

ENRICH **VIC**

**COMPETENCY STANDARDS
ASSESSMENT TOOL**

ENSURING A COMPETENT PHARMACY PROFESSION
THROUGH CONTINUING PROFESSIONAL DEVELOPMENT

PHARMACY BOARD OF VICTORIA

COMPETENCY STANDARDS ASSESSMENT TOOL

For each pharmacist to evaluate competency in the particular environment in which they practise it is necessary to have a knowledge and understanding of what the competencies are for pharmacists practising in Australia.

In assessing competency there is a need to consider the *Competency Standards for Pharmacists in Australia* (2003). The competencies required of a pharmacist have and will change with time. Any evaluation of competency will occur against the competencies relevant to that particular point in time.

Due to the diversity of pharmacy practice, different elements of the competencies will be relevant to different areas of practice and the pharmacists working in those areas of practice. When evaluating the elements, a pharmacist needs only to consider the elements applicable to the practice setting in which they operate. Note that Supplementary Performance Criteria (indicated by the suffix *S*) are provided in a number of units. These describe the level of performance required by those who are expected to practise at an enhanced level of responsibility or with extra expertise in their particular workplace (e.g. consultant pharmacists undertaking medication reviews).

The use of the assessment tool allows informed decisions to be made as to the nature and scope of professional development activities likely to contribute to the maintenance of competency.

The Competency Standards have been developed by the Australian pharmacy profession to describe the knowledge, skills and attitudes a registered pharmacist should possess to be competent to practice in any area of contemporary Australian pharmacy.

The following information has been extracted from *Competency Standards for Pharmacists in Australia* (2003) published by the Pharmaceutical Society of Australia.

FUNCTIONAL AREAS OF COMPETENCY FOR PHARMACISTS IN AUSTRALIA

A pharmacist should be able to:

- Functional Area 1 – *Practise pharmacy in a professional and ethical manner;*
- Functional Area 2 – *Manage work issues and interpersonal relationships in pharmacy practice;*
- Functional Area 3 – *Promote and contribute to optimal use of medicines;*
- Functional Area 4 – *Dispense medicines;*
- Functional Area 5 – *Prepare pharmaceutical products;*
- Functional Area 6 – *Provide primary health care;*
- Functional Area 7 – *Provide medicines and health information and education;*
- Functional Area 8 – *Apply organisational skills in the practise of pharmacy.*

Functional areas bring together a number of units that are all associated with a general area of responsibility for practising pharmacists. Units are generally too large to be practicably demonstrable or assessable for the recognition of competence of individuals in the workplace. They are therefore subdivided into smaller segments called Elements of Competency which describe in more detail the range of roles and activities in the professional workplace within each unit. The elements aim to integrate the knowledge, skills, attitudes and other important attributes of professional performance in the workplace.

Functional Area 1 – Practise pharmacy in a professional and ethical manner

This functional area includes those competency units that address the legal, ethical and professional responsibilities of pharmacists. It encompasses the responsibility pharmacists accept as members of a profession to commit to life-long learning and their obligation to maintain accepted standards of behaviour and professional practice, including those imposed through legislation. The units presented in this functional area underpin all professional activities undertaken by pharmacists.

Competency Unit 1.1 – Practise legally

This Unit covers pharmacists' application of, and compliance with, legislative requirements that impact on professional practice, the work environment and those other activities in the workplace, such as recruitment, staff management and workstation design, for which pharmacists may be responsible.

Element 1: Comply with statute law

1. Understands the requirements of statute law applicable to pharmacy practice.
2. Applies legislative requirements directly applicable to the provision of pharmacy services.
3. Considers the impact of privacy legislation on professional practice.
4. Understands the nature of patient consent.
5. Obtains patient consent as required for professional services, including those where personal health information will be collated and shared with other health professionals.
6. Considers the responsibilities in the workplace that arise from more general statute law.
7. Accesses additional information and/or expert advice and assistance when needed.

Element 2: Respond to common law requirements

1. Understands the pharmacist's professional responsibility to patients and other clients of the service.
2. Responds promptly to situations of uncertainty in regard to professional conduct.

Are these elements part of the practice of pharmacy I undertake? Yes No

If Yes, Based on my current practice:

- I am competent
- I am competent but feel my practice will benefit from further professional development

Competency Unit 1.2 – Practise to accepted standards

This Unit is concerned with the ability of pharmacists to respond to the obligations created by codes of conduct and professional practice standards. In this context 'codes of conduct' is a general term that encompasses all codes that dictate aspects of professional behaviour (e.g. PSA Code of Conduct, PSA Code of Conduct – Pseudoephedrine, and SHPA Code of Ethics).

Element 1: Demonstrate personal and professional integrity

1. Adopts an empathic attitude to patients and other clients of the service.
2. Accepts responsibility for own work tasks, actions and decisions and their outcomes.

3. Works within the limits of professional expertise.
4. Maintains relevant professional boundaries.
5. Respects and preserves the relationships that other health professionals have with patients.

Element 2: Behave in a professional and ethical manner

1. Considers the obligations created by codes of conduct/ethics for professional practice.
2. Interprets and applies the requirements imposed by relevant codes of conduct/ethics for specific services or situations.
3. Maintains a primary focus on delivering patient centred care.
4. Recognises and respects the values, beliefs and cultural backgrounds of patients and other health professionals.
5. Respects the patient's right to participate in decision-making.
6. Considers the rights, responsibilities, duty of care and/or legislative obligations applicable to other health professionals/facility personnel with whom they cooperate in the delivery of professional services.
7. Collaborates with other health care professionals to enable patients to achieve the best health outcomes.
8. Acts to protect patient privacy and maintain confidentiality of personal information.
9. Accepts responsibility for presenting and/or supporting the needs of patients and other members of the community consistent with professional role and expertise.

Element 3: Maintain professional practice

1. Accepts responsibility for monitoring own work performance.
2. Promotes an assured standard of work performance from self and others.
3. Identifies areas of own practice where improvement should be achieved.
4. Shows initiative in implementing changes to improve own practice.

<p>Are these elements part of the practice of pharmacy I undertake? Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>If Yes, Based on my current practice:</p> <p style="padding-left: 20px;"><input type="checkbox"/> I am competent</p> <p style="padding-left: 20px;"><input type="checkbox"/> I am competent but feel my practice will benefit from further professional development</p>
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Competency Unit 1.3 – Pursue life-long professional learning and contribute to the development of others

This Unit is concerned with pharmacists' understanding and acceptance of the concept of life-long learning and their commitment to continuous learning and professional development as a means of advancing their practice and professional role in the community. It also covers the role pharmacists have when working collaboratively with others to support and assist their efforts to meet learning and development goals.

Element 1: Accept the importance of life-long learning

1. Understands the concept of life-long learning for pharmacists.
2. Understands the expectations of the registering authorities and professional associations in relation to maintenance of competence and ongoing professional development.

Element 2: Maintain and extend professional competence

1. Develops a professional development plan (that includes goals and strategies) to maintain and/or improve professional capability.
2. Accepts responsibility for achieving learning and professional development goals.
3. Obtains feedback on performance to further clarify learning and professional development needs.
4. Undertakes activities intended to address learning and professional development needs.
5. Monitors learning and development achievements regularly against the plan.
6. Applies learning to extend or advance professional practice.

Element 3: Assist others to learn and develop

1. Encourage improvement in the professional capability of others in the workplace.
2. Assists others to create a professional development plan and identify relevant learning opportunities.
3. Supports the learning and professional development of others in the workplace.

