

# Webinar: Supporting safety and leadership in pharmacies during COVID-19

18 November 2020



## COVID-19 OPERATIONAL STANDARDS FOR PHARMACIES

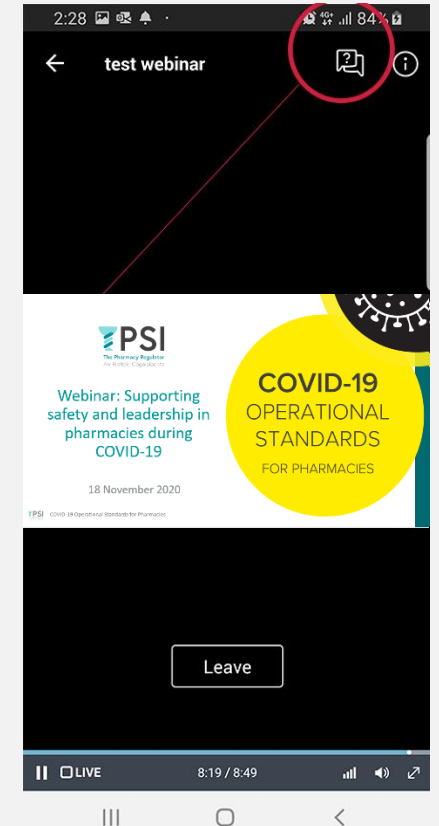
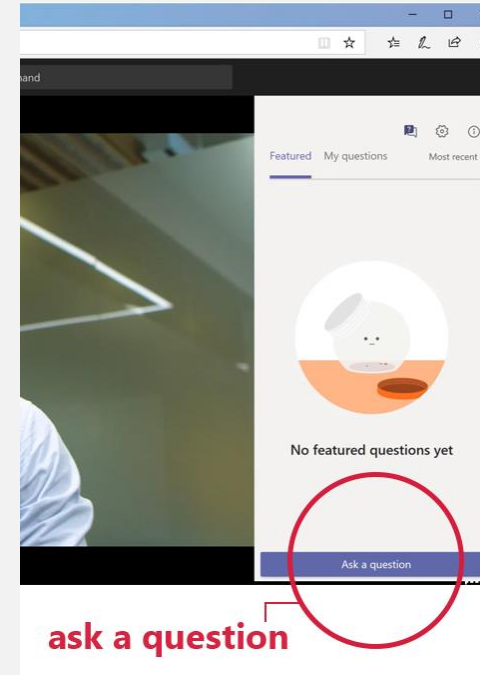
# Housekeeping

- Please be mindful that **this webinar is being recorded** and that by attending you are giving consent for the webinar to be recorded.
- A link to the recording will be emailed after the event.
- **Camera/microphone** – automatically turned off and muted
- **Questions** – we will address as many as possible during the webinar and the rest on our website



8pm – 9pm

COVID-19  
OPERATIONAL  
STANDARDS  
FOR PHARMACIES





# Webinar programme:

COVID-19  
OPERATIONAL  
STANDARDS  
FOR PHARMACIES

1. A short overview of the Standards

2. Insights and learnings from our practising pharmacy colleagues:

- Emily Kelly, MPSI, Superintendent Pharmacist
- Liam Butler, MPSI, Pharmacy Owner/  
Superintendent/Supervising pharmacist

3. Supporting safety and leadership in pharmacies during COVID-19 – Niall Byrne, PSI registrar

4. Q&A

# COVID-19 Operational Standards for Pharmacies

COVID-19  
OPERATIONAL  
STANDARDS  
FOR PHARMACIES



## COVID-19 OPERATIONAL STANDARDS FOR PHARMACIES



# How we developed the Standards

HSE's Community Pharmacy  
Contingency Planning Forum



**Safety Collaborative group:**  
Pharmacists in governance roles in  
community practice  
the IPU, HSE/HPSC and Department  
of Health.



