
		b. DAA Flexible Funding	\$ 7,280.00	\$ -	7,280.00
		2 QUM Pharmacy Support	\$ 500.00	\$ -	500.00
		3 HMR Models of Support	\$ 1,412.50	\$ -	1,412.50
		4 QUM Devices	\$ 3,700.00	\$ -	3,700.00
		5 QUM Education	\$ 5,005.50	\$ -	5,005.50
		6 Cultural Awareness	\$ 1,000.00	\$ -	1,000.00
		7 Transport	\$ 8,580.00	\$ -	8,580.00
2 <sup>nd</sup> Payment remaining 50%	\$13,739	Allocation	\$ 30,078.00	\$ -	\$ 27,478.00

*The Guild hold the 1a DAA Agreement funds to make payments directly to the Community Pharmacies. Payment are in 3 installments on receipt of reports. There is no requirement for ACCHOs to report on this category.*

## Progress Report #1

This report covers the period 1 July 2018 – 30 December 2019 (due **31 January 2019**).

To complete report click on tab **Progress Report #1 Jul-Dec 2018**

	Workplan	Progress Report #1 Jul - Dec 2018 (due 31 Jan 19)	Progress Report # 2 Jan - Jun 2019 (due 31 Jul 19)	Funds Remaining
1 a. DAA Agreement	\$ 2,600.00	no reporting required for DAA Agreements		-
b. DAA Flexible Funding	\$ 7,280.00	\$ 3,211.00	\$ -	4,069.00
2 QUM Pharmacy Support	\$ 500.00	\$ 500.00	\$ -	0.00
3 HMR Models of Support	\$ 1,412.50	\$ 900.00	\$ -	512.50
4 QUM Devices	\$ 3,700.00	\$ 2,500.00	\$ -	1,200.00
5 QUM Education	\$ 5,005.50	\$ 5,500.00	\$ -	-494.50
6 Cultural Awareness	\$ 1,000.00	\$ 600.00	\$ -	400.00
7 Transport	\$ 8,580.00	\$ 4,638.00	\$ -	3,942.00
Allocation	\$ 30,078.00	\$ 17,849.00	\$ -	9,629.00

ACCHO Summary	Work Plan	Progress Report #1 Jul-Dec 2018	Progress Report #2 Jan-Jun 2019
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ACCHOs report on their actual expenditure and activities against the approved Work Plan. Once this report has been approved by NACCHO and the Guild, the Guild will make the 2<sup>nd</sup> (final) payment to the ACCHO.

- ✓ As with the Work Plan the information provided within the report will automatically populate the 'ACCHO Summary' page and provide you with the 'Funds Remaining' for each QUM support category.
- ✓ Funds remaining also indicates what will need to be reported on in Progress Report 2.
- ✓ If underspend is predicted in one support area it can be reallocated to another support area. Please talk to the NACCHO QUMAX Coordinator if you wish to transfer funds within the QUM support areas.
- ✓ Your CEO must approve the report before it is submitted.

## Progress Report #2

This report covers the period 1 January 2019– 30 June 2019 (due **31 July 2019**) and is the final report required to acquit the 2018/2019 QUMAX cycle.

To complete report click on tab **Progress Report #2 Jan-Jun 2019**

- ✓ The information provided in the report will automatically populate the 'ACCHO Summary' page and provide you with the 'Funds Remaining' for the QUM support category.
- ✓ If surplus funds are recorded on the submission / approval of the acquittal, funds may be recovered by the Guild.

Once this report has been approved by NACCHO and the Guild, it completes the QUMAX cycle.

	Workplan	Progress Report #1 Jul - Dec 2018 (due 31 Jan 19)	Progress Report # 2 Jan - Jun 2019 (due 31 Jul 19)	Funds Remaining
1 a. DAA Agreement	\$ 2,600.00	no reporting required for DAA Agreements		-
b. DAA Flexible Funding	\$ 7,280.00	\$ 3,211.00	\$ 4,069.00	0.00
2 QUM Pharmacy Support	\$ 500.00	\$ 500.00	\$ -	0.00
3 HMR Models of Support	\$ 1,412.50	\$ 900.00	\$ 512.50	0.00
4 QUM Devices	\$ 3,700.00	\$ 2,500.00	\$ 1,105.50	94.50
5 QUM Education	\$ 5,005.50	\$ 5,500.00	\$ -	-494.50
6 Cultural Awareness	\$ 1,000.00	\$ 600.00	\$ -	400.00
7 Transport	\$ 8,580.00	\$ 4,638.00	\$ 3,942.00	0.00
Allocation	\$ 30,078.00	\$ 17,849.00	\$ 9,629.00	0.00

ACCHO Summary	Work Plan	Progress Report #1 Jul-Dec 2018	Progress Report #2 Jan-Jun 2019
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## Resources

All QUMAX resources are available on the NACCHO website:

<http://www.naccho.org.au/programmes/qumax-program/>