Are these elements part of the practice of pharmacy I undertake? Yes No

If Yes, Based on my current practice:

- I am competent
- I am competent but feel my practice will benefit from further professional development

Functional Area 2 – *Manage work issues and interpersonal relationships in pharmacy practice*

This Functional Area encompasses those competencies that are required to manage problems and interpersonal issues that arise in the course of professional practice. The competencies covered include communication and negotiation skills, problem solving, conflict resolution and assertiveness, all of which are deemed essential to the effective practise of pharmacy. Not surprisingly, there are noticeable interdependencies between the competencies in this Functional Area.

Competency Unit 2.1 – Apply communication skills

This Unit addresses the ability of pharmacists to communicate effectively (i.e. the recipient of the communication receives the intended message) with other pharmacists and health professionals, staff, patients, carers and members of the public individually or in groups. The quality of pharmacists' communication and the professional relationships they establish are key factors in determining their effectiveness as health professionals. Effective communication is a critical success factor where pharmacists work as members of multidisciplinary health care teams (e.g. in providing medication management review services) because mutual respect and trust must underpin the team relationships for members to work to best effect for their patients.

Element 1: Adopt sound principles for the communication process

1. Maintains open lines of communication.
2. Values the input of others.
3. Respects the 'uniqueness' of individuals.
4. Accepts the complementary roles and skills of others.
5. Communicates respectfully and with tact.

6. Understands that special communication needs exist in some circumstances.

Element 2: Manage own input to communication

1. Recognises the importance of 'self-concept' in the communication process.
2. Expresses thoughts and ideas clearly and unambiguously.
3. Uses a communication style appropriate to the audience and the material.
4. Communicates relevant information.
5. Verifies that the information provided has been received and understood.
6. Copes with emotions in a functional manner.

Element 3: Facilitate the communication process

1. Addresses identified special communication needs.
2. Listens effectively.
3. Recognises the importance of feedback in the communication process.
4. Recognises the major barriers to communication and how they can be minimised.

Are these elements part of the practice of pharmacy I undertake? Yes No

If Yes, Based on my current practice:

- I am competent
- I am competent but feel my practice will benefit from further professional development

Competency Unit 2.2 – Participate in negotiations

This Unit addresses the ability of pharmacists to work through situations arising in daily practice where potentially divergent views or circumstances present the need for pharmacists to exercise professional judgement in order to reach a position that is mutually acceptable to the parties concerned.

Element 1: Prepare for negotiations

1. Understands the purpose of the negotiation.
2. Understands the needs and wants of others involved in the negotiation process.
3. Assesses the position that each party brings to the negotiation process.
4. Considers strategies which are likely to promote a desired outcome.
5. Recognises the importance of research and preparation in the negotiation process.
6. Formulates a negotiation strategy for a particular situation.

Element 2: Establish a position of resolution

1. Recognises the importance of effective communication skills in the negotiation process.
2. Knows the terms of circumstances under which a resolution is possible.
3. Understands the importance of finding a position that satisfies the objectives of each party to the negotiation.
4. Understands the importance of timing in completing a negotiation.
5. Identifies a position that meets the objectives of the parties to the negotiation.

Are these elements part of the practice of pharmacy I undertake? Yes No

If Yes, Based on my current practice:

- I am competent
- I am competent but feel my practice will benefit from further professional development

Competency Unit 2.3 – Address problems

This Unit covers the ability of pharmacists to recognise and resolve problems that arise in the workplace, to assess whether an effective solution has been found, and identify what further action is required.

Element 1: Explore the problem/potential problem

1. Accepts responsibility for resolving problems.
2. Recognises a problem or potential problem.
3. Clarifies the nature of the problem and its cause(s).
4. Identifies possible approaches for resolving the problem.
5. Uses a collaborative approach to identify possible solutions.
6. Uses a range of approaches or activities to assist in resolving the problem.

Element 2: Act to resolve the problem/potential problem

1. Formulates a plan for resolving the problem.
2. Communicates the plan to relevant parties.
3. Implements agreed solutions with the cooperation of others.
4. Recognises the need for regular review of the results achieved with the plan.
5. Establishes monitoring procedures for assessing the success of the plan.
6. Uses the results of monitoring to take further action as needed.

Are these elements part of the practice of pharmacy I undertake? Yes No

If Yes, Based on my current practice:

- I am competent
- I am competent but feel my practice will benefit from further professional development

Competency Unit 2.4 – Manage conflict

This Unit addresses the pharmacist's capacity to manage or resolve situations of conflict that arise in professional practice. This includes conflict situations that arise between staff or between staff and another health professional, a patient or another client of the service.

Element 1: Clarify the conflict situation

1. Recognises the signs or clues that indicate conflict exists and action is needed.
2. Addresses conflict in the workplace in a timely manner.
3. Gathers information relevant to clarifying the source(s) and nature of the conflict.

4. Describes the nature of the conflict objectively.

Element 2: Act to resolve the conflict

1. Identifies a range of approaches that might be used for resolving conflict.
2. Applies analytical skills to identify a preferred approach.
3. Works with others to confirm a mutually agreeable approach.
4. Monitors the outcome of the agreed approach in cooperation with those involved.
5. Applies appropriate communication skills for conflict resolution.

Are these elements part of the practice of pharmacy I undertake?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
If Yes,	Based on my current practice:	
	<input type="checkbox"/> I am competent	
	<input type="checkbox"/> I am competent but feel my practice will benefit from further professional development	

Competency Unit 2.5 – Apply assertiveness skills

This Unit addresses the ability of pharmacists to support or maintain a position that is consistent with sound pharmacy practice and their duty of care to patients through the application of assertiveness skills.

Element 1: Consider professional rights of those involved

1. Ensures that own professional rights and values are not compromised.
2. Recognises the professional rights of others.

Element 2: Communicate and pursue a position

1. Explains their position to others.
2. Expresses goals and works toward them.

Are these elements part of the practice of pharmacy I undertake?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
If Yes,	Based on my current practice:	
	<input type="checkbox"/> I am competent	
	<input type="checkbox"/> I am competent but feel my practice will benefit from further professional development	

Functional Area 3 – Promote and contribute to optimal use of medicines

This Functional Area is concerned with those aspects of pharmacists' activities that are specifically directed to optimising the use of medicines and therapeutic outcomes. Clinical pharmacy practice seeks to achieve the best possible quality use of medicines with the objective of optimising patient outcomes – that is optimising the therapeutic benefits and minimising the risk of harm.

Pharmacists have a pivotal role, within an environment characterised by comprehensive, team based models of care, such as medication management review and assisted disease state monitoring and management. In this environment pharmacists are becoming increasingly active in

contributing to the selection, monitoring and evaluation of medication treatment with a view to promoting therapy.

Competency Unit 3.1 – Participate in therapeutic decision making

This Unit is concerned with the way in which pharmacists work to improve health outcomes by evaluating the medication treatment of individual patients and providing advice and/or recommendations on the preferred medication treatment and/or other treatment options.

Element 1: Obtain patient history

1. Accesses the records held of the patient's medication history and/or current medication treatment record.
2. Obtains additional relevant clinical and medication related information from patients and/or carers or other health professionals (with patient consent).
3. Uses readily available information sources as needed to clarify or confirm information or meet additional information needs.
- 4S.** Selects relevant information sources from a broad range of information sources to meet specific information needs.