**An Roinn Sláinte**  
Department of Health



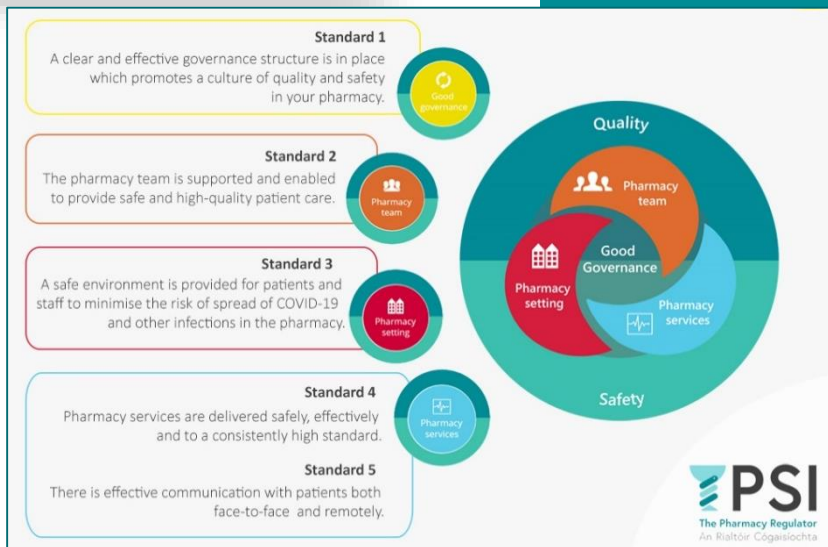
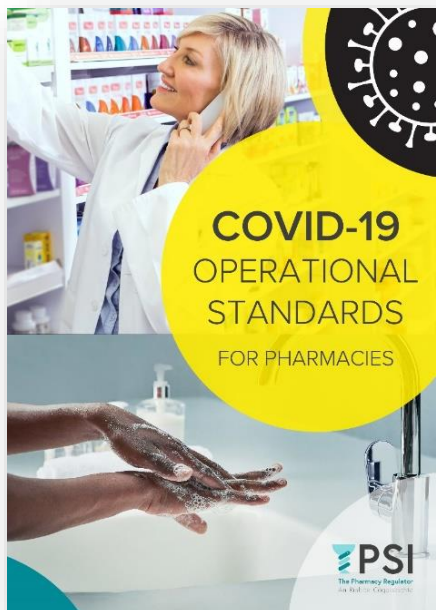


# Who are the Standards for?



Responsibility for meeting the Standards:

