Quill for Designated Contacts

Viewing an Action Plan Summary

To view and address Action Plan items within the "View Active" category:

1. From the Quill main screen locate the applicable Pharmacy and click the **View Active** link.
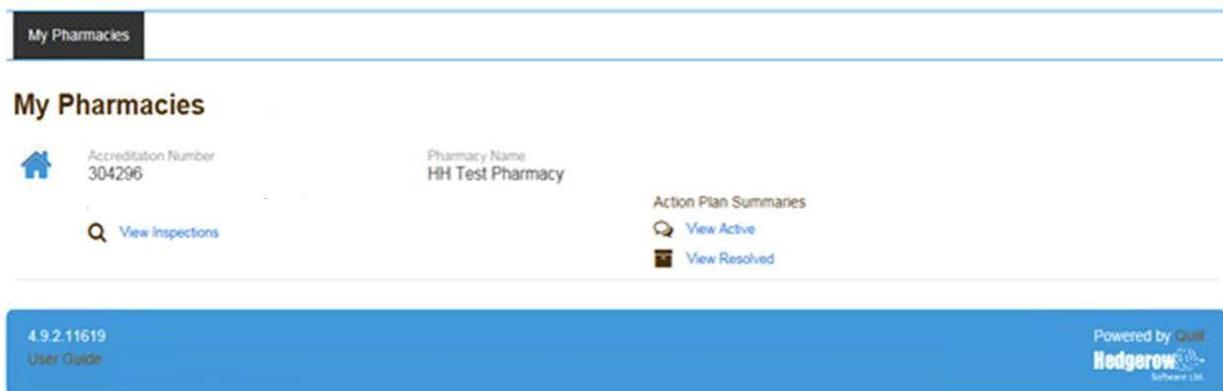
A list of all outstanding Action Plan items will appear.
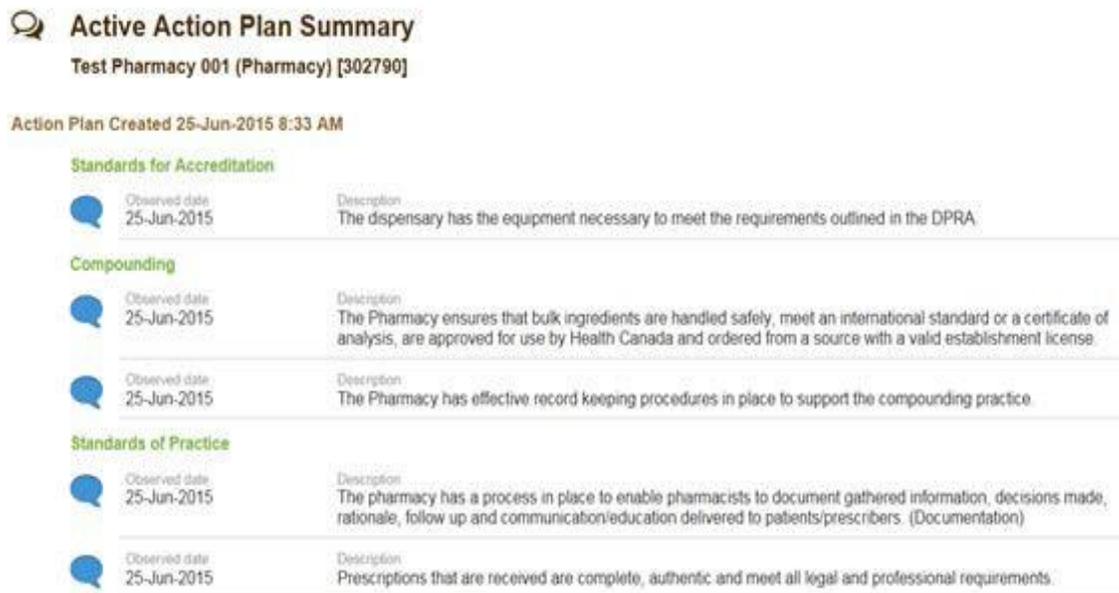
2. The Action Plan items are categorized and dated and include a brief description of what was observed or found to be deficient during the assessment.