Element 2: Review medication treatment

1. Understands the purpose of reviewing the medication treatment regimen and medication management by the patient and/or carer.
2. Understands the pathophysiology of the medical conditions/diseases of patients whose medication is reviewed and how it may influence optimal choices of medicines.
3. Understands the pharmacological and/or therapeutic basis for the medication treatment regimen of individual patients.
- 4S.** Accesses or develops and uses tools and resources that assists the conduct of review of medications.
- 5S.** Reviews specialised charts and records that relate to the treatment of individual patients.
6. Evaluates the significance of common laboratory tests and investigations performed on individual patients.
7. Considers the appropriateness of use of each medicine in the current medication treatment of individual patients.
8. Identifies clinically significant potential or actual drug related problems in the current medication treatment.
9. Identifies factors likely to adversely affect adherence to medication treatment regimen.
10. Applies evidence based treatment guidelines to evaluate the treatment regimen of individual patients.
- 11S.** Applies advanced pharmaceutical and therapeutic knowledge to consideration of whether medication use is indicated, appropriate, safe and effective.

Element 3: Recommend treatment changes

1. Prioritises the care needs of patients based on the identified drug related problems and issues likely to have an adverse effect on adherence.
2. Demonstrates a logical approach to developing a strategy or deciding a course of action for preventing, resolving or minimising the impact of identified drug related problems and issues likely to affect adherence.
3. Assesses treatment options and selects the most appropriate option (including preferred drug, dosage form and dosing regimen where relevant) for addressing the therapeutic needs of individual patients.

4. Recommends to prescribers, other health professionals/facility personnel and carers as appropriate, alternate treatment options for resolving or minimising drug related problems and/or issues affecting adherence with prescribed medicines.
- 5S. Formulates recommendations for changes to medication treatment against the latest evidence and information on new medicines.
- 6S. Provides additional advice on desirable adjustments to therapy that are informed by the results of relevant tests and investigations.

Element 4: Assist self management by patients

1. Initiates action, in consultation with prescribers, other health professionals/facility personnel and/or patients, to address issues impacting on adherence.
2. Works with patients and/or carers, and other health professionals/facility personnel where required, to support and assist patients to make lifestyle changes to improve health outcomes.
3. Assists patient understanding of their medical condition and/or medication treatment.

Element 5: Facilitate patient follow-up

1. Maintains accurate and up-to-date medication records for patients consistent with professional standards and conventions.
2. Maintains accurate and complete records of clinical decisions and therapeutic recommendations made to prescribers, other health professionals/facility staff and patients and/or carers and their associated outcomes.
3. Identifies patients in need of follow-up.
4. Works with the patient and/or carer and other members of the health care team to formulate an ongoing care plan.
5. Ensures the patient and/or carer understands the reasons for the plan.

Are these elements part of the practice of pharmacy I undertake? Yes No

If Yes, Based on my current practice:

- I am competent
- I am competent but feel my practice will benefit from further professional development

Competency Unit 3.2 – Provide ongoing pharmaceutical management

This Unit is concerned with the role pharmacists have in following up individual patients to verify they are achieving the intended benefits and desired outcomes from medication treatment without experiencing unnecessary adverse effects or problems in managing their medication treatment regimen.

Element 1: Follow up selected patients

1. Confirms that medications can be administered as intended.
2. Confirms that the medication treatment is well tolerated by the patient.
3. Investigates whether undesirable clinical effects may be related to medication treatment.
4. Records suspected or confirmed adverse drug reactions (ADRs) or allergies.

Element 2: Initiate interventions

1. Assists patients' understanding of their medical condition and/or medication treatment.
2. Recommends to patients and/or carers, prescribers and other health professionals/facility personnel actions to improve drug use and effectiveness.

3. Recommends therapeutic drug monitoring (TDM) where indicated.
4. Ensures required TDM is performed according to therapeutic guidelines.
- 5S.** Provides advice on dosing adjustments indicated by the results of TDM.
- 6S.** Participates in the assessment of whether medication treatment is achieving therapeutic goals/outcomes.
- 7S.** Makes recommendations to assist ongoing patient management based on consideration of test/investigation results and clinical parameters or outcomes.
8. Refers patients to their usual doctor or other health professional when their expertise is needed.

Element 3: Manage patient records

1. Maintains accurate and up-to-date medication records consistent with professional standards and conventions.
2. Documents the advice and recommendations provided and the outcomes achieved.
3. Ensures continuity of care can be provided.
- 4S.** Establishes and maintains a secure patient record storage system.

Are these elements part of the practice of pharmacy I undertake? Yes No

If Yes, Based on my current practice:

- I am competent
- I am competent but feel my practice will benefit from further professional development

Competency Unit 3.3 – Promote rational drug use

This Unit encompasses the role pharmacists have in monitoring, assessing and contributing to changes in existing and evolving trends in drug use across institutional and/or community based patient populations in order to improve the quality use of medicines. The Unit focuses on the responsibility pharmacists have to be informed about the way in which specific drugs are being used in their area of practice. It also focuses on their responsibility to positively influence trends in usage by examining use in relation to established guidelines, criteria and/or standards and initiating actions to improve use.

Element 1: Understand and contribute to knowledge of trends in drug use

1. Understands trends in drug use (in the context of disease states and/or population health factors) within their area of practice.
2. Maintains data relevant to understanding existing and evolving trends in drug use.
3. Contributes to information on frequency and nature of adverse drug reactions associated with drug use.
4. Understands the application of formal review processes for improving trends in drug use.

Element 2: Assess trends in drug use

1. Recommends a formal review of trends in drug use where it is considered that improvements can or should be achieved.
2. Participates in processes for review and evaluation of trends in drug use.
- 3S.** Selects optimal information sources for supporting a specific review process.
- 4S.** Applies a systematic search strategy for identifying key documents and/or material needed to support the development and conduct of a specific review process.

5S. Applies best practice research methodology to the design and conduct of reviews.

Element 3: Share findings and recommendations to improve trends in drug use

- 1S. Enlists the support of relevant authorities, experts and/or 'champions' of change for specific reviews.
- 2S. Interprets review data to formulate conclusions and recommendations.
- 3S. Knows the types of dissemination tools/strategies that can be used to share information on review findings and recommendations for change.
- 4S. Shares review findings and recommendations with pharmacy and other professional colleagues.
- 5S. Promotes practice changes that arise from specific reviews.
- 6S. Works collaboratively with clinicians to prepare or revise medication treatment protocols, guidelines, criteria and/or standards.

Are these elements part of the practice of pharmacy I undertake? Yes No

If Yes, Based on my current practice:

- I am competent
- I am competent but feel my practice will benefit from further professional development

Functional Area 4 – Dispense medicines

This Functional Area addresses those Competency Units that together cover the supply of prescription medicines, including extemporaneously prepared products. For the Units applicable to the preparation of extemporaneous products see Functional Area 5 – *Prepare pharmaceutical products*.

The term 'prescription' is used throughout this Functional Area to encompass medication orders on prescription forms (handwritten or otherwise as allowed under legislation) as well as those on medication charts.

Competency Unit 4.1 – Assess prescriptions

This Unit is concerned with the way in which pharmacists respond when they receive a prescription (written or as otherwise allowed by legislation). Much of their activity will relate to ensuring the prescription complies with legal and professional requirements so that the prescribed medicines can be supplied.

Element 1: Validate prescriptions

- 1. Checks the authenticity of prescriptions and the identity of prescribers.
- 2. Confirms that written prescriptions comply with all legal requirements and professional conventions.
- 3. Verifies that prescriptions received orally or electronically comply with legal requirements and professional conventions.
- 4. Acts to ensure fraudulent or illegal prescriptions are not dispensed.
- 5S. Provides documentation and systems that support prescription validation.

Element 2: Clarify medications orders

- 1. Reads prescriptions carefully to ensure they are accurate and complete and clearly communicate the prescriber's intended treatment.