- Pharmacy Owners
- Superintendent Pharmacists
- Supervising Pharmacists

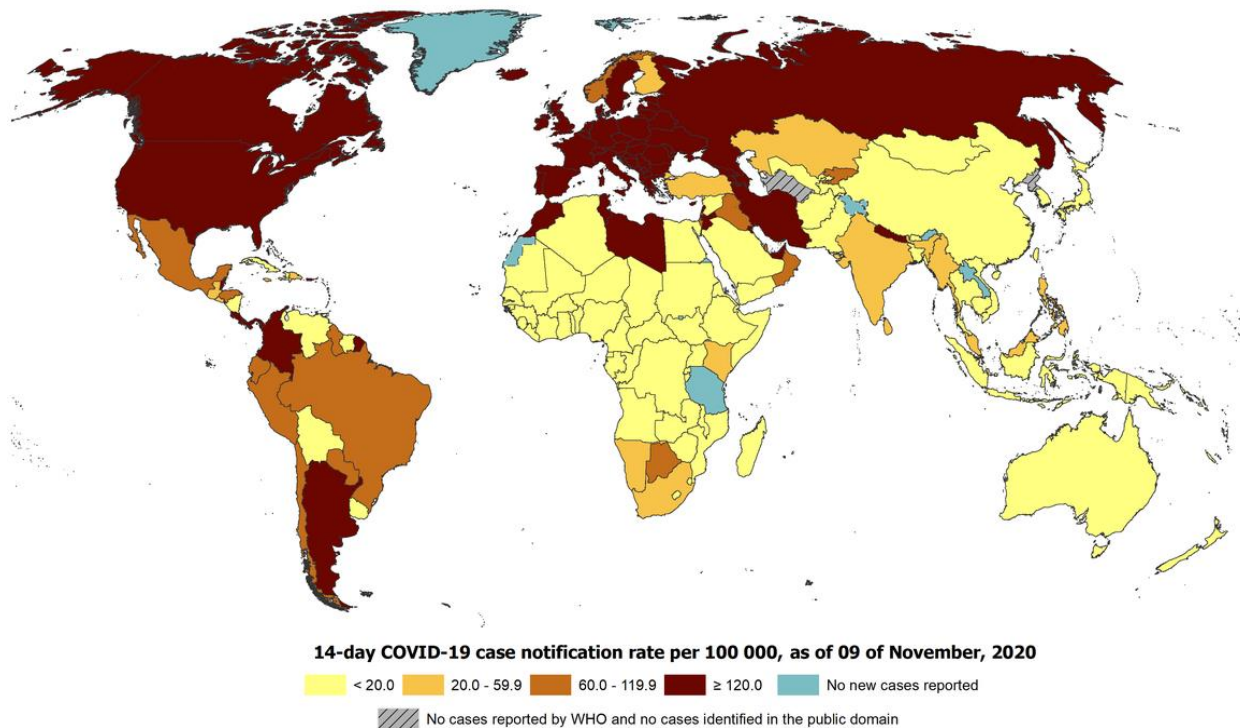


# Why Standards now?

# COVID-19: Challenging times for pharmacies



Source: <https://www.ecdc.europa.eu/en/geographical-distribution-2019-ncov-cases>



Administrative boundaries: © EuroGeographics © UN-FAO © Turkstat.  
The boundaries and names shown on this map do not imply official endorsement or acceptance by the European Union.

Date of production: 09/11/2020

Unprecedented  
uncertainty

Rapid changes  
to dispensing  
legislation

COVID-19  
preventative  
measures at  
short notice

Changing  
public health  
advice



# COVID-19: a significant threat to patient and public health



**Regulator responsibility:** Patient access to safe, quality pharmacy services throughout the pandemic.

# Standards: recognised as important levers in driving quality improvement in healthcare

## National



## International



# Benefits: the COVID-19 Operational Standards

Effective  
Regulation

Provide  
assurance

Consistency

Flexibility





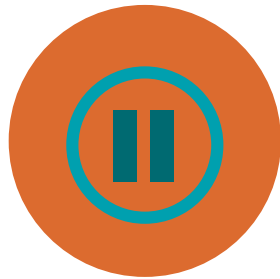
flexible response  
well-equipped  
prepared  
uncertainty  
changing forces  
good governance

# How are the Standards being rolled out?

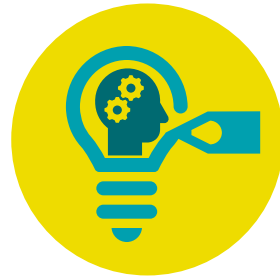




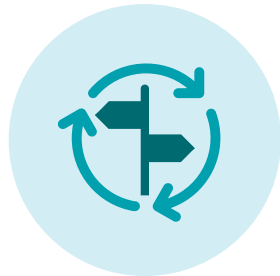
# What am I expected to do during the 'use and learn' period?



