

QUALITY USE OF MEDICINES FACT SHEET

About QUMs

The QUM service focuses on improving practices and procedures of Australian Government funded residential aged care facilities as they relate to medicines use. QUM services are varied and cover areas such as medication advisory activities, education and continuous improvement. They are designed to assist aged care facilities (ACF) in meeting the health care needs of residents. The type and frequency of QUM services are to be documented within the Service Agreement between the QUM Service Provider and the ACF. See the list of activities attached to the QUM Service Agreement.

QUM services may be conducted by a registered or accredited Pharmacist. As of 1 October 2011, QUM is a separate service from RMMR services and service providers must register and claim separately to provide QUM.

Aged care facility or multipurpose service eligibility criteria

All Australian Government funded aged care facilities (ACF) or multipurpose services (MPS) are eligible to have QUM services provided by entering into a QUM Service Agreement with an approved QUM service provider.

Service provider eligibility criteria

To be eligible for approval as a QUM service provider by Medicare Australia for QUM services provided in an ACF, or the Department of Health and Ageing for QUM serviced provided in a MPS, the applicant must:

- be a Registered Pharmacist; or
- be a Section 90 Pharmacy;
- be a business entity that employs or has a service contract with one or more Registered Pharmacists to conduct QUM services on their behalf; and
- hold a current valid QUM Service Agreement with an Australian Government funded ACF or MPS; and
- provide all information required for assessment of the application, to determine eligibility to participate in the QUM Program; and
- agree to accept the service fee as full payment for the QUM Services as specified in the QUM Terms and Conditions at no cost to the eligible aged care resident, the ACF or MPS.

QUM Service Agreements

To become an approved QUM service provider, a valid QUM Service Agreement must be in place. A QUM Service Agreement is an agreement between a prospective QUM service provider and an ACF or MPS, for the provision of QUM services. All Australian Government funded ACF or MPS are eligible to obtain access to QUM services.

From 1 October 2011 a QUM Service Agreement must be entered into with the ACF or MPS for the provision of QUM Services. From 30 September 2011 all RMMR Service Agreements which include associated QUM Services will be terminated.

The approved QUM service provider is responsible for ensuring that the service agreement entered into with the ACF or MPS constitutes a valid QUM Service Agreement. The approved QUM service provider ensures QUM services are conducted by a Pharmacist who is able to respond appropriately to the ACF or MPS requests, and that such services adhere to recognised professional standards.

The QUM Service Agreement must include a work plan that details the Agreed QUM Activities between the ACF or MPS and the approved QUM service provider. The work plan must include activities from the approved list of QUM Activities as outlined below:

Agreed QUM Activities

QUM Service
Medication Advisory Activities
Participate in drug usage evaluation (DUE)
Advise members of the health care team on a range of issues, including storage, administration, dose forms, compatibilities, therapeutic and adverse effects and compliance
Participate in Medication Advisory Committees (MACs)
Assist in the development of nurse-initiated medication lists
Participate in policy and procedure development activities
Assist in the development of policies and procedures to address medication management concerns (eg: sleep, bowel or pain management and infection control).
Education Activities
Provide in-service sessions for nursing staff and carers or residents on medication therapy, disease state management or prescribing trend issues
Provide drug information for medical practitioners and ACF staff, including provision of newsletters
Continuous Improvement Activities
Assist the facility to meet and maintain medication management accreditation standards and to comply with regulatory requirements
Assess competency of residents to self-administer medications
Advise on and assess medication storage requirements, monitoring and standards, including storage and labelling, expired stock, security of medication storage areas and safe disposal of unwanted medications
Conduct medication administration audits and surveys on medication errors, altered dosage forms and psychotropic drug use
Assist with the development of and report on, quality indicators and other quality measures

Only one QUM service provider may be registered for each ACF or MPS.

The agreement may be terminated by the ACF, MPS or the approved QUM service provider with 30 days prior written notice.

Application form

The application form must be completed and signed by either:

- the independent registered pharmacist who is applying solely on his/her own behalf to become an approved QUM service provider;
- all owners of an approved section 90 (National Health Act 1953) pharmacy, where the application seeks approval of that pharmacy as an approved QUM service provider; or
- the Registered Pharmacist or authorised signatory, as proprietor of any other business entity, where the application seeks approval of that business entity as an approved QUM service provider.

Applicants must attach a copy of their current QUM Service Agreement to the application form when applying for approval as a QUM service provider.

For QUM services provided in an ACF send your completed application form, including your Service Agreement to:

**Community Pharmacy Agreement Officer
Medicare Australia
GPO Box 9826
Adelaide SA 5001**

or fax to 08 8274 9373

For QUM services provided in a MPS send your completed application form, including your Service Agreement to:

**Medication Management & Research Section
Department of Health and Ageing
MDP 901
GPO Box 9848
Canberra ACT 2601**

Payment information

Payments for the QUM program will be made in arrears by Medicare Australia for QUM services provided in an ACF, or Department of Health and Ageing for QUM services provided in a MPS, upon receipt of a correct and completed payment application from the QUM service provider. The approved QUM service provider will be paid one quarter of the yearly payment on provision of a correctly completed claim form.

Payments can only be made for QUM services provided by QUM service providers approved by Medicare Australia or the Department of Health and Ageing.

The payment will consist of a base amount plus an amount per eligible aged care place at the ACF or MPS at the beginning of the quarter. No adjustments to payments will be made where the number of eligible aged care places changes during the quarter. If aged care places change during the quarter, you should advise Medicare Australia for changes in the ACF or the Department of Health and Ageing for changes in the MPS through the change of details form.

