**WHAT IS THE PROJECT?**

The Commonwealth Department of Health has commissioned a review of the Quality Use of Medicines (QUM) component of the Residential Medication Management Review Program (RMMR).

The QUM service is provided by a Registered or Accredited Pharmacist and focuses on improving practices and procedures as they relate to the quality use of medicines in Australian Government funded Residential Aged Care Facilities (RACF) and Multi-purpose Services (MPS).

The objectives of the QUM Program are to:

- advise facility staff on a range of medication management issues in order to meet the healthcare needs of residents;
- provide medication information and education to residents, carers and other healthcare providers involved in the resident’s care; and
- assist facilities to undertake continuous improvement activities, including ensuring medication management accreditation standards are met and maintained.

**WHO IS CONDUCTING THE REVIEW?**

Urbis is conducting the review for the Department of Health. Urbis is one of Australia’s leading policy research companies and has conducted many similar reviews on behalf of the Department over the last 30 years.

**WHAT ARE THE OBJECTIVES OF THE REVIEW?**

The review will inform and assess the extent to which the program is operating as intended and achieving its intended outcomes. This will include gathering evidence of the effectiveness and efficiency of the program.

The findings from the review will help to inform Urbis’ advice to the Department regarding future medication management in RACFs and MPSs.

**WHEN AND WHERE WILL THE REVIEW TAKE PLACE?**

Consultation is an important component of the review. Urbis will consult with a wide range of QUM service providers, pharmacists, GPs, stakeholders, and RACF and MPS staff engaged in the program.

This will include:

- an online survey for QUM service providers and other pharmacists;
- an online survey for RACF and MPS staff;
- telephone and in-person interviews with selected QUM service providers, RACF and MPS staff, and GPs involved in the program. This will include field visits to selected facilities across Australia;
- telephone interviews with key stakeholders.

The consultations will explore what is working well (or not so well) with the QUM component of the RMMR program, and how it could be improved.

**HOW LONG DO I HAVE TO COMPLETE THE ONLINE SURVEY?**

The closing date for both the online surveys is Monday 27 November 2017.

**WHO SHOULD I CONTACT FOR MORE INFORMATION ON THE PROJECT?**

For more information about any aspect of this review, please contact:

**Urbis**

Linda Kurti  
Project Director  
02 8233 9900  
lkurti@urbis.com.au

Alison Wallace  
Project Director  
02 8233 9900  
awallace@urbis.com.au

**Department of Health**

Karen Hall  
Director of Pharmacy Programs Section  
02 6289 8008  
6CPA.Program.Reviews@health.gov.au