**Pause** and take time to read the Standards



**Reflect** and identify **strengths** and **gaps**



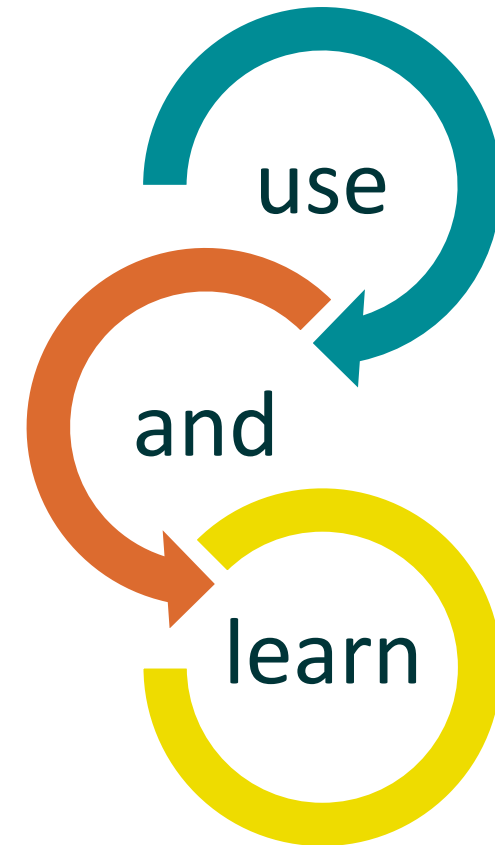
**Adapt** your practice where necessary

# What the PSI are doing during the ‘use and learn’ period

## 1. **Test visits** to pharmacies

Developing a way of **assessing performance** against the Standards

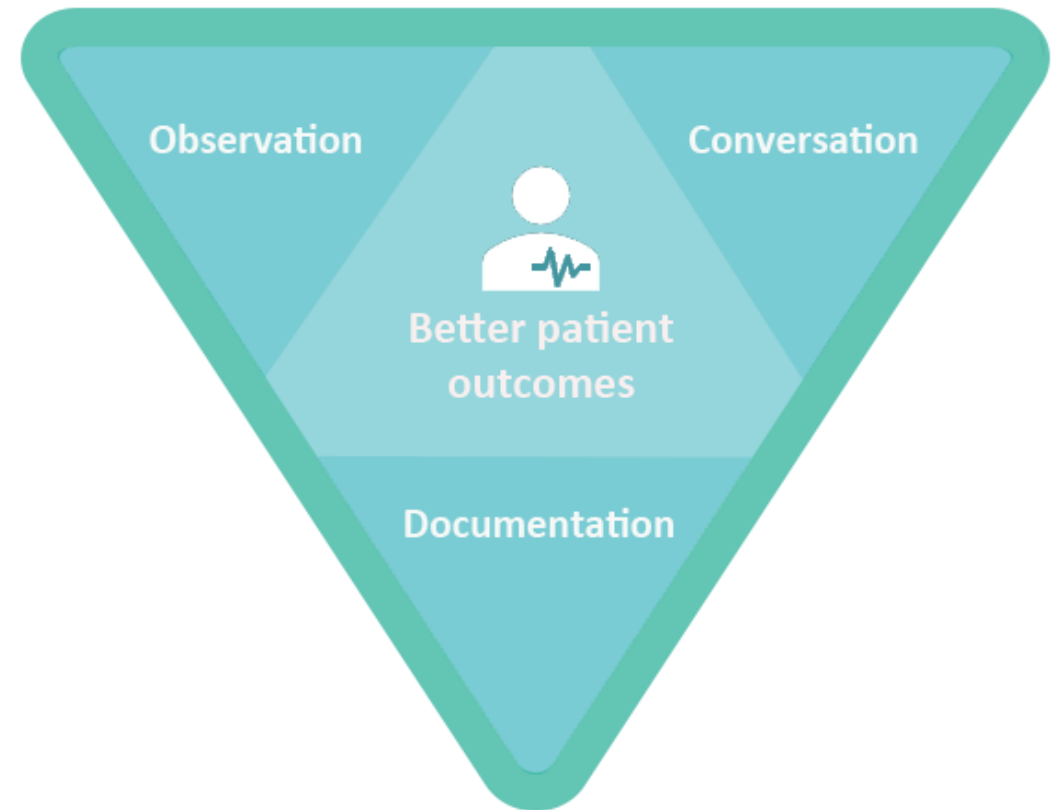
## 2. **Engaging** with pharmacies



# 1. Test visits of pharmacies

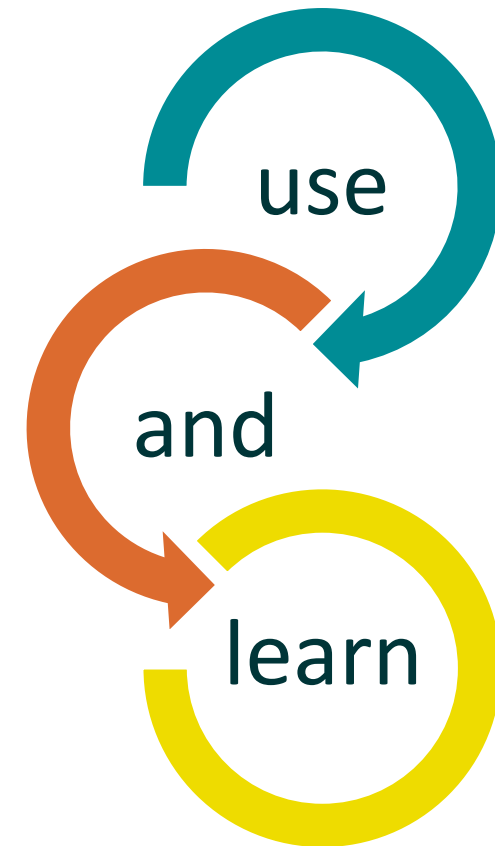
- Looking at 3 types of supporting evidence:
  - **Observing** practices and the premises
  - Having **conversations** with those in governance roles and their teams
  - Looking at **relevant documentation**
- Not assessing individual performance
- Begin monitoring assessments early 2021.

