Post-Graduate Structured Practical Training and Evaluation Guide for Alberta Pharmacist Interns at Entry to Practice

Post-Graduate Evaluation Guide for Interns and Preceptors

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About the Program

Program Goals:
The goal of this program is to assess the entry to practice competencies of the pharmacist intern in a structured, 100 hour timeframe while practicing in a typical practice setting.

This program provides a framework for evaluating the competencies required of pharmacists at the point of licensure in Alberta. It is based on the entry to practice competencies under development at the National Association of Pharmacy Regulatory Authorities (NAPRA).

The competencies, and the corresponding evaluation of those competencies, require as a prerequisite the completion of an accredited degree program in pharmacy. It is recognized that the knowledge, skills and attitudes gained in the completion of an accredited program will provide the foundation for all competencies. Through these competencies, pharmacists assist individuals and groups to achieve desired health outcomes by providing current, rational, safe and cost-effective pharmaceutical information, products and services.

This program provides a means whereby a preceptor can evaluate the entry to practice competencies of a pharmacist intern who has completed an undergraduate degree program in pharmacy. In the 100-hour timeframe of this program, an intern should be able to demonstrate each of these competencies in practice, or for the purpose of evaluation, demonstrate in a role-play situation the competency under evaluation.

The Practice Environment:
Pharmacists work in a wide variety of practice environments. This evaluation program may be conducted in any licensed community pharmacy or accredited institutional setting in which the practice of pharmacy occurs; however, the environment must provide patient care and drug distribution opportunities to facilitate evaluation of these skills.

The Preceptor:
The preceptor must be a registered clinical pharmacist. Further, for a preceptor to be able to supervise and evaluate an intern’s restricted activities, that preceptor must be authorized to perform that activity and have no restrictions on his practice permit that would prevent him from acting as a preceptor.
Supervision of the Intern:
Once an intern is registered on the Provisional Register, a preceptor may provide either direct or indirect supervision of that intern. For the purpose of evaluation, the interaction with that intern must be direct. At other times, the preceptor may allow the intern to work under indirect supervision if the following conditions are met:

- Have procedures in place that:
  - comply with the Standards of Pharmacist Practice,
  - ensure the safety and integrity of the dispensing or compounding of drugs by the individual you are supervising,
- Ensure that the individual you are indirectly supervising complies with the procedures, and
- You are readily available for consultation by the individual you are supervising and, if necessary, available to provide hands-on assistance to that individual.

Evaluation of the Intern

The evaluation forms are designed to guide the preceptor and the intern through the evaluation of competencies. The elements comprising each competency are listed as well as activities the intern can perform to demonstrate mastery of each element.

When an intern is accepted at a pharmacy for the 100 hour Structured Practical Training segment of their internship, the college must be notified. The intern and preceptor must both complete the Notification of Program form and send it to ACP. At the end of the 100 hour evaluation period, if the preceptor feels that the intern has demonstrated the competencies required of a pharmacist at entry to practice, he or she should complete the Completion of Program form and send it to ACP with the completed evaluation form.
Competencies of Entry Level Pharmacists

**Patient Care**
Pharmacists, in partnership with patients and other health care professionals, use their unique knowledge and skills to meet patients’ drug related needs and to achieve optimal patient outcomes and patient safety.

**Collaboration and Team Work**
Pharmacists work in collaborative health care teams to optimize patient safety and to improve health outcomes.

**Ethical, Legal and Professional Responsibilities**
Pharmacists practise within legal requirements, demonstrate professional integrity and act to uphold professional standards of practice and codes of ethics.

**Drug, Therapeutic and Practice Information**
Pharmacists assume responsibility for accessing, retrieving, evaluating and exchanging relevant information to ensure safe and effective patient care.

**Communication and Education**
Pharmacists communicate with and provide education to groups and individuals in order to support optimal patient care and to promote health.

**Drug Distribution**
Pharmacists manage drug distribution functions to ensure the safety, accuracy and quality of supplied products.

**Management Knowledge and Skills**
Pharmacists apply knowledge, principles and skills of management with the goal of optimizing patient care and inter-professional relationships.
Competency #1: Patient Care

Competency Unit

Pharmacists, in partnership with patients and other health care professionals, use their unique knowledge and skills to meet patients’ drug related needs and to achieve optimal patient outcomes and patient safety.

Competency Elements:

1.1 Develop a trusting professional relationship with the patient where both parties are interacting in a way where the obligations and expected benefits are clearly defined.
   i. establish and maintain rapport by using effective communication skills.
   ii. demonstrate a caring, empathetic, and professional attitude.
   iii. elicit the patient’s needs, values and desired level of care and desired outcomes regarding drug therapy.
   iv. assess the impact of factors that facilitate or impede the health of individual patients.

