



# PROGRAM RULES

## Quality Use of Medicines

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**Australian Government**  
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## QUALITY USE OF MEDICINES

### 1 INTRODUCTION

This document outlines the Program Rules governing the Quality Use of Medicines (QUM) Program. This document must be read in conjunction with the *Pharmacy Programs Administrator General Terms and Conditions* (General Terms) and the *Guidelines for Quality Use of Medicines (QUM) services* (PSA Standards). Definitions in the General Terms apply in these Program Rules.

The QUM Program supports activities that are designed to improve Quality Use of Medicines across approved Australian Government-funded Aged Care Facilities.

The QUM Program is part of the suite of Medication Management Programs funded under the Seventh Community Pharmacy Agreement (7CPA) to support Quality Use of Medicines services that are designed to reduce adverse events and associated hospital admissions or medical presentations.

### 2 DEFINITIONS

**Facility** means an Australian Government funded residential care facility including the following:

- Aged care facility that receives residential care subsidy in accordance with the *Aged Care Act 1997*; or
- Transition Care Facility; or
- Multi-Purpose Service (MPS); or
- A Facility receiving funding under the National Aboriginal and Torres Strait Islander Flexible Aged Care (NATSIFAC) program.

**QUM** means Quality Use of Medicines.

**QUM Service** means a Quality Use of Medicines Service provided to a Facility through a Facility-wide approach. A Registered Pharmacist or Accredited Pharmacist conducts a QUM Service in association with appropriate members of the Facility.

**Service Agreement** means an agreement between a prospective Service Provider and a Facility for the provision of QUM Services. An example agreement is available at [www.ppaonline.com.au](http://www.ppaonline.com.au).

**Service Provider** means any of the following who have been approved to provide QUM Services in accordance with the QUM Program Rules and the General Terms:

- An owner of an approved Section 90 Community Pharmacy
- A business entity, with an Australian Business Number (ABN). This includes an Accredited or Registered Pharmacist operating as a sole trader.

Business entities that are not eligible to perform the role of a QUM Service Provider include:

- Any organisation that is able to initiate a referral for an RMMR Service
- A pharmacist embedded in an eligible facility where they draw a salary or are otherwise funded by the Commonwealth to undertake quality use of medicines activities
- A Section 94 Pharmacy
- A public or private hospital.

A QUM Service Provider must also have executed a QUM Service Agreement with an eligible residential care Facility.

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### 3 BACKGROUND

QUM Services focus on improving Facility practices and procedures as they relate to the Quality Use of Medicines.

The QUM Service is a separate service from a Residential Medication Management Review (RMMR) Service and is provided by a Registered or Accredited Pharmacist.

The objectives of the QUM Program are to:

- Advise members of the Facility's healthcare team on a range of medication management issues in order to meet the healthcare needs of residents
- Provide medication information and education to residents, carers and other healthcare providers involved in a resident's care
- Assist the Facility to undertake continuous improvement activities, including ensuring medication management accreditation standards are met and maintained.

### 4 PARTICIPATION REQUIREMENTS

To be eligible to participate in the QUM program, Service Providers must meet Program Eligibility Criteria and register for the Program on the Pharmacy Programs Administrator (PPA) [Portal](#).

#### 4.1 Service Provider Eligibility

To be eligible for the QUM Program, a Service Provider must:

- Be an eligible business entity which is either:
  - An owner of an approved Section 90 Community Pharmacy
  - A business entity with an Australian Business Number (ABN). This includes an Accredited or Registered Pharmacist operating as a sole trader with an ABN
- Agree to abide by the Pharmacy Programs Administrator General Terms and Conditions available from [www.ppaonline.com.au](http://www.ppaonline.com.au)
- Undertake to provide Services in accordance with these Program Rules and the PSA Standards
- Have a Service Agreement in place with an eligible Residential Aged Care Facility
- Ensure that all QUM activities are undertaken by a Registered or Accredited Pharmacist.

#### 4.2 Residential Care Facility Eligibility

In order for a Facility to participate in the QUM Program it must be either:

- An Aged Care Facility that receives residential care facility subsidy from the Australian Government in accordance with the *Aged Care Act 1997*; or
- An Australian Government-funded Transition Care Facility; or
- A Multi-Purpose Service providing integrated health and aged care services to small rural and remote communities; or
- A Facility receiving funding under the National Aboriginal and Torres Strait Islander Flexible Aged Care (NATSIFAC) program.

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Failure to maintain compliance with any or all of the above Eligibility Criteria will result in the Service Provider being ineligible to participate in the QUM Program for that Facility.

### 5 QUM SERVICE AGREEMENT

To become an approved Service Provider, a Service Agreement with an eligible Facility must be in place. The Service Provider is responsible for ensuring the Service Agreement entered into with the Facility is current and consistent with these Program Rules, prior to conducting any QUM Service.