More focus on **what we see** and **what staff tell us**



## 2. Engaging with pharmacies

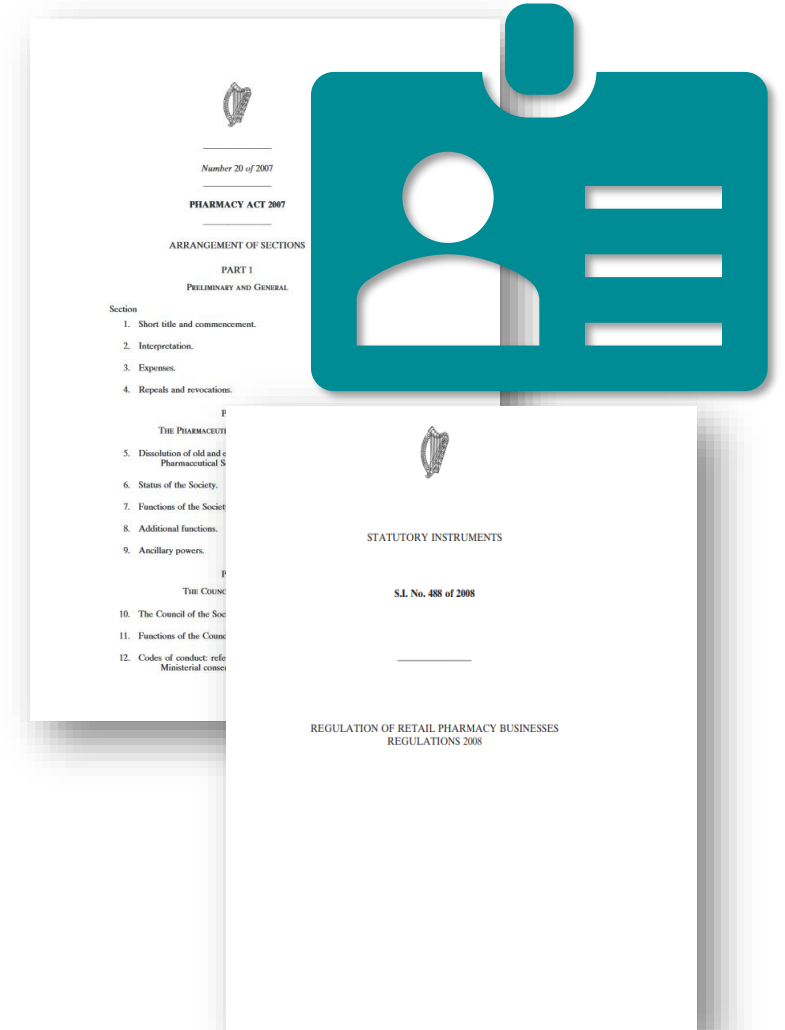
- Further engagement with:
  - superintendent pharmacists
  - pharmacy owners
  - supervising pharmacists
- FAQs
- Feedback to [covid19standards@psi.ie](mailto:covid19standards@psi.ie)



# Moving forward

## The Standards:

- do not replace the need to comply with legislation
- complement legislation and guidance that support pharmacies
- will be taken into account when PSI staff are carrying out inspections and quality assurance visits.





# Where can I find out more?

More information on  
the COVID-19  
Operational Standards  
for Pharmacies is  
available on our  
website [www.psi.ie](http://www.psi.ie)

[www.psi.ie](http://www.psi.ie)



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Cumann Cógálaithe na hÉireann  
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- Governance and Accountability Standards for Quality and Safety for Pharmacies

**COVID-19 Operational Standards for Pharmacies**

In response to the COVID-19 pandemic, the PSI has developed new COVID-19 Operational Standards to apply across all pharmacies.

Pharmacists have made an extraordinary contribution to maintaining the continuity of pharmacy services in the face of unprecedented challenges in 2020, and this is acknowledged and welcomed by the regulator. The PSI is aware that many pharmacies have already put measures and good practice arrangements in place that will address the majority of the areas covered by these Operational Standards. In circumstances where measures had to be put in place at short notice, the Standards will help ensure pharmacies are consistent in their approaches and should be used to support a co-ordinated approach to dealing with any further changes and challenges which may arise during the course of the pandemic.