2. Clarifies required drug, dosage form, dose, frequency and/or duration of treatment with prescribers where these are in doubt.
3. Identifies required drugs and ingredients by Australian approved name, generic or common name, or brand name.
4. Obtains additional information required to safely dispense medicines from the prescriber or patient/carer.
5. Annotates prescriptions in accordance with legal requirements and professional conventions.

Element 3: Confirm availability of medicines

1. Establishes any special circumstances or supply arrangements impacting on availability of the prescribed medicine.
2. Identifies suitable products held in stock or available from a supplier.
3. Liaises with prescribers to identify suitable alternative products where supply difficulties are apparent.
4. Accepts responsibility for advising patients/carers of any issue likely to cause a delay to medicines being dispensed.

Are these elements part of the practice of pharmacy I undertake? Yes No

If Yes, Based on my current practice:

I am competent

I am competent but feel my practice will benefit from further professional development

Competency Unit 4.2 – Evaluate prescribed medicines

This Unit is concerned with the ability of pharmacists to integrate and apply clinical and pharmacological information in an assessment of the prescribed medicine in relation to the patient’s medication history and current medication treatment regimen. The focus of the pharmacist’s clinical activity is the safe and effective addition of a prescribed medicine into an existing treatment regimen. All aspects of this process require professional responsibility and judgement to be exercised.

Element 1: Consider prescribed medicines

1. Understands the therapeutic use(s) or pharmacological rationale for use of prescribed medicines.
2. Considers patient, drug and dosage form factors likely to impact on the efficacy or safety of treatment.

Element 2: Examine prescribed medicines in the context of medication history and current treatment

1. Uses a systematic approach to access and review the patient medication history and current treatment regimen.
2. Obtains additional essential medication related information from patients and/or carers or the prescriber.
3. Uses readily available information sources as needed to clarify or confirm information or meet additional information needs.
4. Considers the appropriateness of the dose, dose form, dosing regimen, route of administration and duration of treatment of the prescribed medicine.
5. Identifies clinically significant potential or actual drug related problems created by the provision of the prescribed medicine.

6. Identifies factors likely to adversely affect adherence to treatment with the prescribed medicine or dosing regimen.

Element 3: Promote optimal medication treatment

1. Demonstrates a logical approach to deciding a course of action for resolving or minimising the impact of identified drug related problems and issues likely to affect adherence.
2. Recommends alternative treatment options to prescribers for resolving or minimising drug related problems and/or issues affecting adherence.
3. Initiates action, in consultation with prescribers and/or patients, to address issues impacting on adherence.
4. Records prescription interventions.
- 5S.** Establishes systems for recording prescription interventions.
- 6S.** Monitors and analyses prescription interventions to elicit emerging patterns.

Are these elements part of the practice of pharmacy I undertake? Yes No

If Yes, Based on my current practice:

- I am competent
- I am competent but feel my practice will benefit from further professional development

Competency Unit 4.3 – Supply prescribed medicines

This Unit covers the physical process of dispensing the prescribed medicines (including into Dose Administration Aids – DAAs), with associated record maintenance functions, and the supply of medicines and medicines information to patients. This latter function encompasses the application of appropriate communication processes and professional judgement to provide the patient with sufficient information to use their medicines safely and effectively.

Element 1: Apply a systematic dispensing procedure

1. Uses professional judgement to determine the priority order in which prescription medicines are dispensed.
2. Maintains a logical, safe and disciplined dispensing procedure.
3. Considers factors likely to compromise product efficacy and stability when repackaging medicines out of their original containers/packaging.
4. Applies legible, comprehensible and complete labels to dispensed medicines.
5. Incorporates relevant cautionary and advisory directions into the labelling of dispensed medicines consistent with legal requirements and professional conventions.
6. Ensures dispensed medicines and their labelling directly correlates to prescribed medicines and dosing regimen.
7. Accepts responsibility for ensuring dispensed medicines are issued (and administered for supervised dosing in the pharmacy) to the correct patient.
8. Takes prompt action to minimise the impact of dispensing errors on patients.
9. Accepts responsibility for the accuracy of prescription medicines dispensed with the assistance of unregistered personnel.
- 10S.** Establishes systems and documentation that support the application of a rigorous dispensing procedure.

Element 2: Maintain Records

1. Maintains prescription records for dispensed medicines, including controlled substances that include prescription annotations and are consistent with legal requirements.

2. Maintains accurate, up-to-date and complete medication records for patients consistent with professional standards and conventions.
3. Maintains accurate records of dispensing errors (including those that are intercepted before they reach the patient) and the actions taken to minimise their effect on patients and/or to prevent their recurrence.
- 4S.** Establishes systems for reporting and responding to medication errors.

Element 3: Assist patient understanding and adherence

1. Identifies patient specific information needs and circumstances likely to adversely impact on adherence.
2. Clarifies changes to medication treatment and changes in the appearance of a medicine or its packaging.
3. Explains the indications for use, expected benefits and any particular precautions to be observed when using the medicine, using written patient information resources as required for further clarification.
4. Reinforces the storage and dosing requirements with specific reference to administration technique (if applicable), dose, frequency, timing in relation to food, and duration of treatment.
5. Informs the patient of the most likely adverse effects and actions to take should they occur, using written patient medicines information resources as appropriate.
6. Checks that patients understand why the medicines have been prescribed, what benefits to expect and how they are to be used/administered.
7. Addresses issues likely to adversely impact on adherence with the patient and/or their carer or other members of the health care team as appropriate.

Are these elements part of the practice of pharmacy I undertake? Yes No

If Yes, Based on my current practice:

- I am competent
- I am competent but feel my practice will benefit from further professional development

Functional Area 5 – Prepare pharmaceutical products

This functional area encompasses those Competency Units relating to the manufacture of pharmaceutical products by pharmacists in community, hospital and industrial settings. It addresses the competencies involved in the extemporaneous preparation of single and multiple units of a medicine as well as the bulk manufacture and packaging of pharmaceutical products.

Competency Unit 5.1 – Consider requirements for preparing a product

This Unit is concerned with the ability of pharmacists to determine whether suitable equipment and ingredients are available for undertaking preparation of a specific pharmaceutical product (including those that are prepared aseptically), to identify a safe and appropriate formulation and to take action on behalf of the patient if a product cannot be prepared.

Element 1: Clarify the availability of required equipment

1. Recognises the work environment required for preparation of particular types of products.
2. Identifies the required equipment for preparation of products.
3. Confirms required equipment is suitable for use.
- 4S.** Understands issues important to the selection of correct equipment for aseptically prepared products.

5. Identifies an appropriate course of action where preparation requirements cannot be met, including for sterile products.

Element 2: Review the formulation

1. Selects a standard formulation to correspond to a specified product where one exists.
 2. Develops an appropriate formulation where no standard formulation exists.
 3. Understands the formulation instructions, including preparation methods.
 4. Confirms the required ingredients for the products.
 5. Understands the handling techniques required for potentially harmful ingredients.
 6. Differentiates active ingredients from excipients.
 7. Provides advice on the selection of a suitable formulation.
- 8S.** Provides advice and recommendations on patient specific formulations of aseptically prepared products.

Element 3: Modify the formulation

1. Identifies any adjustments needed to the formulation.
 2. Uses standard reference sources to modify the formulation in a manner consistent with relevant guidelines and professional conventions.
- 3S.** Uses specialised reference sources to access information relevant to modification of aseptically prepared products.
- 4S.** Suggests adjustments to formulations of aseptically prepared products for individual patients.
5. Discusses and confirms required modifications with prescriber and/or patient as required.

