Background

• In Switzerland, insurances only recognize (and therefore pay) for services with a quality management system (QMS)

• Proactively the members of the Swiss Society of Public Health Administration and Hospital Pharmacists decided to define their own professional Quality Referential (QRHP)

Conflict of interest: Nothing to disclose
Method (I)

The QRHP was developed over 4 years

- Constitution of the Quality Resort, a working group, having a good representation of the Swiss hospital pharmacy in terms of hospital size and linguistic regions
- Definition of a Quality Concept by the Quality Resort and acceptance by Society’s members
- Decision by Society’s executive committee to develop a QRHP in accordance with the Quality Concept, legal requirements and ISO 9001:2000

Method (II)

- Acceptance of the budget by society’s members
- Choice of a specialized consultant as partner
- Development of a first version QRHP in 20 daylong work sessions
- Internal hearing
- Acceptance of the provisory QRHP by society’s members
Method (III)

- External hearing by health authorities, the Swiss hospitals society and certifying organizations
- Test audit in a small sized voluntary hospital pharmacy
- Integration of useful inputs and proposals
- Acceptance by Society’s members of the definitive QRHP
- Submission of the QRHP to the Swiss Federal Office of Metrology and Accreditation

Results

Structure of the Quality Referential for Hospital Pharmacies

Chapter 1: Services
Chapter 2: Resources
Chapter 3: Management
QRHP, Chapter 1: Services

- Drug formulary
- Production of drugs
- Hospital medication process
- Drug information centre & clinical activities

QRHP, Chapter 2: Resources

- Internal and external experts
- Financial resources
- Information
- Infrastructure
- Equipment, tools, materials and measuring instruments
- Working area
- Purchase and stockroom
- Improvement of the use of resources
QRHP, Chapter 3: Management

- Responsibility of the direction
- Aims of the enterprise
- Quality policy
- Change-management
- Measurement of satisfaction
- Handling of non-conformities
- Corrective steps
- Internal audits
- Improvement of the QMS

Example of the structure

1. Services - 1.5 Processes of services

<table>
<thead>
<tr>
<th>Demands</th>
<th>Indicators</th>
<th>Standards</th>
<th>Evaluation</th>
<th>Comment</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.5.1 Drug formulary</td>
<td>A.A.: The pharmacy coordinates the updating and the distribution of drug formulary</td>
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<tr>
<td>a) The selection is done with a transparent and appropriate way - pays attention to the legal frame - takes into consideration the benefit / risk and cost / benefit ratio</td>
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<td>b) The drug committee meets regularly or is consulted regularly</td>
<td>b) Frequency of meetings or consultations</td>
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<td>c) The drug formulary and its updates are communicated regularly to the users</td>
<td>c) Frequency of information</td>
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<td>d) The procedure for obtaining non-formulary drugs is described</td>
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Conclusions

This working method permitted to develop a useful and easy-to-use referential, which helps to

build up
develop
audit
certify

local Quality Management Systems.

Contact

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