

QUALITY USE OF MEDICINES MAXIMISED FOR ABORIGINAL AND TORRES STRAIT ISLANDER PEOPLE (QUMAX)

Effective from 1 July 2015

Programme Specific Guidelines are currently available in draft form and will shortly be updated to comply with the Commonwealth Grants Rules and Guidelines. Updates to these programme guidelines will not change the intent of this programme, but will provide additional clarity for participants. This programme will continue to operate under these draft guidelines until updated programme guidelines are published.

PROGRAMME SPECIFIC GUIDELINES

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DEFINITIONS

In this document, unless the contrary intention appears the following definitions apply:

5CPA	Fifth Community Pharmacy Agreement between the Australian Government and The Pharmacy Guild of Australia signed on 3 May 2010.
6CPA	Sixth Community Pharmacy Agreement between the Australian Government and The Pharmacy Guild of Australia signed on 24 May 2015.
ACCHO or ACCHOs	Aboriginal Community Controlled Health Organisation(s) (ACCHO) which is funded by the IHD for the provision of primary health care services to Aboriginal and Torres Strait Islander peoples, and that employs general practitioners able to prescribe medicines to clients of that organisation.
Department	The Australian Government Department of Health.
DAA	Dose Administration Aid is a tamper evident, adherence device which divides patient medications into individual doses and arranges them according to the dosage schedule throughout the day.
Form A	QUMAX DAA Agreement form which formalises negotiated arrangements between the ACCHOs and pharmacies for the provision of DAA packs and other QUM services if required.
Form B	Banking details and RCTI agreement for community pharmacies participating in DAA arrangements.
Guild	The Pharmacy Guild of Australia.
IHD	The Australian Government Department of Health through the Indigenous Health Division is committed to supporting sustained action coordinated across all governments to achieve health improvements over time.
MOU	Memorandum of Understanding.
NACCHO	National Aboriginal Community Controlled Health Organisation (NACCHO) which is the national peak Aboriginal health body representing Aboriginal Community Controlled Health Services throughout Australia.
NCN	NACCHO Communication Network.
Programme	The QUMAX Programme.
PSA	Pharmaceutical Society of Australia.

PROGRAMME SPECIFIC GUIDELINES

QUMAX	Quality Use of Medicines Maximised for Aboriginal and Torres Strait Islander People (QUMAX) Programme funded under the Sixth Community Pharmacy Agreement.
QRG	QUMAX Programme Reference Group established to advise the Minister and the Agreement Consultative Committee (ACC) on policy dimension of the programme when such advice is requested.
QUM	Quality Use of Medicines as outlined by the Australian National Medicines Policy (December 1999) involves: <ul style="list-style-type: none">– selecting management options wisely– choosing suitable medicines if a medicine is considered necessary– using medicines safely and effectively.
QUMAX Work Plan	Localised QUMAX Programme objectives developed annually by ACCHO. The objectives are formulated using the approved QUMAX Work Plan template.
QUM Work Plan template	The approved template to be used as the basis for developing localised QUMAX Programme objectives.
RCTI	The Recipient Created Tax Invoice is an agreement allowing the Guild to issue a tax invoice on behalf of community pharmacy. This allows the Guild to make DAA payments to community pharmacy based on QUMAX DAA Agreement.

PROGRAMME SPECIFIC GUIDELINES

1. INTRODUCTION

This document outlines the Programme Specific Guidelines governing the QUMAX Programme. This document must be read in conjunction with 6CPA General Terms and Conditions. Definitions in the 6CPA General Terms and Conditions apply in these Programme Specific Guidelines.

QUMAX is part of the suite of Aboriginal and Torres Strait Islander Specific Programmes funded under the Sixth Community Pharmacy Agreement to support quality use of medicines services that are designed to reduce adverse events and associated hospital admissions or medical presentations.

2. BACKGROUND

As part of the Fourth Community Pharmacy Agreement (4CPA) the Guild and NACCHO jointly developed the QUMAX Programme in consultation with the QUMAX Reference Group (QRG).