Are these elements part of the practice of pharmacy I undertake? Yes No

If Yes, Based on my current practice:

- I am competent
- I am competent but feel my practice will benefit from further professional development

Competency Unit 5.2 – Compound pharmaceutical products

This Unit is concerned with the ability of pharmacists to choose and apply appropriate compounding/aseptic dispensing techniques and equipment for the preparation of pharmaceutical products, including those that are prepared aseptically. It also addresses pharmacists' ability to complete and maintain required documentation for prepared products.

Element 1: Consider relevant legislative and policy requirements

1. Complies with local work place practices and professional conventions for product preparation.
 2. Understands specific codes and regulations that apply to the preparation of pharmaceutical products.
 3. Stays informed about professional standards and conventions applicable to the preparation of pharmaceutical products.
- 4S.** Establishes policy and procedure relevant to the preparation of pharmaceutical products.

Element 2: Confirm the need for preparation to proceed

1. Understands the framework in which drug treatment is being provided.
2. Reviews patient medication history and current treatment regimen.

3. Obtains additional medication related information from patients and/or carers or the prescriber.

Element 3: Prepare and maintain product documentation

1. Understands the value of using a work sheet.
2. Calculates the quantities, dilutions and percentages as required for each of the ingredients in the product.
3. Confirms the legibility, accuracy and completeness of the work sheet.
4. Seeks additional information or guidance about any issue of concern or uncertainty before proceeding to preparation of the product.
5. Prepares final product labels in accordance with work sheet details, legislative requirements and professional conventions.
6. Applies a systematic process for assigning batch numbers and storing records of prepared products.
- 7S. Establishes a systematic method for creating product batch numbers and managing the records for prepared products.

Element 4: Assemble ingredients and materials

- 1S. Knows which equipment is required for aseptic preparation of various types of product.
2. Selects ingredients of appropriate quality for preparation of the product.
3. Selects ingredients and equipment accurately.
4. Understands the importance to preparation technique and selection of final storage container of factors that may compromise product efficacy and stability.
5. Reduces the potential for other activities and/or materials to impede, cross contaminate or cause error in the preparation process.

Element 5: Apply compounding principles and techniques for preparation of non-sterile products

1. Measures quantities required according to the work sheet.
2. Adopts a systematic process for combining ingredients that is consistent with sound pharmaceutical compounding practice.
3. Uses techniques that avoid contamination of the product.

Element 6: Apply aseptic technique for preparation of sterile products.

- 1S. Understands the operational arrangements of a clean room environment.
- 2S. Understands the principles of aseptic dispensing in a laminar airflow cabinet designed for preparation of pharmaceutical products.
- 3S. Uses appropriate scrub and gowning techniques for working in a clean room.
- 4S. Uses appropriate technique for preparing products aseptically in a horizontal laminar airflow cabinet.

Element 7: Optimise packaging, labelling and storage

1. Ensures storage conditions for unused ingredients and materials are optimal for protecting product integrity and quality.
2. Chooses packaging for prepared products that promote their safe use and addresses factors likely to compromise product stability.
3. Applies labelling to the product to optimise its stability and correct storage and use.
- 4S. Provides advice to others on the correct use/application of aseptically prepared products.

Are these elements part of the practice of pharmacy I undertake? Yes No

If Yes, Based on my current practice:

- I am competent
- I am competent but feel my practice will benefit from further professional development

Competency Unit 5.3 – Prepare cytotoxic drug products

This Unit covers the specialised processes involved in the preparation of pharmaceutical products containing drugs known to exert cytotoxic effects, such as those used in cancer chemotherapy.

Element 1: Understand the work environment and equipment.

1. Understands the importance of and need for a dedicated clean room and vertical airflow cabinet or isolator cabinet for the preparation of cytotoxic drug products.
- 2S. Knows how the clean room and vertical flow cabinet and/or isolator cabinet operate to create a safe working environment.
- 3S. Understands how the specialised environment and equipment contribute to the protection of the product, environment and preparer.
- 4S. Recognises the importance of using correct technique.
- 5S. Knows the safety procedures applicable in the event of a spill or accidental exposure to a cytotoxic drug.
- 6S. Establishes policy and procedure relevant to the preparation of cytotoxic drug products.

Element 2: Confirm the need for preparation to proceed

- 1S. Understands the framework in which drug treatment is being provided.
- 2S. Reviews patient treatment charts and notes as needed.
- 3S. Confirms relevant pathology test results.
- 4S. Liaises with the clinical team as needed to confirm that treatment is to proceed.

Element 3: Prepare cytotoxic drug products safely

- 1S. Knows how to arrange ingredients and equipment within the preparation cabinet.
- 2S. Uses sound technique to manipulate cytotoxic drugs and drug products in the cabinet.
- 3S. Takes prompt action to clean up cytotoxic spills in the cabinet or clean room.
- 4S. Disposes of waste materials generated during the preparation of products according to established protocols
- 5S. Packages each product in a manner that allows its safe transportation from the preparation area to patient treatment areas.

Element 4: Provide information to assist the safe use of cytotoxic drug products

- 1S. Applies product labels that clarify the method of administration, storage requirements and expiry for product users.
- 2S. Provides advice on administration techniques and equipment required for the safe administration of cytotoxic drug products.
- 3S. Explains equipment and processes required for the safe handling and disposal of cytotoxic waste, including affected body fluid.

Element 5: Protect own health

- 1S. Knows circumstances that would preclude their involvement in the preparation of cytotoxic drug products.
- 2S. Participates in technique validation processes.
- 3S. Maintains accurate and complete records of exposure to cytotoxic drugs/drug products.
- 4S. Reports spill and exposure incidents consistent with local policies and procedures.

Are these elements part of the practice of pharmacy I undertake? Yes No

If Yes, Based on my current practice:

- I am competent
- I am competent but feel my practice will benefit from further professional development

Functional Area 6 - Provide primary health care

This Functional Area is concerned with the role of pharmacists in encouraging, assisting and providing the means for patients and other members of the community, individually and collectively, to take responsibility for their own health. Treatment, referral, education and participation in public health campaigns are some of the means by which this may be achieved. Within this Functional Area provision of primary health care may extend to aspects of veterinary care, particularly in rural areas.

Competency Unit 6.1 – Assess primary health care needs

This Unit is concerned with the obligation pharmacists have to elicit sufficient relevant health and medication related information to make a sound professional judgement and offer recommendations or opinions to assist patients to care for themselves and/or to seek further assistance from their doctor or another health professional.

Element 1: Elicit relevant clinical information

1. Seeks information on the nature of the condition or symptoms of concern when a patient presents or is referred for assistance.
2. Accesses records held of the patient's medication history and current medication treatment.
3. Obtains essential health and medication related information from patients and/or carers or (with patient consent) other health professionals.
- 4S. Uses additional information sources to obtain information required to create a comprehensive health and medication profile and complete record of current medication treatment.

Element 2: Identify management options

1. Assesses the presenting symptoms or condition in the context of the clinical information gathered about the patient.
2. Identifies possible pharmacological and non-pharmacological treatment strategies and options.
3. Assesses the potential for inappropriate use of selected or recommended products or treatments.
4. Considers the need to involve other health professionals.
5. Responds to enquiries or events involving ingestion of toxic doses or exposure to toxic substances.

Element 3: Initiate the involvement of and work cooperatively with other health professionals and organisations

1. Explains to patients the need to seek advice/assistance from other health professionals.
2. Undertakes onward referral of patients in a manner consistent with professional standards and conventions.
3. Liaises with other health professionals to whom patients have been referred.
4. Acts to ensure patients in need of emergency medical care are promptly directed to the most appropriate source of care.
- 5S.** Maintains a network with individuals and organisations that are able to provide complementary input in the provision of primary health care services.
- 6S.** Collaborates with other health professionals and organisations in the delivery of primary health care services.

