

## SPEP 1-3: Community 1 Learning Objectives

Pharmacy students are trained in accordance with the competency elements of the National Association of Pharmacy Regulatory Authorities (NAPRA)<sup>1</sup>. The table below reflects 9 competency elements associated with learning objectives and specific learning activities. By the end of the SPEP Community 1 Rotation, the student will be able, but not limited, to do the following:

<b>Professional Competency #1: Ethical, Legal and Professional Responsibilities</b>	
1.1.	Maintain awareness of the legal requirements and regulations to the practice setting
	<ul style="list-style-type: none"> <li>Describe workplace, safety, and other related legislation to the practice setting</li> </ul>
1.2.	Uphold ethical principles
	<ul style="list-style-type: none"> <li>Behave in an ethical manner for the interest of the patient and the profession</li> </ul>
1.3.	Maintain awareness of illegal, unethical, or unprofessional actions or situations in practice
	<ul style="list-style-type: none"> <li>Discuss emerging issues, products, services that may impact patient care</li> </ul>
	<ul style="list-style-type: none"> <li>Respond openly to positive feedback and modify behavior, if necessary</li> </ul>
1.4.	Apply principles of professionalism
	<ul style="list-style-type: none"> <li>Maintain confidentiality when engaging in site specific or patient specific information</li> </ul>
	<ul style="list-style-type: none"> <li>Demonstrate respect for patients and other healthcare personnel</li> </ul>

<ul style="list-style-type: none"> <li>• Practice self-assessment by recognizing one's limitation and implementing a self-learning plan</li> </ul>
<ul style="list-style-type: none"> <li>• Demonstrate accountability for actions and decisions</li> </ul>
<ul style="list-style-type: none"> <li>• Display conscientiousness and follow through on tasks and actions</li> </ul>
<ul style="list-style-type: none"> <li>• Discuss situations of actual and perceived conflict of interest</li> </ul>
<ul style="list-style-type: none"> <li>• Utilize time efficiently and is punctual</li> </ul>
<ul style="list-style-type: none"> <li>• Adhere to professional attire</li> </ul>
<p><b>Professional Competency #2: Patient Care</b></p>
<p>2.1. Develop a professional relationship with the patient</p>
<ul style="list-style-type: none"> <li>• Observe the preceptor interact with patients or caregivers and pay attention to how the preceptor introduces him/herself to the patient, shows empathy, speaks at a level appropriate to the patient, and makes the patient feel comfortable to ask questions</li> </ul>
<p>2.2. Obtain information about the patient</p>
<ul style="list-style-type: none"> <li>• Under preceptor supervision conduct at least 1 interview with a patient or caregiver in order to get information on his/her health concerns and needs</li> </ul>
<ul style="list-style-type: none"> <li>• Describe the appropriate procedure for contacting the prescriber with questions concerning a patient's prescription</li> </ul>
<p>2.3 Assess the patient's health status and concerns</p>
<ul style="list-style-type: none"> <li>• Observe the preceptor interview patients to determine referral to a physician, need for medication, medication compliance and monitoring needs</li> </ul>
<ul style="list-style-type: none"> <li>• Under preceptor supervision, interview at least 1 patient to assess the need for treatment or referral to a physician</li> </ul>

<ul style="list-style-type: none"> <li>• Under preceptor supervision, interview at least 1 patient or caregiver to assess medication compliance</li> </ul>
<ul style="list-style-type: none"> <li>• Under preceptor supervision, interview at least 1 patient or caregiver to assess health literacy</li> </ul>
<ul style="list-style-type: none"> <li>• Observe the preceptor instruct at least 1 patient or caregiver on how to use a blood pressure and blood glucose meter</li> </ul>
<ul style="list-style-type: none"> <li>• Under preceptor supervision, instruct at least 1 patient on how to use a blood pressure machine or blood glucose monitor</li> </ul>
<p><b>Professional Competency #3: Product Distribution</b></p>
<p>3.1. Dispense a product safely and accurately that is appropriate for the patient</p>
<ul style="list-style-type: none"> <li>• Identify, read, and evaluate components of the prescription</li> </ul>
<ul style="list-style-type: none"> <li>• Select, count, label, and package prescriptions accurately</li> </ul>
<ul style="list-style-type: none"> <li>• Review a prescription for appropriateness of drug, route, dose, quantity, drug interactions, duplication, duration, allergies, patient specific conditions, and cost effectiveness</li> </ul>
<ul style="list-style-type: none"> <li>• Enter prescriptions into a medication database, if available</li> </ul>
<ul style="list-style-type: none"> <li>• Perform calculations for compounding, dispensing, and administering medications</li> </ul>
<ul style="list-style-type: none"> <li>• If applicable, prepare and compound extemporaneous preparations</li> </ul>
<ul style="list-style-type: none"> <li>• Describe the process for assuring accuracy in all steps of processing prescriptions and list at least 2 measures used at the site to prevent dispensing errors</li> </ul>
<ul style="list-style-type: none"> <li>• Explain the process to assure the work accuracy of pharmacy support personnel (technicians and cashiers)</li> </ul>
<ul style="list-style-type: none"> <li>• Identify drug diversion and drug misuse in the pharmacy and name at least 1 safety measure used to prevent medication diversion or misuse</li> </ul>