The QUMAX Programme was originally funded as a two year pilot to 30 June 2010. Due to success of the Programme it was later approved for a transition year outside the 4CPA and for a further four years under the 5CPA QUM Framework to Support Rural and Urban Aboriginal and Torres Strait Islander Peoples. This Programme is to be continued and to be referred to as QUMAX under the 6CPA.

Under the 6CPA, management of the QUMAX Programme has been assigned to the Guild who will undertake this in conjunction with NACCHO.

3. QUMAX PROGRAMME DEFINITION

The QUMAX Programme is a QUM support initiative that aims to improve health outcomes for Aboriginal and Torres Strait Islander people. The focus of the QUMAX Programme is to improve QUM through a range of support services provided by participating ACCHOs and community pharmacies in rural and urban Australia. The QUMAX Programme will be supported by the Guild and NACCHO.

Who is eligible?

The QUMAX Programme is intended to benefit Aboriginal or Torres Strait Islander people of any age who present to participating ACCHOs and are assessed by prescribers to be at risk of adverse health outcomes from a failure to comply with their medicine regime without assistance.

QUM Support Categories

To achieve the aim of the QUMAX Programme, funding is allocated amongst participating ACCHOs on a yearly basis. Once funding is allocated, each ACCHO will complete an annual QUMAX Work Plan, outlining local QUM objectives for each QUM support category.

The QUMAX Work Plan includes seven QUM support categories detailed below:

- 1. Dose Administration Aid (DAA) arrangements**
Aim: Reduce the financial barriers to access a comprehensive DAA service provided by Community Pharmacy to improve medication adherence and medication management for ACCHO clients.
- 2. QUM pharmacy support ***
Aim: To facilitate additional Community Pharmacy involvement and support in areas such as QUM planning, policies, protocol development, medicine quality assurance and appropriate Safety Net utilisation.
- 3. Home Medicines Review (HMR) models of support**
Aim: Reduce the cultural and logistical barriers to access HMRs by ACCHO clients.
- 4. QUM devices**
Aim: Reduce the financial barriers of access to QUM devices to improve overall delivery of medicines and management of chronic diseases i.e. asthma and diabetes.
- 5. QUM education**
Aim: Reduce financial barriers of access to QUM education and health promotion for ACCHO employees and their clients. This category may also help ACCHOs to access current medicine resources, promoting suitable, safe and effective medication management for ACCHO clients
- 6. Cultural awareness**
Aim: Improve access and delivery of cultural awareness resources and training for Community Pharmacy to promote a culturally aware pharmacy environment.
- 7. Transport**
Aim: Reduce barriers of access to medicines and Community Pharmacy services by providing transport support.

The work plan categories enable ACCHOs to develop local QUM objectives and negotiate with preferred Community Pharmacy (or pharmacies) to establish bulk local QUMAX DAA Agreements and any other support as requested.

* In exceptional circumstances where a community pharmacy (or pharmacies) confirms they are unable to provide this support, the ACCHO may recommend alternative arrangements via the work plan to the Guild and NACCHO, who will jointly provide a recommendation to the Department for consideration.

PROGRAMME SPECIFIC GUIDELINES

4. ABORIGINAL COMMUNITY CONTROLLED HEALTH ORGANISATION (ACCHO) PARTICIPATION

4.1 Eligibility

To be eligible ACCHOs need to meet the following criteria:

- Employ a General Practitioner(s);
- RRMA classification of 1–5 (i.e. a non-remote location) (1991 Census Edition);
- Not currently eligible for the Section 100 Pharmacy Support Allowance Programme;
- Agree to the QUMAX Programme Specific Guidelines; and
- Be funded by IHD for the provision of primary healthcare services to Aboriginal and Torres Strait Islander peoples.

4.2 Participation



Registration

To participate ACCHOs are required to complete an annual registration form. The registration form requires authorisation by the ACCHO Chief Executive Officer (CEO). ACCHOs will be advised of the annual registration period and registration will only be accepted during this time.

