Mapping existing templates, procedures and checklists to Quality Care 2020 Domains

The table below has been developed to assist pharmacies in transfer existing templates, procedures, policies and checklists to the new Quality Care 2020 sub-domains.

QC2020 Requirements Domain and Sub-domain	QCPP 2011 (blue manual) Requirements Template/ Checklist code
Pharmacy Management and Governance	
Business Strategy	T6B
Risk Management	T1B
Quality Management System	P7A, P7B, P7C, P7D, P7E, T6A, T7A, T7B, T7C, T7D
Consumer-Centred Care	
Privacy, Confidentiality and Consumer Rights	P1A
Quality and Safe Consumer Care	P11A, P11B, P11C, P11D, P11E, T11C
Cultural Safety	N/A
Promoting Quality Use of Medicines	N/A
Advertising	P4A
Human Resources	
Recruitment	P11G, P12A, T12A, T12B, T12C, T12D, T12E, T12F, T14B
Induction	P13A, T13A
Staff Management and Development	P14C, P14D, P15A, T14A, T15A, T15B, T16A
Termination of Employment	P16A, T16A, T16B
Premises, Infrastructure and Stock	
Premises and Infrastructure	P5A, T5A, T5C
Stock Management	P2D, P2J, P6A, P6B, P8A, P9A, P9B, P9C, T8A
Safety and Security	P17A, P17B, P17C, P17D, P17E, P17F, P17G, P17H, P17I, P17J, P17K, P17L, P17M, P17N, P17O, P17P, P17Q, P17R, T17A, T17B, T17C, T17D, T17E, T17F
Information Technology	P18A, P18B, T18A, T18B

Pharmacy Services	
Foundation Pharmacy Services	P2A, P2C, P2E, P2F, P2G, P2H, P7D, T2B, T2C, T2D, T2G, T7C, T7D
Pharmacy Services – Generic Requirements	P2I, T2E, T2F, T3A, T3B, T3C, T3D,T3E, T3F, T3G, T3H, T3I, T3J, T3K, T3L, T3M, T5B
Additional Requirements for Complex Compounding	N/A
Additional Requirements for Medication Management Services	T3F, T3J, T3K
Additional Requirements for Dose Administration Aid Services	T3B
Additional Requirements for Health Assessment Services	T3C, T3I, T3L
Additional Requirements for Harm Minimisation Services	P2K, T2F, T3A, T3D
Additional Requirements for Other Health Services	T3G, T3H, T3M
Additional Requirements for Non-Health Services	P11F, T2A, T11A

Please note: QCPP no longer provides templates under Quality Care 2020 to allow pharmacies more flexibility in the evidence they provide. Given this, there is no obligation to continue using the templates previously provided by QCPP. For those pharmacies that wish to however, the table above may be useful.

The following templates no longer relate to the Quality Care 2020 requirements. You may of course continue to use these if they add value to your pharmacy business.

P2B, P10A, P10B, P10C, P13B, P14A, P14B, T1A, T3E, T10A, T10B, T11B.