

## Happy Holidays to all of you From all of us at IMPAC

### Review and Update of IMPAC Mailorder Pharmacy Standards in progress

Jennifer Fels, Executive Officer for Standards and Surveys, has begun the process for reviewing and updating the Mailorder Pharmacy Standards. Most of the proposed changes are clarification of the IMPAC Standards so that the pharmacy can better know the expectations.

Clarifications include the following:

- Type of evidence for a pharmacist's competency on hire and annually is listed
- Organization- wide Quality Assurance Plan includes at least quarterly documentation of activities and follow-up action
- Website includes the license of the pharmacy and the name and license of the lead pharmacist
- Competency of call center staff is measured on hire and annually.

New proposed standards include the following:

- The ordering provider's license should be available to the surveyors
- Policies are easily accessible to staff
- Policies are reviewed a minimum of every three years
- There is redundancy in the dispensing process to assure accuracy
- Educational information on the drug is provided with the first fill and as requested

The only proposed deletion is the requirement to have the customer satisfaction results on the website. They will be available upon request.

**We encourage and welcome any suggestions from mailorder pharmacies. Please forward them to [dnoble@sover.net](mailto:dnoble@sover.net) by 1-31-06.**

We will send out the revised standards to all accredited mailorder pharmacies for a three month review. After that, the IMPAC Standards will be effective in six months.

### Series on Quality Assurance Plan, Activities and Documentation: Purpose of a Quality Assurance Plan (Part 1)

Quality Assurance Standard 1 requires that *there are mechanisms in place to assure the quality of pharmaceutical dispensing and distribution*. Part of the standard includes a documented Quality Assurance Plan for the entire organization and documented activities and follow-up.

Most surveyed pharmacies are not fully compliant with the Quality Assurance Standards during the survey. While most pharmacies address individual errors and client satisfaction problems, the pharmacies do not adequately document their Quality Assurance Plan and activities nor look at errors, complaints, and incidents in aggregate.

This is the first installment of a series on the requirements for a written, organization-wide Quality Assurance Plan.

The purpose of a Quality Assurance Plan is as follows:

- To monitor the performance of key processes in the mailorder pharmacy such as data input, dispensing of drugs, and customer service
- To identify opportunities to improve these key processes to provide timely and accurate dispensing of drugs and excellent customer service
- To improve the performance of those identified processes
- To evaluate the pharmacy's improvement efforts so that the pharmacy knows that the improvements met the desired results.

The Quality Assurance Plan should address the response to individual, high-risk problems and also address data and issues in aggregate. The Plan is focused on system solutions and not on people as the problem. At times, the improvements or solutions need to go beyond education and coaching and address process re-design and changes.

Part 2 in this series will be on defining responsibility and oversight for the Quality Assurance Plan.

# IMPAC™

Internet and Mailorder Pharmacy Accreditation Commission

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## **For more information, contact:**

Dana Noble, Executive Officer for Operations

1-800-677-7019 or [dnoble@sover.net](mailto:dnoble@sover.net)