

## FY21/22 Strategic Initiatives Overview

Since the Health Practitioner Competence Assurance Act (HPCA) came into law in 2003, the core purpose of our being remains:

- To protect the health and safety of members of the public by providing for mechanisms to ensure that health practitioners are competent and fit to practise their professions. HPCAA 2003; s3(1)

We are proud to continue serving and protect not just the safety of the public and whānau but also their health and wellness and in a manner which endeavours to maximise pharmacists' competencies. We will continue our most important [core functions and activities](#). But we've also taken stock of our successes in order to replicate them, learned from our mistakes so as to not repeat them and now we have hit "Refresh" and look to set out our goals for the future. In addition to our most important core functions, key projects over FY21/22 to further protect the health and safety of the public and enable us to achieve our objectives outlined in our [Strategic Plan](#) are:

Project	Aim of project	Brief description and rationale	Examples of outputs	PCNZ's alignment to our strategic objectives
Clinical Governance & Quality Improvement	To develop and support effective mechanisms which assure clinical governance (CG) & quality improvement (QI) competencies in pharmacists with a view to protect the health & safety of the public	Despite some initial improvements to <a href="#">Medsafe's Pharmacy Quality Audit</a> , <a href="#">medication errors</a> and <a href="#">patient harm</a> reported from several sources further emphasise the need for more effective mechanisms to advance community pharmacists' CG & QI competencies. Enhanced CG & QI competencies is associated with safer medicines management. Over FY21/22, we intend to undertake an environmental scan to inform and ensure our regulatory tools are evidence-informed and in alignment with current and future best practice. To protect the health, wellness & safety of the public requires an intra- and inter sector approach, so we look forward to further partnering with whānau, consumers and key stakeholders to achieve this aim.	Pharmacist Quality of Care Measurement & Competencies Environmental Scan Report	Understand risks & harm for improvement & monitoring (S1.1-S1.2)
			Workshop to support a co-designed Sector-wide Improvement action plan & metrics 22-25	Proactive regulation to mitigate harm & strengthen profession (S2.1-S2.2)
			Refreshed & evidence-informed Council regulatory tools implemented	Proactive & Reactive actions to appropriately respond (S3.1-S3.3)
Health Equity & Cultural safety	<ol style="list-style-type: none"> <li><b>Pharmacist competencies:</b> To develop &amp; support effective mechanisms which assure cultural safety competencies in pharmacists with a view to protect the health &amp; safety of the public.</li> <li><b>Organisational:</b> To further improve the cultural safety of Te Pou Whakamana Kaimatū o Aotearoa and its regulatory tools with a view to supporting the achievement of health equity.</li> </ol>	Supporting advancement of pharmacists' and Council's equity & cultural safety competencies. Māori receive poorer quality of care and experience greater health inequities and discrimination than non-Māori. There is an imperative to achieve health equity which is contingent on fulfilling obligations outlined in Te Tiriti o Waitangi (te Tiriti) and routinely practicing in a manner which acknowledges and addresses cultural needs, unequal power relationships, unexamined privilege, institutional racism and biases. Similar to the CG & QI project we intend to review and further improve our regulatory tools and systems to better support the protection of the public's health, wellness and safety through achieving health equity.	Organisational capability and development (e.g. Principal Maori Advisor in place)	Understand risks & harm for improvement & monitoring (S1.1-S1.2)
			Pharmacist Quality of Care (incl. cultural safety and equity) Measurement & Competencies Environmental Scan	
			Refreshed Council's governance & partnership models, mechanisms, systems & practices developed	Proactive regulation to mitigate harm & strengthen profession (S2.1-S2.2)
Prescriber standards	To optimise prescribing-related health outcomes by improving the quality and consistency of prescribing across all prescribing professions.	To address prescribing issues (e.g. errors, inequities) and optimise prescribing practice through exploring the development of a standardised prescriber competency standard across prescribing professionals.	Refreshed & evidence-informed Council regulatory tools implemented	Proactive & Reactive actions to appropriately respond (S3.1-S3.3)
			Facilitated exploratory workshop across regulators & environmental scan report	Understand risks & harm for improvement & monitoring (S1.1-S1.2)
Performance review of RAs	To undertake a performance review of the Pharmacy Council by which to inform continuous improvement of the organisation and meet statutory requirements.	In 2019, Cabinet passed into legislation the need for RAs to undergo a five yearly performance review (i.e., HPCAA s122a) with a view to improve public safety, enable continuous quality improvement (CQI), meet Te Tiriti obligations and provide better visibility and assurance of RA quality to Crown & Public.	Project plan and recommendations	Proactive regulation to mitigate harm & strengthen profession (S2.1-S2.2)
			Self-assessment sent to reviewer	Understand risks & harm for improvement & monitoring (S1.1-S1.2)
Accreditation	To stand up a Council facilitated accreditation system that fulfils Council's obligations to be assured that programmes of study for pharmacy students, interns and pharmacists produce safe and competent practitioners.	To establish an alternative service approach to meet Council's accreditation requirements. The requirement for an alternative approach is to provide Council detailed understanding behind a recommended accreditation decision, opportunity to maybe integrate and/or align with other NZ regulators, ensure NZ cultural context, and enable effective cost structures and cost control.	Onsite visit by external & independent reviewer approved by the Ministry of Health	
			Report to Minister	Proactive regulation to mitigate harm & strengthen profession (S2.1-S2.2)
Recertification	Transition the profession to the new recertification requirements. Finalise any additional implementation steps for the online platform and support.	Continue monitoring and supporting the profession's adaptation to the new requirements. Finalise platform requirements for completion of the recertification cycle.	Accreditation system - standards, policies, processes, committee and ensure the system is a robust mechanism ready to deliver accreditation requirements that includes standards policies and necessary guidance.	Proactive regulation to mitigate harm & strengthen profession (S2.1-S2.2)S2.2)
			First year requirements met Quality improvement activities	

Over the next year and as part of a cycle of continuous improvement, we are looking to review, develop and refine existing regulatory tools and core operations in alignment with our values and principles:

- Whaioranga:** pursuit of wellbeing for better, safer, and more equitable health outcomes and person-centred experiences relating to pharmacist practice & competencies
- Tikanga and Ōritetanga:** authentic partnership and collaboration adhering to co-design best practices with a view to fulfil promises set out in Te Tiriti o Waitangi and grounded in appropriate Tikanga and kaupapa Maori and mahi tahi approaches.
- Rangatiratanga:** role of Council primarily to lead, coordinate, facilitate and support key stakeholders in delivering Whaioranga but not necessarily operationalise.
- Effective, practically sustainable, and evidence-informed solutions**