**Professional Competency #4: Practice Setting**

4.1. Familiarize with the operations in the practice setting

- Discuss how medications are organized on the shelves (e.g. therapeutic class, generic/brand name, fast movers, formulations)
- Describe the role of each pharmacy personnel (e.g. pharmacists, technicians, cashiers, other)
- Discuss if the number of personnel is adequate to complete the workload for each shift

4.2. Be familiar with medication ordering, receipts, returns, and related inventory control

- Review the policies and procedures of the pharmacy including those related to medication storage, inventory, as well as for the preparation, clean-up, and disposal of all types of medications
- Discuss how often it occurs and the time required to receive the order once it has been placed
- State how expired medications are disposed at the site

4.3. Be familiar with record keeping activities to ensure safe, effective and efficient patient care

- Discuss the licensing and regulatory procedures for operation of the pharmacy
- Discuss the requirements for obtaining a pharmacist license to work in a community pharmacy in Qatar
- Be exposed to third party billing procedures and list at least 2 insurance plans accepted at the site

**Professional Competency #5: Health Promotion**

5.1 Engage in health promotion activities with the patient

<ul style="list-style-type: none"> <li>Observe the preceptor educate at least 1 patient on health wellness, improvement, and/or disease prevention</li> </ul>
<ul style="list-style-type: none"> <li>Under preceptor supervision, educate at least 1 patient on health wellness, improvement, and/or disease prevention</li> </ul>
<p><b>Professional Competency #6: Knowledge and Research Application</b></p>
<p>6.1 Apply knowledge and judgment into the decision-making process.</p>
<ul style="list-style-type: none"> <li>Perform a literature search for at least 1 journal article that pertains to patient care at the rotation site; read and analyze the article with the preceptor</li> </ul>
<p>6.2 Respond to questions using appropriate strategies</p>
<ul style="list-style-type: none"> <li>Identify and utilize medical references to answer drug information questions</li> </ul>
<p>6.3. Apply relevant information to practice</p>
<ul style="list-style-type: none"> <li>Provide drug information requests to healthcare providers in a timely and accurate fashion</li> </ul>
<ul style="list-style-type: none"> <li>Provide at least 1 drug information request to a health care provider under the supervision of the preceptor and document the response and the references utilized.</li> </ul>
<p><b>Professional Competency #7: Communication and Education</b></p>
<p>7.1 Establish and maintain effective communication skills</p>
<ul style="list-style-type: none"> <li>Observe the preceptor interact and communicate with physicians (over the phone), pharmacists, and pharmacy technicians</li> </ul>
<ul style="list-style-type: none"> <li>Under the supervision of the preceptor, have at least 1 interaction with a physician (over the phone, if possible) and 1 pharmacist with regards to a medication-related problem</li> </ul>
<ul style="list-style-type: none"> <li>Use listening skills consistently when performing professional functions</li> </ul>

<ul style="list-style-type: none"> <li>• Use correct grammar, punctuation, and spelling in written communication</li> </ul>
<ul style="list-style-type: none"> <li>• Use correct pronunciation of technical, medical, and pharmaceutical terminology</li> </ul>
7.2 Implement safe, effective and consistent communication systems.
<ul style="list-style-type: none"> <li>• Communicate at the appropriate level for a given situation</li> </ul>
<ul style="list-style-type: none"> <li>• Communicate in a self-assured, confident manner</li> </ul>
7.3 Provide education to a group of patients or healthcare providers
<ul style="list-style-type: none"> <li>• Prepare a 10-15 minute presentation that would be beneficial to the practice site</li> </ul>
<ul style="list-style-type: none"> <li>• Present a journal club to the pharmacy staff (see 6.1)</li> </ul>
<b>Professional Competency #8: Intra and Inter-Professional Collaboration</b>
8.1. Maintain collaborative professional relationships
<ul style="list-style-type: none"> <li>• Explain what collaborative care is with respect to pharmacists and other healthcare providers in the community setting</li> </ul>
<ul style="list-style-type: none"> <li>• Discuss the possible collaborative care opportunities available at the practice setting</li> </ul>
<b>Professional Competency #9: Quality and Safety</b>
9.1. Contribute to a culture of patient safety
<ul style="list-style-type: none"> <li>• Understand and if possible, participate in patient safety initiatives available at the pharmacy</li> </ul>

9.2. Become familiar with continuous quality improvement and risk management activities related to pharmacy practice

- Recognize commonly used pharmacy abbreviations and medical terminology
- Recognize unsafe abbreviations used at the practice setting and discuss with the preceptor
- Discuss with the preceptor the procedure if a medication incident, prescription error, or adverse drug event occurs

<sup>1</sup>[http://www.napra.ca/Content\\_Files/Files/competencies.pdf](http://www.napra.ca/Content_Files/Files/competencies.pdf)([http://napra.ca/content\\_files/files/com\\_p\\_for\\_cdn\\_pharmacists\\_at\\_entrytopractice\\_march2014\\_b.pdf](http://napra.ca/content_files/files/com_p_for_cdn_pharmacists_at_entrytopractice_march2014_b.pdf))