Are these elements part of the practice of pharmacy I undertake? Yes No

If Yes, Based on my current practice:

- I am competent
- I am competent but feel my practice will benefit from further professional development

Competency Unit 6.2 – Address primary health care needs of patients

This Unit encompasses the activities pharmacists undertake to address the identified primary health care needs of patients that are consistent with the role of a pharmacist. These activities involve the provision of evidence based advice and recommendations for treatment of minor ailments or conditions with medicines and non-medical interventions. It covers the role pharmacists have for advising on the use and care of medical aids, devices and equipment as well as circumstances where a pharmacist recommends against treatment with pharmaceuticals or directly administers care to patients. The provision of patient centred care includes recognition of and respect for the patient's values and beliefs.

Element 1: Facilitate supply of appropriate medicines

1. Provides advice on the appropriateness of treatments or products self selected by the patient.
2. Selects medicines suitable for use by the patient.
3. Recommends the optimal medicine, dose form and dosing regimen to meet the patient's therapeutic need.
- 4S.** Develops and maintains procedures for the supply of medicines.

Element 2: Provide advice to support the use of selected or recommended medicines

1. Explains the use, effects and precautions to be observed for the selected/recommended medicine, using written patient information resources as required for further clarification.
2. Suggests other actions that may enhance the efficacy of the selected treatment.
3. Ensures that the patient understands how the medicine is to be used/administered.
4. Offers follow-up of selected patients to monitor progress and/or outcomes.

Element 3: Maintain appropriate records for supply of selected or recommended medicines

1. Records supply of medicines consistent with pharmacy registering authority guidelines and legislative obligations.
2. Updates patient's medication profile in a manner consistent with professional standards and conventions.

3. Maintains documentation sufficient to allow follow-up of selected patients.
- 4S.** Adopts a systematic approach to maintaining complete and accurate records for patients provided with primary health care services.

Element 4: Select and provide advice on the use/care of other health care products and devices/equipment

1. Selects suitable health care products and devices/equipment.
2. Assesses the patient's need for information about the product or device/equipment.
3. Provides advice on the correct use and/or care of products and devices/equipment.
- 4S.** Selects a range of health care products and devices/equipment for use by patients.

Element 5: Provide advice on non-medicinal management options

1. Explains reasons for advising against the use of drug treatments.
2. Recommends non-medical interventions or actions to assist management of symptoms/conditions.
3. Measures and fits patients with health care items for individual use.
4. Offers suggestions for other possible sources of support or assistance.

Element 6: Provide direct care consistent with the role of a pharmacist

1. Provides treatment for minor injuries.
2. Provides advice on the selection and use of dressings and bandages.
3. Applies emergency first aid measures consistent with professional role and expertise.

<p>Are these elements part of the practice of pharmacy I undertake? Yes <input type="checkbox"/> No <input type="checkbox"/></p> <p>If Yes, Based on my current practice:</p> <p style="padding-left: 20px;"><input type="checkbox"/> I am competent</p> <p style="padding-left: 20px;"><input type="checkbox"/> I am competent but feel my practice will benefit from further professional development</p>
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Competency Unit 6.3 – Promote good health in the community

This Unit covers health promotion activities undertaken by pharmacists, including those directed at disease prevention and early detection of diseases, such as asthma, diabetes, arthritis and heart disease, that are commonly encountered in the Australian community. It also covers the role undertaken by pharmacists of working with patients/carers, medical practitioners and other members of the health care team to improve patients' understanding and management of medical conditions such as diabetes and hypertension.

Element 1: Provide information on and participate in public health strategies directed at the prevention or early detection of disease

1. Discusses public health issues relevant to prevention or early detection of disease.
2. Participates in public health campaigns that are primarily directed at disease prevention and/or harm minimisation.
- 3S.** Identifies health promotion information needs of groups within the local community.
- 4S.** Plans and implements public health education and awareness raising campaigns with other health professionals.
- 5S.** Undertakes relevant public health screening processes for early disease detection consistent with the role of a pharmacist.

- 6S. Delivers information on disease prevention and early detection to community groups that is based on the latest scientific information and evidence.
- 7S. Promotes the role of the pharmacist and their own capacity to participate in health promotion activities to the community, local government and other health professionals in the area.

Element 2: Assist patient efforts to manage risk factors and monitor disease states

- 1. Understands the role of risk factors in influencing the incidence and/or severity of common diseases.
- 2. Discusses the potential benefits of risk factor reduction with patients.
- 3. Understands the public health infrastructure that exists for providing specialised information and advice.
- 4. Works in cooperation with other health professionals in delivering responsible advice about risk factor and disease management.
- 5S. Provides disease monitoring assistance in a manner consistent with professional standards and conventions and accepted clinical guidelines.
- 6S. Supports patients' efforts at self management of their disease/condition through monitoring.

Element 3: Gather information required to improve the effectiveness and relevance of primary health care activities.

- 1. Follows up patients to confirm and reinforce behavioural changes made to modify their risk factor exposure.
- 2. Confirms patients' understanding of and ability to effectively monitor their disease/condition.
- 3. Participates in assessment of the effectiveness of public health education campaigns.
- 4S. Seeks feedback on the effectiveness of health promotion sessions delivered to groups or in the community.
- 5S. Accesses new and extended primary health care information.
- 6S. Monitors the primary health care needs of the community to detect new or changing needs.

Are these elements part of the practice of pharmacy I undertake? Yes No

If Yes, Based on my current practice:

- I am competent
- I am competent but feel my practice will benefit from further professional development

Functional Area 7 - Provide medicines and health information and education

This Functional Area includes those Competency Units that address the role pharmacists have in researching and delivering medicines and/or health information and education to other health professionals/facility personnel, patients and members of the general public.

Except in relation to reference to formally constituted information retrieval centres, the term 'medicines information' is used in preference to 'drug information' throughout this Functional Area to highlight the more usual role of the profession in providing information about drugs that are used for therapeutic purposes. It is not intended to exclude those activities undertaken to provide information on other chemicals/substances to which humans or animals are accidentally or intentionally exposed. Use of the word "drug" is confined to specific terms of common usage e.g. drug interaction, adverse drug reaction.

Competency Unit 7.1 – Retrieve information

This Unit is concerned with the ability of pharmacists to use a range of information sources to access and select relevant and up-to-date information for their own use or in response to a

request or to a perceived need for information by an individual or group. It also addresses the role pharmacists have in generating new information through an involvement with clinical or practice based research.

Element 1: Maintain information reference base

1. Assesses the adequacy of readily available information sources and any other resources used to retrieve information.
- 2S.** Assesses the adequacy of resources held for the types of information usually provided.
- 3S.** Evaluates new resources for inclusion in information reference base.
- 4S.** Develops and maintains an information storage system.

Element 2: Clarify required information

1. Identifies research needs and/or opportunities in the workplace.
2. Determines the form and level of complexity of information needed and any specific circumstances impacting on information needs.
- 3S.** Maintains accurate and complete records of requests for information.

Element 3: Undertake research

1. Applies research techniques to gather relevant information.
- 2S.** Works with others to develop research projects.
- 3S.** Applies best practice research methods.

Element 4: Identify sources of information

1. Identifies the most useful of the readily available information sources for providing the required information.
2. Knows what other information sources can provide relevant information.
3. Consults other sources of information when workplace resources are inadequate.
- 4S.** Demonstrates knowledge of an extended range of information sources, including electronic abstracting and indexing services and databases.
- 5S.** Selects optimal information sources for the required information and presenting circumstances.
- 6S.** Maintains a medicines and health information contact network.

