



Development of a Quality Referential for Swiss Hospital Pharmacies (QRHP)

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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 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

Demands	Indicators	Standards	Evaluation			Comment
			☺	☹	☹	
1.5.1 Drug formulary A.A.: The pharmacy coordinates the updating and the distribution of drug formulary			☺	☹	☹	
a) The selection - is done in an objective and transparent way - pays attention to the legal frame - takes into consideration the benefit / risk and cost / benefit ratio						
b) The drug committee meets regularly or is consulted regularly	b) Frequency of meetings or consultations	b) Twice a year or more				
c) The drug formulary and its updates are communicated regularly to the users	c) Frequency of information	c) Once a year or more				
d) The procedure for obtaining non-formulary drugs is described						

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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