ACCHO registration form is available from the QUMAX Module on the NACCHO Communication Network (NCN): http://ncn.naccho.org.au/ncn/ncn_admin.pl

Annual Budget

Once registration is complete an annual QUMAX Budget will be allocated to each participating ACCHO based on a budget algorithm (see Appendix A).

The budget allocated for each ACCHO will be embedded in the online work plan and is available from the QUMAX Module on the NCN:

http://ncn.naccho.org.au/ncn/ncn_admin.pl

QUMAX Work Plan

Upon allocation of a budget, ACCHOs will be required to develop an annual QUMAX Work Plan which involves distributing the annual budget and defining local objectives/activities for each of the QUM 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.

Funding can be allocated by ACCHOs to any or all of these categories.

The QUMAX Work Plan will define the following information:

- who is responsible for providing services under each QUM support categories
- what activities are planned for each QUM support category
- what the funding amount is for each negotiated category.

Once completed ACCHOs will submit the work plan via the NACCHO Communication Network (NCN) for approval by the NACCHO, the Guild and the Department. The NCN will also include the status of the work plan (including the QUMAX DAA), assessment and contract negotiation.

To address limited budgets ACCHOs may develop local policies to determine client prioritisation for specific services funded under the QUMAX Programme.

The NCN is available at:

http://ncn.naccho.org.au/ncn/ncn_admin.pl

Form A (QUMAX DAA Agreement)

ACCHOs will negotiate with their preferred Community Pharmacy (pharmacies) for the provision of a local DAA service for eligible clients. This arrangement will be documented by both parties on Form A (QUMAX DAA Agreement).

To maximise service provision ACCHOs may also choose to take advantage of a bulk agreement with Community Pharmacy incorporating other QUM support categories. The negotiation of other QUM services will take place on a local level between the Community Pharmacy and the ACCHO and details will be documented in the QUMAX Work Plan.

FORM A (QUMAX DAA Agreement) is available from:

www.6cpa.com.au and

http://ncn.naccho.org.au/ncn/ncn_admin.pl

PROGRAMME SPECIFIC GUIDELINES

Contracts

In order to participate in the QUMAX programme, ACCHOs will be required to enter into a contract with the Guild. A standard contract has been developed in consultation with NACCHO and approved by the Department.

Following approval of the QUMAX Work Plan, the Guild will provide two original copies of the contract to the ACCHO for signature.

The contracts will be renewed annually in line with registration and work plan updates. The ACCHO CEO and Executive Director of the Guild will be required to sign both copies of the contracts and each party will be forwarded a copy for their records.

4.3 Payment Schedule

Payments will be made to ACCHOs on a six (6) monthly basis in line with the work plan.

Initial payment

The Guild will make an initial payment upfront for half of the yearly allocation for all non-DAA Agreement QUM categories on receipt of approved work plan and two signed complete copies of the original contracts.

Subsequent payments

The subsequent payments will be made at six months by the Guild within 30 days only upon receipt of an approved progress report.

4.4 Reporting

Participating ACCHOs will be required to provide the Guild and NACCHO with six monthly progress reports, including progress and financial reporting (as appropriate) against QUM Support categories outlined on the reporting template in the QUMAX Work Plan (approved by the QUMAX Reference Group). A reporting mechanism for ACCHOs is available through the NCN and may involve the ACCHO specifying for each QUM support category:

- the amount spent versus allocated budget;
- how the funding was spent (ie. what was purchased); and
- the number of patients that have benefited.

The reporting mechanism will be available from: http://ncn.naccho.org.au/ncn/ncn_admin.pl

5. COMMUNITY PHARMACY PARTICIPATION

5.1 Eligibility

To be eligible a Community Pharmacy must agree to the QUMAX Programme Specific Guidelines and be a Section 90 approved pharmacy.

5.2 Participation



ACCHO Initiate Contact

To participate, a Community Pharmacy will need to liaise with the ACCHO regarding the potential to supply DAAs and any other QUM support categories as requested.