A minimum of one QUM Service must be provided each quarter to receive the QUM payment.

Change of details

QUM contact and business entity details can be changed with the Medication Management Review (MMR) change of details form. For example: change of pharmacist details or change of business entity bank details.

If ownership of the business entity, section 90 pharmacy or ACF changes, a new application form and Service Agreement must be submitted to Medicare Australia.

If a Section 90 pharmacy changes approval number, for reasons other than new ownership, a new application form must be submitted to Medicare Australia.

Quality Use of Medicine (QUM) payment application form

Before claiming for a QUM service you must apply for approval as a QUM service provider and receive back confirmation that the application has been approved from either Medicare Australia for QUM services provided in an ACF or the Department of Health and Ageing for QUM services provided in a MPS.

The approved QUM service provider will be paid once a valid QUM payment application form has been received and approved.

The QUM payment application form must be completed by the pharmacist and signed by the:

- director of nursing (DON) or their authorised representative; and
- approved service provider,

certifying that the details on the claim form are true and correct and that all QUM services claimed were conducted in accordance with the QUM Terms and Conditions. QUM service providers must ensure the payment application is consistent with the QUM services and frequency of activities agreed with the ACF or MPS and as documented in the Service Agreement.

Claims for payment must be correctly and fully completed and submitted on the official payment application form to Medicare Australia for services conducted in an ACF, or the Department of Health and Ageing for services conducted in a MPS. Each payment application must include:

- Name of QUM Service provider;
- Name and identification number of the ACF or MPS where the QUM Services have been conducted;
- Number of Eligible Aged Care Places in the ACF or MPS where the QUM Services have been conducted;
- Name, signature and registration number of the Registered Pharmacist who has performed the QUM Services;
- Period for which the QUM Services have been conducted;
- Identification of at least one QUM Activity performed in the quarter including the frequency of the activity;
- Signature of Approved QUM Service provider certifying that the details on the claim form are true and correct and that all QUM Services claimed were conducted in accordance with the guidelines and standards for the QUM program; and
- Signature of the DON or authorised representative and declaration from the DON that services were provided.

Payment will not be made where:

- QUM services are provided before a QUM Service Agreement is in place and approval to be a QUM service provider has been confirmed;
- QUM services are provided after the QUM Service Agreement expires or is terminated;
- QUM services are provided after QUM Service provider status is revoked; or
- QUM services claimed do not comply with the Terms and Conditions.

Any overpayments will be recovered through debt recovery action.

For QUM services conducted in an ACF send your completed Application for payment form to:

Community Pharmacy Agreement Officer
Medicare Australia
GPO Box 9826
Adelaide SA 5001

or fax it to **08 8274 9373** with a cover sheet titled: **Community Pharmacy Agreement**

For QUM services conducted in a MPS send your completed Application for payment form to:

Medication Management & Research Section
Department of Health and Ageing
MDP 901

**GPO Box 9848
Canberra ACT 2601**

or fax it to **02 6289 2375** with a cover sheet titled: **Medication Management & Research Section.**

Frequently asked questions

What are the eligibility criteria to become a QUM Provider?

To be eligible to become an approved QUM Service Provider, you must:

- be a registered pharmacist; or
- be a Section 90 Pharmacy; or
- be a business entity that employs or has a service contract with one or more registered pharmacists to conduct QUM Services on their behalf;
- hold a current valid QUM Service Agreement with an Australian Government funded ACF for QUM Services to be provided in the ACF;
- provide all the information required for assessment of the application, to determine eligibility to participate in the QUM Program; and
- agree to accept the service fee as full payment for the QUM Services as specified in the QUM Service Agreement at no cost to the eligible aged care resident, the ACF or the MPS.

QUM services may be provided by a different pharmacist or business than the pharmacist or business that provides the RMMR services and from 1 October 2011 may be provided by either a registered or accredited pharmacist

How do I apply to become a QUM Service Provider?

To apply to become a QUM Service Provider you need to complete a Medication Management Review application form and submit it and your QUM Service Agreement by 31 July 2011 to Medicare Australia for QUM services conducted in an ACF or the Department of Health and Ageing for QUM services conducted in a MPS.

Please note you will not be able to provide QUM services until you have been advised of the receipt and approval of your application form.

Who may conduct a QUM Service?

From 1 October 2011, a QUM Service may be conducted by an approved registered or accredited pharmacist.

What does a Quality Use of Medicines Service consist of?

QUM services are varied and cover areas such as medication advisory activities, education and continuous improvement. They are designed to assist ACFs or MPS in meeting the health care needs of residents. The type and frequency of QUM services are to be documented within the Service Agreement between the QUM Service Provider and the ACF or MPS. See the list of activities attached to the QUM Service Agreement.

What is the QUM Service Fee?

From 1 October 2011, the QUM Service fee will consist of a base amount of \$240 plus \$24 per eligible aged care place within the ACF. The fee is paid on a quarterly basis on the receipt of a correctly completed claim form by Medicare Australia for services provided in an ACF or the Department of Health and Ageing for services provided in a MPS.

There are no set quarters for QUM reporting. Claims for payment for providing QUM services can commence at the beginning of any month, for three consecutive months, i.e. one quarter.

Does the RMMR Provider have to be the same person as the QUM Provider?

No, as the RMMR and QUM services are being separated ACFs or MPS may engage separate service providers for the provision of services.

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