Element 5: Access relevant information

1. Uses information sources to find medicines and health information relevant to conditions/diseases and medicines that are regularly encountered.
2. Selects relevant material from information retrieved.
3. Stores retrieved information in a logical and systematic manner.
4. Accepts responsibility for retrieving information in a timely manner.
- 5S.** Develops search strategies for the types of information most usually provided.
- 6S.** Establishes conventions for setting information retrieval priorities where multiple searches are routinely handled.
- 7S.** Applies a systematic search strategy for responding to complex or unusual information requirements on any drug or health issue.
- 8S.** Uses a variety of retrieval techniques, including electronic database searches, to access information.
- 9S.** Uses enhanced pharmaceutical and therapeutic knowledge to select relevant information.

Are these elements part of the practice of pharmacy I undertake? Yes No

If Yes, Based on my current practice:

- I am competent
- I am competent but feel my practice will benefit from further professional development

Competency Unit 7.2 – Evaluate and synthesise information

This Unit is concerned with the ability of pharmacists to compare, analyse and interpret health and medicines information and apply their professional judgement to formulate an objective, balanced and accurate written or verbal summary of findings which is evidence based.

Element 1: Clarify research findings

1. Analyses basic qualitative and/or quantitative research data.
2. Collates, integrates and interprets the results of research to clarify findings.
3. Formulates conclusions and recommendations arising from the research.
- 4S.** Documents completed research clearly and completely.

Element 2: Assess information

1. Differentiates between information sources regarding their suitability and reliability.
2. Understands basic concepts and terminologies required to assess information sources.
3. Uses basic research skills to impartially evaluate and interpret information to assess its accuracy and validity.
4. Uses professional judgement to reconcile divergent or conflicting information.
5. Identifies areas where selected information does not adequately address information needs.
- 6S.** Critically evaluates the research findings.
- 7S.** Uses primary and secondary information sources to critically evaluate the efficacy and safety of medicines.
- 8S.** Critically evaluates the reliability and accuracy of new information in primary information sources.
- 9S.** Calculates and manipulates clinical data and associated costs accurately.

Element 3: Integrate information

1. Relates information to the specific situation, patient or request.
2. Formulates a cohesive, objective and factual summary of findings.
3. Demonstrates a logical approach to problem solving and/or identification of suitable options.
4. Differentiates opinion, advice or recommendations from findings identified from information sources.
- 5S.** Interprets and integrates research results to formulate conclusions.
- 6S.** Creates a clear and cohesive response for complex or unusual information requests.
- 7S.** Addresses legal and ethical issues associated with constructing a summary of findings.
8. Applies a standardised referencing technique to link information to the evidence.

Are these elements part of the practice of pharmacy I undertake? Yes No

If Yes, Based on my current practice:

- I am competent
- I am competent but feel my practice will benefit from further professional development

Competency Unit 7.3 – Disseminate information

This Unit covers the communication of medicines and health information to other health professionals/facility personnel and patients and/or carers as part of the process of providing pharmaceutical care. It also encompasses dissemination of this type of information in educational activities or materials provided to individuals, other health care professionals, groups of consumers or special interest groups (e.g. diabetics or asthma patient support groups) within the community.

Element 1: Apply and share new information

1. Applies research findings to workplace practices or processes.
- 2S. Shares research findings with pharmacy colleagues and other health professionals/facility personnel whose care processes may be affected.

Element 2: Provide information to assist patient care

1. Adopts a partnership approach to assisting patient care through the provision of information.
2. Explains the content of the information provided.
3. Relates the information to specific patient factors or presenting circumstances.
4. Provides explanations for advice, opinions and recommendations.
- 5S. Maintains accurate records of information provided and evidence sources.

Element 3: Educate members of the general public

1. Explains and/or describes the pharmacology and therapeutic use of drugs and promotes their safe and effective use.
2. Provides additional health care/disease prevention information appropriate to the situation and the audience.
- 3S. Applies communication/presentation skills to a variety of media/communication tools to present medicines and health information.
- 4S. Maintains a systematic process for content planning, presentation and evaluation of disseminated information.

Element 4: Evaluate disseminated information

1. Follows up previously communicated information to check its usefulness and/or appropriateness.
2. Improves disseminated information using feedback from recipients.
- 3S. Addresses legal and ethical issues impacting on the way in which information findings, advice, opinions and recommendations are provided.
- 4S. Maintains a formal feedback and analysis process to improve performance.

Are these elements part of the practice of pharmacy I undertake? Yes No

If Yes, Based on my current practice:

- I am competent
- I am competent but feel my practice will benefit from further professional development

Functional Area 8 - Apply organisational skills in the practise of pharmacy

This Functional Area covers competencies that relate to the way in which pharmacists apply management and organisational skills to contribute to the effective and efficient delivery of pharmacy services. The competencies cover the ability of pharmacists to manage their own time and work contribution, supervise staff and work cooperatively with others, as well as their ability to provide leadership in the areas of planning and management of resources and services. The competencies address pharmacists' ability to deal with contingencies in the workplace as well as routine work.

Competency Unit 8.1 – Plan and manage work time

This Unit covers the ability of pharmacists to manage work activities and contingencies within available time to complete tasks according to established deadlines or targets.

Element 1: Plan the use of time

1. Accepts the need for careful time management.
2. Knows the tasks to be undertaken when planning time use.
3. Assigns priorities to tasks in accordance with goals and objectives and other relevant task characteristics.

Element 2: Manage time and tasks

1. Allocates available time to required tasks.
2. Seeks additional support required to complete tasks in a timely manner.
3. Seeks additional information and guidance required to complete tasks in a timely manner.
4. Manages problems/issues that may act as barriers to the timely completion of tasks.

Element 3: Complete tasks on time

1. Accepts responsibility for completing tasks in a timely manner.
2. Completes tasks in a timely manner.

Are these elements part of the practice of pharmacy I undertake? Yes No

If Yes, Based on my current practice:

- I am competent
- I am competent but feel my practice will benefit from further professional development

Competency Unit 8.2 – Manage own work contribution

This Unit is concerned with the way in which pharmacists apply themselves to ensure their contribution in the workplace is consistent with their role and appropriate for furthering the activities of the pharmacy service (and a wider organisation where relevant). It addresses the way in which pharmacists manage and organise their own work.

Element 1: Understand the work environment

1. Understands the structure in which they work.
2. Verifies their role and responsibilities within the organisation.
3. Understands their conditions of employment.

Element 2: Assess resource requirements

1. Understands the need to assess the adequacy of available human resources.
2. Establishes the communication pathways necessary to achieve desired work outcomes.
3. Assesses the adequacy of resources available to undertake work activities.
4. Works with others to ensure resources are adequate for the usual workload.

Element 3: Manage work activities

1. Allocates resources according to established priorities.
2. Uses available resources to assist and support work effort.
3. Uses information, guidance or instructions provided by other personnel to progress work issues.
4. Ensures own work practices comply with local policies and procedures.

Element 4: Seek feedback on work performance

1. Contributes to regular reviews of own performance.
2. Responds to the outcomes of performance reviews.

Are these elements part of the practice of pharmacy I undertake? Yes No

If Yes, Based on my current practice:

- I am competent
- I am competent but feel my practice will benefit from further professional development

Competency Unit 8.3 – Supervise staff

This Unit covers the ability of pharmacists to accept responsibility for supervising the work of others and to provide the required support and advice for those staff to successfully undertake assigned tasks.

