

2019/20 Business Plan Measures Relative to Strategic Plan

Strategy 1.1 Council will develop and maintain a comprehensive understanding of the work of pharmacists in relation to its impact on patients to identify and quantify risks of harm.	Measures: <ul style="list-style-type: none"> Risks are identified and quantified within different types of practice. A comprehensive risk vs competence model is developed and kept current for an evolving profession.
2019/20 - Deliverables:	2019/20 - Measures:
Understanding pharmacist Practice: <ul style="list-style-type: none"> Role of pharmacist (understand risk) Error reporting and quality improvement processes Complaints and Notifications CMS and Recertification Biennial report of current and emerging vistas 	<ul style="list-style-type: none"> Risks framework (able to map competencies against) by July 2020 Identify high risk cohorts by December 2019 Acceptable (workable) definition of risk by December 2019
<ul style="list-style-type: none"> Registration: <ul style="list-style-type: none"> Practising and non-practising and interns Overseas pharmacists 	<ul style="list-style-type: none"> Successful annual registration <ul style="list-style-type: none"> approx. 4000 practising approx. 200+ interns approx. 900 non-practising approx. 20 prescribers Council quantifies the percentage of the pharmacist register who are patient facing by June 2019
Strategy 2.1 Council will apply regulatory tools proactively to mitigate identified risks of harm.	Measure: Competence standards, scopes, codes of practice and Council guidelines remain appropriate for current and emerging practice.
2019/20 - Deliverables:	2019/20 - Measures:
<ul style="list-style-type: none"> Maintain standards and policies <ul style="list-style-type: none"> Enhance standards as necessary Legislation consistency and fit for contemporary practice (TPB, HPCA, MODA) Regulatory oversight <ul style="list-style-type: none"> Regulatory tools maintained for proactive response 	<ul style="list-style-type: none"> Report to Council by December 2019 on possible enhancements. <ul style="list-style-type: none"> Quality improvement standards (identify and implement competence programme to fit risk minimisation) Council input into development / review of legislation Council consistently applies a risk rating to complaints and notifications by December 2019 % applications for registration and recertification fitting current policies (target 95%)
Strategy 3.1 Council will deliver an appropriate regulatory response to notifications about pharmacists that present risk to the public.	Measure: Complaints and compliance processes that prioritise public safety, are timely and support public trust in the profession.
2019/20 - Deliverables:	2019/20 - Measures:
<ul style="list-style-type: none"> Response to notifications <ul style="list-style-type: none"> Maintain procedures Enhance case management systems Assess performance of current standards and policies Discipline <ul style="list-style-type: none"> Support an efficient case management system PCC support and training Fund PCC/ HPDT cases 	<ul style="list-style-type: none"> Council responds within risk linked time response deadlines Council HDC case analysis identifies pharmacist practise risk trends by December 2019 Cases (low/medium/high risk) managed within set timeframe for each risk (90% compliance) PCC performance - all investigations proceed according to the timeframes set in the investigation plan Quarterly reports on trends produced within 15 days of quarter end.