1.2 Gather patient information.
   i. identify and use relevant sources of information (e.g., patient, laboratory data, chart, profile, other health care professionals, etc.).
   ii. actively listen and interpret the information provided (e.g., medical and social history, adverse drug reactions, allergies, medication use, etc.).
   iii. assess the relevance of the information.

1.3 Establish and maintain a collaborative relationship with health care professionals in order to:
   i. share relevant information,
   ii. determine if a referral is necessary and identify the most appropriate health care professional or agency.
1.4. Assess the health status of the patient.
   i. use appropriate data, techniques and procedures to assess the patient’s health.
   ii. use knowledge base to comprehend the scope and breadth of the patient’s health problem.
   iii. identify factors that impact on the therapeutic outcome.

1.5. Identify the patient’s desired therapeutic outcomes.
   i. integrate knowledge of the patient’s health status with knowledge of drug and non-drug treatment options.
   ii. outline the benefits and/or consequences of the treatment options.
   iii. enable the patient to make choices.

1.6. Identify and prioritize actual and potential drug therapy problems.

1.7. Develop a therapeutic plan.
   i. identify and assess treatment strategies, including drug and non drug therapies using an evidence-informed approach.
   ii. select therapeutic options.
   iii. consult with the patient and, if necessary, health care professionals.

1.8 Support the implementation of the therapeutic plan.
   i. explain the rationale for the proposed treatment.
   ii. provide patient education.
   iii. assess patient understanding of the therapeutic plan.
1.9 Monitor the patient’s progress and assess therapeutic outcomes.
   i. recognize the important clinical indicators.
   ii. identify and apply monitoring/intervention techniques and timelines.
   iii. specify outcomes with measurable therapeutic end points.
   iv. discuss with the patient the ongoing responsibilities of the pharmacist, patient and other health care professionals.
   v. conduct follow-up consultation(s) to evaluate the therapeutic effectiveness.

1.10 Document findings of patient information assessment, recommendations made and actions taken.
   i. identify the purpose of the documentation.
   ii. maintain the patient’s health record.
   iii. document identified drug therapy problems.
   iv. document the intervention, patient’s outcome and follow-up.
   v. document communication with patient and health care professionals.
Competency #2: Professional Collaboration and Team Work

Competency Unit

Pharmacists work in collaborative health care teams to optimize patient safety and improve health outcomes.

Competency Elements:

2.1 Develop collaborative relationships with health care professionals such that the obligations and expected benefits are clearly defined.

2.2 Cooperate with and show respect for all members of the inter-professional team.
   i. make expertise available to others.
   ii. share relevant information.
   iii. contribute to defining objectives shared by all professions concerned.
   iv. support other professionals and accept their support to optimize health outcomes.
   v. participate in collaborative health related research.

2.3 Promote health and wellness in the community.

2.4 Contribute to the discovery of new knowledge and skills.

2.5 Understand, participate in and promote safety initiatives.
Competency #3: Ethical, Legal and Professional Responsibilities

Competency Unit:

Pharmacists practise within legal requirements, demonstrate professional integrity and act to uphold professional standards of practice and codes of ethics.

Competency Elements:

3.1 Apply legal and ethical requirements including federal and provincial/territorial legislation, policies, by-laws and standards.

3.2 Uphold and act on the ethical principle that a pharmacist’s primary accountability is to the patient.
   i. ensure patient confidentiality.
   ii. advocate on behalf of the patient.
   iii. involve the patient in decision-making.
   iv. respect the right of the patient to make their own choices.
   v. consider patient-specific circumstances.

3.3 Demonstrate personal and professional integrity.
   i. accept responsibility for actions and decisions.
   ii. show respect for the dignity of the patient.
   iii. maintain appropriate professional boundaries.
   iv. practise within personal limits of knowledge, skills and abilities.

3.4 Demonstrate an understanding of the Canadian health care system and the role of the pharmacist and other health care professionals within it.
3.5 Demonstrate an understanding of the importance of professional development.
   i. assess own learning needs.
   ii. develop a plan to meet learning needs.
   iii. seek and evaluate learning opportunities to enhance practice.
   iv. incorporate learning into practice.

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Competency #4: Drug, Therapeutic and Practice Information

Competency Unit:

Pharmacists assume responsibility for accessing, retrieving, evaluating and exchanging relevant information to ensure safe and effective patient care.

Competency Elements:

4.1 Clearly define the question(s) to be researched.
   i. clarify requests for information.
   ii. identify key targets (audiences).

4.2 Identify appropriate sources of relevant information.
   i. name major sources of information.
   ii. discuss the appropriateness of these sources.
   iii. assess the value of the sources.