Element 1: Accept the supervisory role

1. Understands the nature of supervision
2. Accepts responsibility for supervising the work of others

Element 2: Delegate tasks to supervised staff

1. Analyses the component parts of the task and the expected outcomes.

2. Recognises the extent to which a staff member is capable of performing the task.
3. Explains the task requirements to the staff member to whom it is being delegated.
4. Confirms that staff understand task requirements.

Element 3: Assist the work effort of supervised staff

1. Works with supervised staff to establish priorities and organise work flow.
2. Assists staff to resolve work related problems.
3. Ensures work practices of supervised staff comply with local policy and procedures.

Element 4: Apply a leadership style

1. Recognises that circumstances affect the leadership style that is adopted.

Element 5: Recognise and work within various levels of responsibility

1. Understands when supervised staff may make autonomous decisions.
2. Recognises situation where additional support and/or guidance is needed for supervised personnel.
3. Seeks higher level advice to assist own supervision of others.

Element 6: Manage the work performance of supervised staff

1. Undertakes assessment of the performance of supervised staff.
2. Uses a standardised form of documentation for performance assessments.
3. Assists the performance efforts of supervised staff.
4. Understands the performance management processes of the organisation.

Are these elements part of the practice of pharmacy I undertake? Yes No

If Yes, Based on my current practice:

- I am competent
- I am competent but feel my practice will benefit from further professional development

Competency Unit 8.4 – Work in partnership with others

This Unit is concerned with how pharmacists work with others both within and outside their workplace to undertake work activities. It also encompasses the way in which pharmacists assist others to progress the work of the pharmacy service (and the wider organisation where relevant).

Element 1: Share relevant information

1. Uses formal lines of communication to provide feedback on agreed targets and processes.
2. Keeps others informed of relevant work issues.
3. Explains the effects of own actions on others.

Element 2: Contribute to the role definition of others

1. Understands the duties and responsibilities of others with whom they work, including those who are supervised.
2. Contributes to revision of the duties and responsibilities of others in the workplace.

Element 3: Participate in teamwork and partnerships of care

1. Accepts the value of partnerships and teamwork.
2. Works in partnership with others in the delivery of services to patients and other clients.

Are these elements part of the practice of pharmacy I undertake?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
If Yes,	Based on my current practice:	
	<input type="checkbox"/> I am competent	
	<input type="checkbox"/> I am competent but feel my practice will benefit from further professional development	

Competency Unit 8.5 – Plan and manage pharmacy resources

This Unit addresses the role pharmacists have in establishing an appropriate structure and human resource capability for delivering the range of pharmacy services provided and for ensuring personnel are appropriately deployed and supported. It also covers the responsibilities pharmacists have in relation to acquiring and managing the necessary equipment and products for the range of services offered.

Element 1: Establish the required structure and human resources

- 1S. Maintains a structure for the pharmacy service that is appropriate to the functions of the service.
- 2S. Establishes clear lines of responsibility in the workplace.
- 3S. Appoints personnel whose training and experience is appropriate to the defined role and responsibilities of the position.

Element 2: Balance human resources and work commitments

- 1S. Promotes optimal use of available human resources.
- 2S. Ensures resources are adequate for the volume and type of work routinely presented.
- 3S. Recognises the limits that available resources impose on service levels to patients and the community.
- 4S. Takes remedial action when service demand exceeds the capacity of available resources.

Element 3: Inform and support personnel

- 1S. Ensures personnel understand the duties and responsibilities of their position.
- 2S. Ensures others in the work environment are aware of employment legislation and conditions impacting on actions and policies in the workplace.
- 3S. Provides practical support for impaired pharmacists.
- 4S. Promotes a commitment to continuous improvement in professional capability in the workplace.
- 5S. Assists others to identify their learning and professional development needs.
- 6S. Contributes to the learning and professional development of others.
- 7S. Plans and implements training programs for other personnel.

Element 4: Acquire products and equipment

1. Works with others to ensure adequate and appropriate stock and equipment is available.
- 2S. Selects required equipment and materials.
- 3S. Establishes the arrangements by which products and equipment are procured.

- 4S.** Negotiates contracts or preferred supplier agreements for the required products and equipment.

Element 5: Manage products and equipment

1. Contributes to stock management and equipment maintenance in a manner consistent with local policy and procedures.
2. Participates in prompt withdrawal of stock or equipment that is subject to a product recall notice.
- 3S.** Establishes policies for the stock management and equipment maintenance.
- 4S.** Maintains efficient and effective materials management practices.
- 5S.** Coordinates a timely response to product recall notices.

Are these elements part of the practice of pharmacy I undertake? Yes No

If Yes, Based on my current practice:

- I am competent
- I am competent but feel my practice will benefit from further professional development

Competency Unit 8.6 – Plan and manage pharmacy services and the work environment

This Unit covers the involvement of pharmacists in managing and planning pharmacy services and in maintaining a safe and secure workplace. It addresses the responsibilities they have to ensure delivery of efficient, high quality professional services to patients and other clients of the service.

Element 1: Address service quality

1. Understands the means by which the quality of pharmacy services can be maintained and improved.
2. Contributes to maintenance of and improvement in the quality of pharmacy services.
3. Applies findings of quality improvement activities.
- 4S.** Ensures services are provided in accordance with professional standards and statutory requirements.
- 5S.** Promotes maintenance of and improvement in the quality of pharmacy services and the service environment.
- 6S.** Plans and implements activities to maintain or improve the quality of pharmacy services and/or the work environment.
- 7S.** Uses data and information gathered about pharmacy services to implement changes required to improve services.

Element 2: Promote a safe working environment

1. Understands the issues relevant to maintaining workplace safety.
2. Accepts shared responsibility with others for maintaining a safe working environment.
3. Contributes to maintenance of pharmacy service security systems.
4. Promotes maintenance of a safe and secure workplace by others.
- 5S.** Establishes a framework for workplace safety.
- 6S.** Ensures workplace safety is a priority for all personnel.
- 7S.** Ensures safe work practices are observed.

Element 3: Provide leadership

- 1S.** Establishes clear expectations for the standards and directions applicable in their area of responsibility.
- 2S.** Engenders confidence and trust from those with whom they work.
- 3S.** Serves as a role model for others in the work environment.
- 4S.** Contributes to dissemination of innovation within professional practice.
- 5S.** Promotes a positive image for the profession and its capabilities.

Element 4: Facilitate service delivery

- 1.** Assists with clarification and definition of pharmacy services.
- 2S.** Maintains a system of review of workplace practices in relation to established policies and procedures.
- 3S.** Acts as an 'expert' policy resource for others in the workplace.
- 4S.** Ensures pharmacy services and/or the service environment are designed to comply with relevant legislation.
- 5S.** Negotiates contracts for provision of pharmacy services.
- 6S.** Defines strategic team goals for delivery of pharmacy services.
- 7S.** Facilitates achievement of team goals.
- 8S.** Monitors achievement of established or agreed goals.

Element 5: Plan pharmacy services

- 1.** Contributes to the planning and development of pharmacy services.
- 2S.** Encourages input by others to the planning of pharmacy services.
- 3S.** Develops pharmacy services consistent with patient and community need, emerging trends in the practise of pharmacy and available resources.
- 4S.** Undertakes planning in response to legislative changes impacting on services or the service environment.
- 5S.** Takes into account relevant events or developments in the health sector when planning future service initiatives.
- 6S.** Manages change in the workplace that is related to changes to professional services or the service environment.

Are these elements part of the practice of pharmacy I undertake? Yes No

If Yes, Based on my current practice:

- I am competent
- I am competent but feel my practice will benefit from further professional development

Notes

Notes

PHARMACY BOARD OF VICTORIA

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