3. Click the 🗨 button to view the complete content of the Action Plan item.
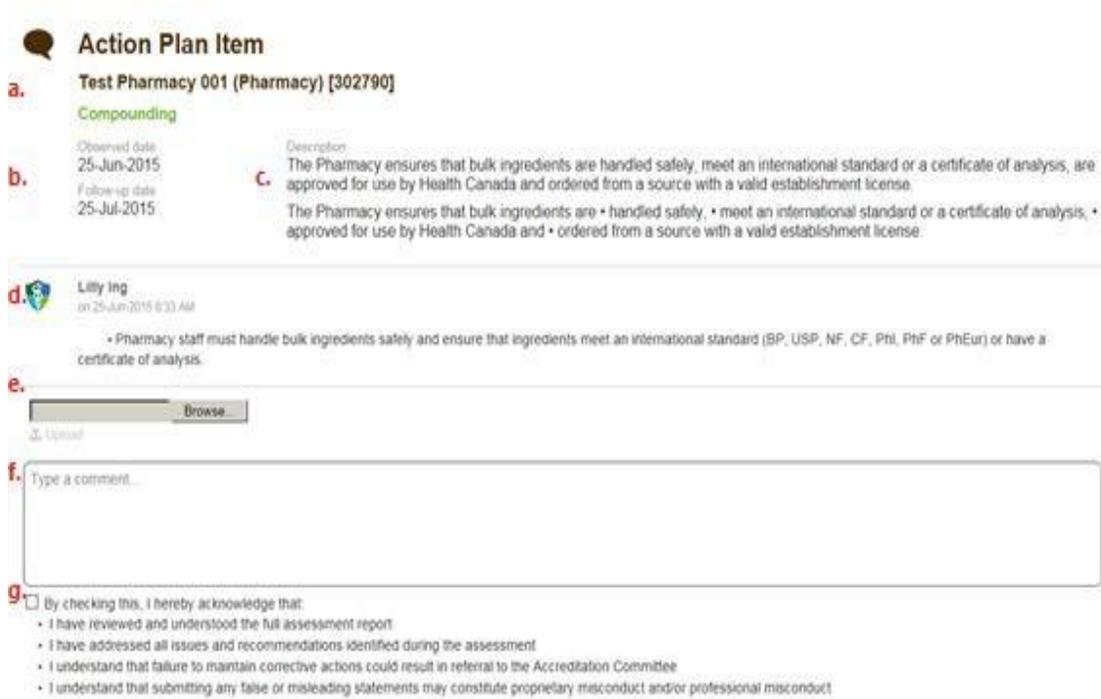
Action Plan Item

a. **Test Pharmacy 001 (Pharmacy) [302790]**

Compounding

b. Observed date
25-Jun-2015

Follow-up date
25-Jul-2015

c. Description
The Pharmacy ensures that bulk ingredients are handled safely, meet an international standard or a certificate of analysis, are approved for use by Health Canada and ordered from a source with a valid establishment license

The Pharmacy ensures that bulk ingredients are • handled safely, • meet an international standard or a certificate of analysis, • approved for use by Health Canada and • ordered from a source with a valid establishment license.

d. Lilly Ing
on 25-Jun-2015 9:33 AM

• Pharmacy staff must handle bulk ingredients safely and ensure that ingredients meet an international standard (BP, USP, NF, CF, PhI, PhF or PhEur) or have a certificate of analysis.

e. [_____] Browse...

⬆ Upload

f. [Type a comment...]

g. ☐ By checking this, I hereby acknowledge that:
• I have reviewed and understood the full assessment report
• I have addressed all issues and recommendations identified during the assessment
• I understand that failure to maintain corrective actions could result in referral to the Accreditation Committee
• I understand that submitting any false or misleading statements may constitute proprietary misconduct and/or professional misconduct

a. The statement category.

b. The **Observed Date** and the **Follow-up Date**. The Observed date is the date the item was noted by the Operation Advisor. The Designated Contact is required to respond by the follow-up date.

c. The **Description** of the Action Plan item.

d. The Operation Advisor's observation comments related to the item.

e. A file upload field for uploading attachment(s).

f. Area to enter a comment/response. Use this area to list the detailed steps taken to correct the deficiency and how compliance and adherence will be maintained within the pharmacy.

g. The acknowledgement box. This must be checked off to submit any attachments and comments.