The Service Agreement must include a Work Plan that details the agreed QUM activities between the Facility and the Service Provider. QUM Services cover areas such as medication advisory activities, education, and continuous improvement. They are designed to assist Facilities in meeting the healthcare needs of residents.

Newly executed Service Agreements or variations to existing Service Agreements must be uploaded to the PPA Portal prior to submitting a claim for services at that Facility. To be eligible for payment, QUM Services must be provided within Service Agreement start and end dates.

Service Agreements may be terminated by the Facility or the Service Provider with 30 days prior written notice. Termination notices must be provided to the Pharmacy Programs Administrator Support Team prior to the Service Agreement termination date by email to [support@ppaonline.com.au](mailto:support@ppaonline.com.au).

Only one Service Provider may be contracted for a single Facility.

The QUM Service must be provided at no charge to the Facility.

An example Service Agreement can be found at [www.ppaonline.com.au](http://www.ppaonline.com.au).

### 6 QUM ACTIVITIES LIST

Activities that can be provided under the QUM Program include (but are not limited to):

#### Medication advisory activities

- Participate in Drug Use Evaluation (DUE)
- Advise members of the healthcare team on a range of issues, including storage, administration, dose forms, compatibilities, therapeutic and adverse effects and compliance
- Participate in Medication Advisory Committees (MACs)
- Assist in the development of nurse-initiated medication lists
- Participate in policy and procedure development activities
- Assist in the development of policies and procedures to address medication management concerns, for example, sleep, bowel or pain management and infection control.

#### Education activities

- Provide in-service for nursing staff and carers or residents on medication therapy, disease state management or prescribing trend issues
- Provide drug information for medical practitioners and Facility staff, including provision of newsletters.

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### Continuous improvement activities

- Assist the Facility to meet and maintain medication management accreditation standards and to comply with regulatory requirements
- Assess competency of residents to self-administer medications
- Advise on and assess medication storage requirements, monitoring and standards including:
  - Storage and labelling
  - Expired stock
  - Security of medication storage areas
  - Safe disposal of unwanted medications
- Conduct medication administration audits and surveys on medication errors, altered dosage forms and psychotropic drug use
- Assist with the development of, and report on, quality indicators and other quality measures.

## 7 FREQUENCY OF SERVICE

The type and frequency of QUM Services are to be documented within the Service Agreement between the Service Provider and the Facility.

## 8 QUM CLAIMS

Claims must be submitted by approved Service Providers online via the Pharmacy Programs Administrator Portal.

QUM claims must be submitted by the end of the next calendar month following the last day of each claiming quarter. Claims outside this timeframe cannot be submitted and will not be paid.

The QUM Service fee is paid to Service Providers quarterly in arrears. The quarterly period commences on the date the Service Agreement between the Facility and the Service Provider is signed.

A claiming quarter must:

- Cover three consecutive months
- Fall within the start and end dates of the relevant Service Agreement
- Not overlap any previously claimed quarters.

An approved QUM Service Provider is required to complete a quarterly claim and provide quarterly updates to qualify for payment.

A minimum of two agreed QUM Services must be provided each quarter to receive the QUM payment.

### Example of claiming quarters and timeframes:

If the Service Agreement is signed on 5 April the quarters and claiming timeframe for this Agreement would be as follows:

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Claiming quarters	Claiming timeframes
5 April to 4 July	31 August
5 July to 4 October	30 November
5 October to 4 January	28 February
5 January to 4 April	31 May

### 8.1 QUM Service Payment Calculations

The QUM Payment consists of a base annual amount plus an additional amount per eligible aged care bed within the Facility.

No adjustments to payments will be made when the number of eligible aged care beds changes during the quarter. The change to the number of eligible aged care beds will take effect from the beginning of the following quarter.

## 9 AUDIT AND COMPLIANCE REQUIREMENTS

Service Providers must retain full and true records (including all patient consent forms) in relation to the provision of services for not less than seven years after the claim for payment. Such records must be kept in a manner that permits them to be conveniently and properly audited, and enables the amounts claimed as well as the services provided under the General Terms and these Program Rules to be determined. Service Providers may be subject to audits by the Australian Government Department of Health (or its representative) to ensure that the General Terms and these Program Rules have been complied with, and must provide all and any records requested as part of such audit(s).

Service Providers must also ensure that they are using current documents when obtaining information or consent from patients. Service Providers that wrongfully or incorrectly receive support and/or do not meet the requirements set out in the General Terms and these Program Rules may be subject to compliance action (as determined by the Australian Government Department of Health or Pharmacy Programs Administrator) and repayment may be required. Under section 137.1 of the Criminal Code, giving false and misleading information is a serious offence. If an audit/compliance action is to be conducted, Service Providers will be required to produce documentation within a specified time frame.

## 10 RESOURCES

QUM Program resources are available for download on the PPA [website](#).



**CONTACT THE SUPPORT CENTRE:** 1800 951 285 | [support@ppaonline.com.au](mailto:support@ppaonline.com.au)