

hps pharmacies

1. What is HPS Pharmacies' core business?

HPS Pharmacies is both an owner of private hospital pharmacies and a supplier of pharmaceuticals. The organisation is Australia's largest hospital, aged care and correctional services pharmaceutical supplier, servicing more than 300 facilities across six states.

2. When was HPS Pharmacies established?

HPS Pharmacies was founded in South Australia in 1975 by Bruce Heal who remains working in the business as a Consulting Partner.

3. How many staff are employed by HPS Pharmacies?

HPS Pharmacies employs more than 300 staff nationally, including 90 pharmacists.

4. In which States does HPS Pharmacies operate?

HPS Pharmacies has operations in South Australia, Victoria, New South Wales, Queensland, Western Australia and Tasmania. It owns 16 pharmacies – six in South Australia, five in Victoria, three in Queensland, one in Western Australia and one in Tasmania.

5. How many patients are serviced by HPS Pharmacies?

HPS has 90 clinical pharmacists working around Australia servicing more than 15,000 hospital and aged care beds annually.

6. What is HPS Pharmacies' vision?

To lead the Australian market in pharmaceutical services and solutions, as well as specialist services contracted to hospitals, residential care and correctional service facilities.

7. How does HPS Pharmacies measure the quality of its business services?

HPS Pharmacies is audited by an external auditor every two years to measure its systems, processes and equipment. The audit is part of the Quality Care Pharmacy Program, an initiative of the Pharmacy Guild of Australia and the Commonwealth Government.

In 1991 HPS made a commitment to Total Quality Management. This meant the appointment of a Quality Assurance coordinator to implement a formalised staff development program and Quality Assurance program.

8. What accreditation or awards has HPS Pharmacies achieved?

In 1980 HPS's Ashford pharmacy headquarters, which dispenses medicines to dozens of hospitals and aged care facilities, became the first in South Australia to achieve a 100% accreditation rating, in its initial audit, through the Federal Government's Pharmacy Guild Quality Care program.

In 2000, HPS achieved accreditation through the Quality Care Pharmacy Program, an initiative of Pharmacy Guild of Australia and the Commonwealth Government involving pharmacies throughout Australia. HPS was subsequently nominated for the Pharmacy of the Year Award and selected as the monthly winner for February and finalist for the National Award in March.

In 2007 its Alexander Avenue pharmacy in Adelaide received Australia's first 100% accreditation at the first audit stage under the Quality Care Pharmacy Program.

9. What innovations has HPS Pharmacies pioneered?

In 1981 HPS introduced the Webster Medication System for residential care facilities in South Australia. That year HPS also introduced the narcotic imprest system a system for managing the security and tracking the use of narcotic drugs into private hospitals in South Australia which became a model for the legislation that followed.

In 1991 HPS received a grant from the Australian Pharmacy Research Foundation to undertake a study into the effects of Clinical Pharmacy in Nursing Homes. This study was completed in 1992 and published in 1993.

In 1995 HPS worked in partnership with Knox Private Hospital in Melbourne to successfully trial a paperless Pharmaceutical Benefit Scheme claim. This has streamlined administrative functions for hospitals, doctors and pharmacies.

In 2002 HPS introduced a new concept in medication administration packaging – mediSACHe – which has advanced the administration of medication throughout Australia to a sophisticated level.

In 2007 HPS launched Australia's first paperless medication recording system, CLINpod for hospital pharmacists that will enable more than 500,000 hospital patients around Australia to receive quicker, more accurate and effective medication advice.

9. Who sits on the HPS Pharmacies Board?

- **Kirsten Boyce**, Chief Operating Officer
- **Megan Farnsworth**, State Manager – Queensland
- **Samantha Greaves**, Interim State Manager – Queensland
- **Tony Wyatt**, Joint Chief Operating Officer/State Manager – Victoria

10. Who can I contact if I can't find the answer to my question here?

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