<p>Strategy 1.2 Council will develop and maintain a comprehensive understanding of the work of pharmacists in relation to its impact on patients to update competencies required for effective practice.</p>	<p>Measures:</p> <ul style="list-style-type: none"> Identifying competencies that have the greatest likelihood of improving patient health outcomes. A comprehensive risk vs competence model is developed and kept current for an evolving profession.
<p>2019/20 - Deliverables:</p>	<p>2019/20 - Measures:</p>
<ul style="list-style-type: none"> Understanding pharmacist practice <ul style="list-style-type: none"> Role of pharmacist (understand competence) Error reporting and quality improvement processes Intervention report – quantitative and qualitative Complaints and notifications CMS: solutions to record, report and analyse interventions 	<ul style="list-style-type: none"> Competency Framework (able to map risk against) by July 2020 Identify competencies (for high risk cohorts) by December 2019 (in order to reduce harm) Council completes a report on pharmacists from a variety of areas of practice in relation to the competence standards by November 2019 An analysis of HDC cases from 2012 to June 2019 is completed and error/competence trends identified by 1 October 2019.
<p>Strategy 2.2 Council will apply regulation proactively to strengthen pharmacist competencies.</p>	<p>Measure: Education programmes, registration pathways and recertification requirements provide assurance that pharmacists are competent and fit to practise at registration and throughout their careers.</p>
<p>2019/20 - Deliverables:</p>	<p>2019/20 - Measures:</p>
<ul style="list-style-type: none"> Qualifications <ul style="list-style-type: none"> OSCE Assessments Examinations (CAOP and KAPS) for overseas pharmacists <ul style="list-style-type: none"> Pilot of process enhancement complete Implementation of new processes Accreditation <ul style="list-style-type: none"> Four education programmes – monitored Suitable commercial arrangement for accreditation service / assess options –new accreditation standards for degree programmes are suitable for NZ 	<ul style="list-style-type: none"> Two cohorts (May and November), no successful challenges on results Completion of pilot by mid-August 2019 Streamlined processes are implemented from September 2019. Programmes retain accreditation Value for money service agreement is implemented/options developed by December 2019 / April 2020 Updated standards are implemented for NZ degree programmes once they are finalised for Australia
<ul style="list-style-type: none"> Competence Assurance <ul style="list-style-type: none"> Recertification audit (Quality Review) Propose new mechanism for ongoing competence assurance 	<ul style="list-style-type: none"> Sample successfully reviewed – outcome results provided to Council by December 2019 Credible proposed and approved new framework for initial Council approval by June 2020
<ul style="list-style-type: none"> Maintain standards and policies <ul style="list-style-type: none"> (What standards / policies / how many) Enhance standards as necessary <ul style="list-style-type: none"> Augment current competence standards Ensure scope descriptor(s) reflect practice Legislation consistent and fit for contemporary practice (TPB, HPCA, MODA) Regulatory Oversight <ul style="list-style-type: none"> Regulatory tools maintained for proactive response Annual survey of pharmacists restricted by policies (e.g. RTP policy, TIMR etc) 	<ul style="list-style-type: none"> Standards and policies are reviewed within the timelines in the review schedule Standards and policies are reviewed for currency and relevance on a quarterly basis. Report to Council by December 2019 on possible competence standard(s) enhancements <ul style="list-style-type: none"> Quality improvement standards (identify and implement competence programme) Develop draft standards for pharmacists in roles of responsibility by December 2019 Consultation completed by March 2020 that provides contemporary practise feedback on the current pharmacist scope of practice descriptor Submissions to Ministry of Health consultation(s) before required deadline(s). Any HDC, complaints, concerns and queries that require development to pharmacist practise are advised promptly. All identified risks of patient harm are proactively advised to pharmacists. Survey completed by February 2020 and resulting operational changes made by June 2020.

Strategy 3.2 Council will deliver an appropriate regulatory response to notifications of pharmacist' competence and fitness to practise at the expected professional standard.	Measure: Council identifies a pathway for pharmacists to return to the expected standard of practice where possible.
2019/20 - Deliverables:	2019/20 - Measures:
<ul style="list-style-type: none"> • Response to notifications <ul style="list-style-type: none"> ○ Maintain procedures ○ Enhance case management systems • Assess performance of current standards and policies • Discipline <ul style="list-style-type: none"> ○ Support an efficient case management system ○ PCC support and training ○ Fund PCC/ HPDT cases • Survey of pharmacists subject to Council's complaints/notification process (procedural and Intervention focus) 	<ul style="list-style-type: none"> • Each case is managed in a timely way, on average: <ul style="list-style-type: none"> ○ Council HDC case analysis identifies pharmacist practise risk trends by December 2019 ○ Cases (low/medium/high risk) managed within set timeframe for each risk (90% compliance) ○ PCC performance - all investigations proceed according to the timeframes set in the investigation plan ○ Quarterly reports on trends produced within 15 days of quarter end. • Identify enhancements for effective management by December 2019.
Strategy 4.0 Council will ensure it is effective and efficient, with the skills and capability to meet its regulatory obligations.	Measures: <ul style="list-style-type: none"> • Council operates to best-practice standards of governance • Council resources are deployed efficiently and effectively • Risk is managed appropriately • Business process capability is enhanced • Organisational self-review is conducted, and a quality improvement cycle implemented • High calibre employees are attracted and retained • Pharmacists and other stakeholders engage positively in the work of Council as a result of effective engagement activities.
2019/20 - Deliverables:	2019/20 - Measures:
<ul style="list-style-type: none"> • Role appropriate training and development provided for Council team members. • Appropriate training and development in governance guidance and assurance considered by Council • Health and safety of Councillors and Council team members managed (and appropriate HR support provided as required). • Effective communication to pharmacists and other stakeholders. 	<ul style="list-style-type: none"> • Individuals and team development needs agreed and implemented agreed by 30 September 2019 and implemented by 30 June 2020. • Councillor and Council development needs agreed and implemented effectively and efficiently, agreed by 30 September 2019 and implemented by 30 June 2020. • Health and Safety management and reporting framework implemented (annual turnover rates <15%, no Health and Safety incidents). • Stakeholder engagement as required. • Business Capability Improvement Programme objectives for 2019/20 identified and implemented • All risks identified during 2019/20 and mitigated by 30 June 2020 to Council's desired risk level.