



Australian Government
Department of Health

Seventh Community Pharmacy Agreement (7CPA)

Key Performance Measures and Monitoring Arrangements

February 2022

Approved by The Hon. Greg Hunt MP, Minister for Health and Aged Care

Notes

1. This document contains approved Key Performance Measures (KPM) for the Seventh Community Pharmacy Agreement.
2. Data collection for these KPMs are within existing processes and currently available resources, with no additional costs to Government.
3. KPM reports will be completed on a biannual basis, subject to the availability of the required data.
4. Following the completion of a full data collection cycle, the Department of Health will consult with the Pharmacy Guild of Australia, Pharmaceutical Society of Australia, Consumers Health Forum of Australia, the National Aboriginal Community Controlled Health Organisation, and other relevant stakeholders to review these KPMs.
5. Whereas one of the objectives of the 7CPA is to advance data collection to inform outcomes and improve services delivered, limited health outcomes data has been collected for some measures and programs funded under the 7CPA.

Pharmacy activities / programs	Outputs and Measures	Indicators and required data	Responsibility
1. Demonstrate transparency and accountability while supplying Pharmaceutical Benefits Scheme (PBS) medicines for all Australians. <i>(7CPA, Item D, Page 4)¹</i>			
a. Provision of pharmaceutical benefits in accordance with applicable laws, regulations, professional standards, codes and other requirements <i>(7CPA, Clause 7).</i>	PBS Prescriptions and Expenditure. Compliance by community pharmacies of all relevant requirements when dispensing PBS or RPBS medicines.	Total PBS Prescriptions and Expenditure by: <ul style="list-style-type: none"> • PBS and RPBS. • Patient categories. • Remuneration for pharmacies and wholesalers, Patient Contribution, Government Cost. • Discounted prescriptions by up to \$1, and non-discounted prescriptions. • Over Co-payment prescriptions, and under Co-payment prescriptions. • PBS items supplied in bulk versus those individual clients for the Remote Area Aboriginal Health Services. • Approved community pharmacies. • States and Territories. Refer to <ul style="list-style-type: none"> • Selected tables in the Annual PBS Prescriptions and Expenditure for 2019-20. Web links: <ul style="list-style-type: none"> • https://www.pbs.gov.au/info/statistics/expenditure-prescriptions/pbs-expenditure-and-prescriptions • https://www.aihw.gov.au/reports/australias-health/medicines-in-the-health-system • https://www.abs.gov.au/AUSSTATS/abs@.nsf/mf/4364.0.55.015 	The Department

Pharmacy activities / programs	Outputs and Measures	Indicators and required data	Responsibility
1. Demonstrate transparency and accountability while supplying Pharmaceutical Benefits Scheme (PBS) medicines for all Australians. (7CPA, Item D, Page 4) ¹			
b. Transparency of charges (7CPA, Clause 4.3).	Pharmacies provide information to consumers before dispensing a Pharmaceutical Benefit on: <ul style="list-style-type: none"> • Safety Net Recording Fee • Additional Patient Charge to be charged. • Additional Patient Charge is not Commonwealth initiated Total cost of Pharmaceutical Benefits to consumer.	While developing arrangements for transparency of charges: <ul style="list-style-type: none"> • Regular reports on progress made by relevant 7CPA stakeholders – Reports presented at the biannual 7CPA governance committee meetings. 	CHF PGA
c. Closing the Gap (CTG) PBS Co-Payment Program (7CPA, Clause 10).	Reform of the CTG - PBS Co-payment Program (Note: 7CPA funding covers CTG - PBS expansion program activities for the period 2020-21 to 2024-25).	Total number of: <ul style="list-style-type: none"> • PBS items and expenditure on the program (2020-21). • PBS items processed and paid for under the program across States and Territories (2020-21). 	NACCHO The Department
d. Support the uptake of electronic prescription arrangements (7CPA, Clause 9.4).	Electronic prescription Fee (EPF) paid to pharmacies. Note: EPF will transition to funding Exchange Infrastructure Providers.	Total expenditure on electronic prescription fees.	The Department