Form A (QUMAX DAA Agreement)

ACCHO will negotiate with their preferred Community Pharmacy for the provision of a local level comprehensive DAA service for eligible clients. The DAA arrangement will be documented on Form A and agreed to and signed by a representative of both parties (QUMAX DAA Agreement).

FORM A (QUMAX DAA Agreement) is available from: www.6cpa.com.au and

http://ncn.naccho.org.au/ncn/ncn_admin.pl

The negotiation of any other QUM services will take place on a local level between the Community Pharmacy and the ACCHO and details will be documented in the QUMAX Work Plan.

Form B (Banking details and RCTI Agreement)

In order for payments to be made a Community Pharmacy will also be required to complete Form B (Banking details and RCTI Agreement).

FORM B – Banking details and RCTI form is available from: www.6cpa.com.au

Send to Guild

Signed and completed FORM A and FORM B must be forwarded to the Guild in order to receive payments.

PROGRAMME SPECIFIC GUIDELINES

5.3 Payment Schedule

The Guild will make advance payments for DAA arrangements to Community Pharmacy on a four (4) monthly basis in line with the negotiated QUMAX DAA Agreement (Form A).

Initial payment

The Guild will make the initial DAA payment upfront to Community Pharmacy on receipt of the signed QUMAX DAA Agreement (Form A) and the Banking Details and RCTI Agreement (Form B), and finalisation of the contract with the ACCHO.

Subsequent payments

All subsequent DAA payments will be made on a four monthly basis within 30 days only upon receipt of an adequate DAA report (see below).

5.4 Reporting

Participating Community Pharmacies will be required to provide the Guild with evidence of the number of DAAs and/or patients (dependant on negotiated arrangement with ACCHO) who have accessed the DAA service. This will need to be forwarded to the Guild in line with the following reporting dates.

First Report Due:	15 November (Reporting period 1 July to 31 October)
Second Report Due:	15 March (Reporting period 1 November to 28 February)
Third Report Due:	15 July (Reporting period 1 March to 30 June)

Community Pharmacy is also required to provide reports to the relevant ACCHO on DAA utilisation and expenditure of any QUM categories in the format agreed with the local ACCHO and specified on the QUMAX DAA Agreement.

6. PROGRAMME SUPPORT

The Guild and NACCHO are responsible for the overall support of the QUMAX Programme.

6.1 QUMAX Reference Group

The QRG may provide advice on programme development, implementation and issues of the QUMAX programme when required. Membership of the QRG will include:

- the Pharmacy Guild of Australia
- the National Aboriginal Community Controlled Health Organisation
- The Australia Government (Indigenous and Rural Health Division and Pharmaceutical Benefits Division)
- the Pharmaceutical Society of Australia.

6.2 Educational & Training Resources

Online educational and training resources available about the QUMAX Programme and the yearly processes which apply to it are available on the 6CPA website (www.6cpa.com.au).

If you require any assistance or support in regard to the QUMAX Programme please contact the QUMAX Support Team.

7. IT SYSTEM ARRANGEMENTS

7.1 NACCHO Communication Network (NCN)

The online NCN will provide:

- ACCHO online registration, QUMAX Work Plan development;
- ACCHO QUMAX Work Plan feedback mechanisms;
- Forum for discussion between ACCHOs and Programme Managers;
- Library of relevant QUMAX Programme documents; and
- Cultural Inventory Training.

NCN website and access details are available from:

http://ncn.naccho.org.au/ncn/ncn_admin.pl?rm=main

8. RESOURCES

QUMAX Programme resources are available for download at www.6cpa.com.au

CONTACT

QUMAX Support Team

The Pharmacy Guild of Australia
PO Box 7036, Canberra Business Centre ACT 2610
QUMAX Hotline: 1300 764 088
Email: qumax@6cpa.com.au

NACCHO

PO Box 5120, BRADDON ACT 2612
Phone: (02) 6246 9300
Email: qumax@naccho.org.au

APPENDIX A – QUMAX Funding Algorithm

$$\text{QUMAX Budget per ACCHO} = \$10,000 + [a/b \times (\$d - c10,000)]$$

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.

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