**What are the Operational Standards**

The Standards aim to provide context, outcomes focused statements to guide those people involved in the governance and leadership of pharmacies (i.e. owners, superintendent pharmacists and supervising pharmacists) in providing safe, patient centred care and in delivering quality pharmacy services during this challenging period.

The Standards are also intended to inform patients and the wider public as to what they can expect from their pharmacies and to provide assurance that pharmacies are a safe and supportive healthcare environment despite the ongoing risks arising from COVID-19.

**What do the Operational Standards cover?**

The Standards cover the following four domains with Quality and Safety being the overarching principles.

1. Good governance
2. The pharmacy team
3. The pharmacy setting
4. The pharmacy services

**How were the Operational Standards developed?**

The Standards were developed through the formation of a safety collaborative with practising pharmacists, the Irish Pharmacy Union (IPU), the Health Service Executive (HSE) and the Health Protection Surveillance Centre (HPSU). The Standards reflect the national public health advice in place to manage the COVID-19 outbreak and are informed by approaches adopted internationally.

**How will the Standards be implemented?**

As the Standards are an evolution in how the PSI regulates the pharmacy sector, a learning and engagement approach to implementation will be adopted through an initial 'use and learn' period. This flexible period will allow pharmacy owners, superintendent and supervising pharmacists to have time to reflect upon their practice and adapt their practice where needed. This period will also allow people in key leadership positions in pharmacies to provide feedback to the PSI on the use and relevance of the Standards before these are finalised later this year.

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## Useful resources

### Video: Introduction to the Operational Standards



## Poster

This poster sets out the five Standards, which can be printed and displayed in the pharmacy.



If you have questions or would like to provide feedback on the Standards, please email [covid19standards@psi.ie](mailto: covid19standards@psi.ie)

We will continue to update this page with supporting information about implementation, monitoring and assessment of the Standards.

# Insights and learnings from some of our practising pharmacy colleagues

# Top Tips

- Get Started!
- Great Reflection Tool
- Impact on Practice:
  - Pharmacy Setting
    - Additional Rx Scanners
    - MPS viewer for Telephone Rx queries
  - Pharmacy Team
    - Face Masks V Face Coverings
    - Team discussion of Situations
  - Pharmacy Services
    - Improved Rx Delivery leaflet on counselling patients

Action Plan IPU COVID-19 Operational standards 10/9/20.  
McCauley Health + Beauty Pharmacy  
4 South St, New Ross.

Standard 1: A clear + effective governance structure is in place which promotes a culture of health +

→ Need to ensure Covid with relevant info.

Need to check IPU has been completed and folder.

I have been giving staff at morning + when relevant

To DO	Details	Responsible	Implementation Date	Further Support Needed / Requested
1.	Full assessment	Coram	18/9/20	Need 2nd Scanner in dispensary
2.	Log Pharmacy weekly	Coram	18/9/20	
3.	Reflect on errors with team monthly	Coram	1/10/20	
4.	Separate storage of meds in dispensary	Nelsen / Nicola	1/10/20	
5.	Filling document embedding PMR of Pearson	Coram + Technicians	1/10/20	
6.	Appointment room new staff members + work Exp.	Coram	1/10/20	
7.	New stickers dispensary Floor	Coram	Done 14/9/20	
8.	Back to School protocols	Coram	17/9/20	
9.	Calgary guidelines B. Telephone	Coram	17/9/20	
10.	<del>Pharmacy</del>	Coram	17/9/20	Pharmacy need phone to display in store



Inward out view.  
Pharmacy team first.  
Emphasis on  
communication at  
OTC area.

# Supporting safety and leadership in pharmacies during COVID-19 – Niall Byrne, PSI Registrar



# Supporting safety and leadership in pharmacies during COVID-19 – Niall Byrne, PSI Registrar

Q. What keeps people safe in healthcare?

A. The considered actions of concerned & caring people

Q. What helps ensure caring people take considered actions?

A. Good healthcare governance

Good governance is at the heart of good healthcare

Good governance is critical to safe and reliable healthcare services

Good healthcare governance rests on good healthcare leadership

Good pharmacy healthcare rests with the leaders in pharmacy governance

Patients rely on Supt. and Suprv. Pharmacists being those leaders

Pharmacy teams also rely on these same leaders – it's a big ask!

This is why our Standards are directed to these leaders in pharmacy governance

Our aim is to be supportive but not prescriptive



# Q&A Session