Pharmacy activities / programs	Outputs and Measures	Indicators and required data	Responsibility
2. Continue to supply NDSS products through community pharmacies <i>(7CPA, Clause 6.1)²</i>			
The National Diabetes Services Scheme (NDSS) <i>(7CPA, Clause 6 and 8).</i>	Approved community pharmacy Access Points receive a payment of \$1 plus GST for each NDSS product pack supplied to registrants. Community Service Obligation Distributors (CSODs) receive a payment of \$1 plus GST for each NDSS product pack delivered to NDSS Access Points.	Total number of: <ul style="list-style-type: none"> • NDSS registrants. • Community pharmacy Access Points. Total NDSS handling fees paid to community pharmacy Access Points.	The Department
3. Support professional initiatives for pharmacists to better fulfil their current scope of practice. <i>(7CPA, Item E, Page 4)³.</i>			
a. Pharmaceutical Society of Australia (PSA) Professional Practice Standards⁴ (PPS), Practice Guidelines, and Code of Ethics (CoE) <i>(7CPA, Clause 14).</i>	Maintain and encourage practice in keeping with up-to-date Professional Practice Standards and Code of Ethics for pharmacists.	Progress report on: <ul style="list-style-type: none"> • Timely updates made to the PPS and CoE, where warranted. • Adherence to the PPS and CoE. 	PBA PGA PSA
b. Accreditation of pharmacists for undertaking medication reviews: <ul style="list-style-type: none"> • Home Medicines Reviews (HMR). • Residential Medication Management Reviews (RMMR). 	Accredited pharmacists provide medication management reviews.	Total number of accredited pharmacists for each of HMR and RMMR. Percentage of registered pharmacists accredited to undertake HMR/RMMR as a percentage of all registered pharmacists.	AACP PBA PGA PSA SHPA

Pharmacy activities / programs	Outputs and Measures	Indicators and required data	Responsibility
4. Ensure all Australians have access to pharmacy services and programs that support the safe and quality use of medicines. <i>(7CPA, Item F1, Page 4)⁵.</i>			
Community Pharmacy Programs including: <ul style="list-style-type: none"> • Dose Administration Aids; • Indigenous Dose Administration Aids; • Staged Supply; • HMR; • RMMR; • Quality Use of Medicines in Residential Aged Care Facilities; • MedsCheck and Diabetes MedsCheck; • Indigenous Health Services Pharmacy Support (IHSPS) Program 	Access to and expenditure on Community Pharmacy Programs.	Total number of services and amount of expenditure for each Community Pharmacy Program (whether continuing or new) reported monthly (or quarterly for programs based on quarterly payments). Total number of services for each pharmacy program reported monthly (or quarterly for quarterly based programs). <ul style="list-style-type: none"> • Refer to: https://www1.health.gov.au/internet/main/publishing.nsf/Content/pharmacy-programs-data Total number of Indigenous Health Services approved by the Government to participate in the IHSPS program across States and Territories (commencing in 2021-22).	NACCHO PGA The Department
5. Support access to medicines and pharmacy services for people in regional, rural and remote areas. <i>(7CPA, Clause 9)⁶.</i>			
Regional Pharmacy Maintenance Allowance (RPMA) for eligible pharmacy owners. Rural Workforce Programs.	Access to and expenditure on RPMA. Access to and expenditure on rural workforce programs.	Number of participants in each program. Total expenditure for each program.	The Department

Footnotes

1. 7CPA, Item D, Page 4: “The Australian Government is seeking to continually improve transparency and accountability for the use of funds in relation to the Pharmaceutical Benefits Scheme, including through this Agreement. Developments such as increased visibility of measures being funded under this Agreement and an enhanced consultation framework represent examples of such improvement”.
www.pbs.gov.au/info/general/seventh-community-pharmacy-agreement
2. 7CPA, Clause 6.1, page 13: “The Commonwealth intends that the arrangements for the supply and delivery of products under the NDSS to Approved Pharmacists through the established CSO distribution network will continue during the Term”.
3. 7CPA, Item E, Page 4: “The Australian Government supports initiatives that allow pharmacists to better fulfil their current scope of practice”.
4. <https://my.psa.org.au/s/article/Professional-Practice-Standards>
5. 7CPA, Clause F1, Page 4: “ensuring Australians have access to patient focused, outcome oriented professional pharmacy services and programs that support the safe and quality use of medicines”.
6. 7CPA, Clause 9.3.2.(c), page 15: “The Commonwealth and the Guild intend to make changes to Community Pharmacy Programs to support ... greater access to PBS and RPBS medicines and advice about the use of medicines for Australians in regional, rural and remote areas”.

Abbreviations

AACP = Australian Association of Consultant Pharmacy

CHF = Consumers Health Forum of Australia

NACCHO = National Aboriginal Community Controlled Health Organisation

PBA = Pharmacy Board of Australia

PGA = The Pharmacy Guild of Australia

PSA = The Pharmaceutical Society of Australia

SHPA = Society of Hospital Pharmacists of Australia

The Department = The Department of Health