Adding a Comment or Attachment to an Action Plan Item

To add a comment or attachment:

1. Enter comment into the box. A response should outline any change(s) to practice or process (es) in order to meet College requirements.

> Type a comment...

Note: Comments may be edited multiple times before completing the submission of the Action Plan item. Quill will keep a draft of the current comment even when logged out to allow for revisions before final submission.

2. To add an attachment:

   a. Below the Operation Advisor's comments, locate the file upload field.

   > Browse...
   > ⬆ Upload

   b. Click the **Browse** button to launch the **Choose File to Upload** dialog box.
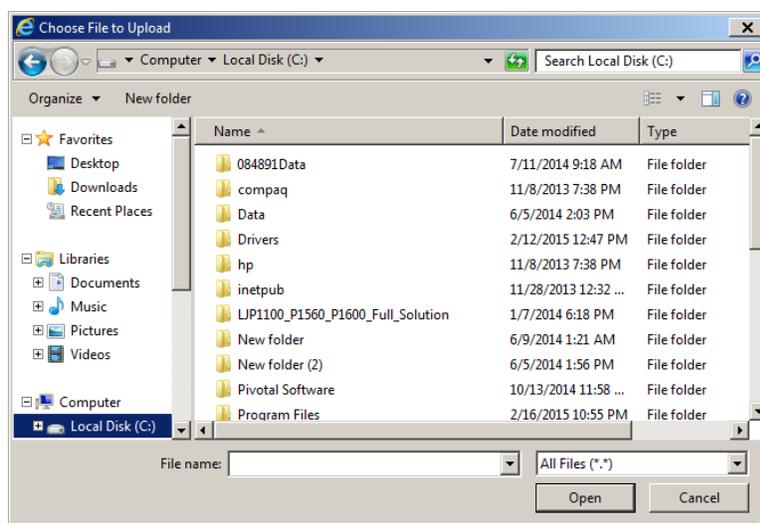
   c. Browse for the file to be attached and click the **Open** button. **Please do not attach .zip files as they cannot be opened.**

    d.   Click the **Upload** link in order to finish attaching the file.

e.

    f.   The file should now be listed above the **Browse** button.

Note: If an attachment was selected in error, click the **X** beside the attachment name to remove it.

    g.   Repeat these steps to add more attachments if necessary.
        Note: The total file size should not exceed 10 MB.

3. Once a comment has been entered and any attachments have been uploaded (if necessary), the acknowledgement at the bottom of the Action Plan item must be read and understood. Click the checkbox labelled "**By checking this, I hereby acknowledge…".** Once checked, a **Submit** button will appear; click on this to complete the submission.

Note: In order to submit an attachment, there must be text entered into the comment box. Once the submit button has been pressed, the attachment can not be deleted and comments cannot be edited.

4. After clicking **Submit**, the attachment and comment will be displayed on the Action Plan item under the Operation Advisor's comments.

5. The 'respond and submit' steps must be repeated for *each Action Plan item individually*. To do this, either click your browser's back button twice, or click the **My Pharmacies** link at the top left of the screen to return to the pharmacy list and select the "**Active**" Action Plan Summary link again.

6. If a response requires more information, the Operation Advisor will respond in the active Action Plan item and a revised follow-up date will be provided. In order to submit an additional response, the same process is followed.

7. If the response adequately addresses the issue, the Operation Advisor will resolve the item and it will move to the resolved area. If the submission requires further clarification, the Operation Advisor will add a comment specifying what is still needed and it will remain in the active area.

8. As a reminder: It is the Designated Contact's responsibility to check the status of the Action Plan regularly until all items are resolved and moved from the **"Active"** category to the **"Resolved"** category. It is recommended that the Action Plan items in the "Resolved" category are reviewed for any further comments or instruction from the Operation Advisor. These items are considered resolved and do not require any further action.