4.3 Retrieve information from relevant sources.
   i. use a variety of retrieval techniques to access relevant information.
   ii. assess the suitability and reliability of these techniques.

4.4 Evaluate scientific information.
   i. assess the adequacy of research design.
   ii. assess the relevance, applicability, accuracy, reliability, validity, and generalizability of information.
4.5 Organize information and develop a knowledge exchange strategy.
   i. determine key messages.
   ii. identify barriers to uptake.
   iii. identify target audience.
   iv. determine and apply methods for knowledge exchange.
   v. assess outcomes.

4.6 Identify issues in pharmacy practice and drug utilization.
   i. interpret information in order to address issues in individual pharmacy practice.
   ii. use findings to improve practice.
   iii. communicate results to appropriate audiences
Competency #5: Communication and Education

Competency Unit:

Pharmacists communicate with and provide education to groups and individuals in order to support optimal patient care and to promote health.

Competency Elements:

5.1 Demonstrate effective communication skills.
   i. demonstrate comprehension and proficiency in written and verbal English or French.
   ii. demonstrate appropriate verbal, non-verbal and listening skills.
   iii. demonstrate effective interview techniques.
   iv. display clear, concise and effective writing skills.
   v. select appropriate communication techniques for use with patients and other health care professionals.

5.2 Demonstrate sensitivity, respect and empathy when communicating with diverse groups or individuals.
   i. demonstrate an understanding of the impact that individual differences have on communication.

5.3 Optimize patient care through education and health promotion.
   i. use knowledge base to discuss health care issues.
   ii. identify factors that are barriers to, or facilitators of, health and wellness in individuals and groups.
   iii. collaborate with patients and other health care professionals in the development of health promotion strategies.
5.4 Design, implement and evaluate an education plan.
   i. identify the learning needs of participants.
   ii. assess personal abilities to carry out a particular educational plan.
   iii. select educational methods that are appropriate for the learner(s).
   iv. implement an educational plan for individual or groups.
   v. assess outcomes.

- Not acceptable
- Needs Improvement
- Acceptable
- Excellent
Competency #6: **Drug Distribution**

**Competency Unit:**

Pharmacists manage drug distribution functions to ensure the safety, accuracy and quality of supplied products.

**Competency Elements:**

6.1 **Apply relevant knowledge in the performance of tasks related to:**
   - i. interpretation of drug orders,
   - ii. identification of bioequivalency and interchangeability of multi-source drugs,
   - iii. performance of pharmaceutical calculations,
   - iv. selection of quality products and ingredients,
   - v. demonstration of compounding and dispensing, including labeling,
   - vi. preparation of sterile products,
   - vii. identification of storage and handling conditions to ensure stability,
   - viii. acquiring and disposing of drugs.

   ![Rating Scale]

6.2 **Demonstrate ability to supervise drug distribution.**
   - i. maintain safe and effective systems of drug supply and distribution.
   - ii. adhere to distribution policies and procedures.
   - iii. supervise support staff.

   ![Rating Scale]

6.3 **Respond to drug distribution incidents.**
   - i. acknowledge the incident.
   - ii. take necessary steps to resolve issues arising from the incident.
   - iii. implement measures to prevent reoccurrences.
   - iv. document and report the incident and resolution.

   ![Rating Scale]
6.4 Monitor drug distribution patterns.
   i. recognize and respond to patterns of unusual drug distribution (e.g., diversion, fluctuations in utilization, etc.).

Not acceptable  Needs Improvement  Acceptable  Excellent
Competency #7: Management Knowledge and Skills

Competency Unit:

Pharmacists apply knowledge, principles and skills of management with the goal of optimizing patient care and inter-professional relationships.

Competency Elements:

7.1 Supervise personnel such that delegated functions are carried out to meet accepted standards.
   i. apply management principles and skills relevant to human and physical resources.
   ii. define accepted standards, policies and procedures.
   iii. demonstrate the principles of effective inter-professional and intra-professional working relationships.

7.2 Effectively manage workflow.
   i. demonstrate organizational skills.
   ii. prioritize and organize workflow.
   iii. demonstrate time management skills.

7.3 Understand management principles pertaining to pharmacy practice including:
   i. financial resources,
   ii. inventory,
   iii. information resources (e.g., reference library, information technology, legal documents, etc.),
   iv. human resources,
   v. quality assurance.
7.4 Interpret and apply the drug utilization, reimbursement and pharmacoeconomic policies of health care facilities, agencies and third party payment plans (e.g., generic substitution, therapeutic interchange, etc.).

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Not acceptable | Needs Improvement | Acceptable | Excellent |
NOTIFICATION OF PROGRAM

**Intern**

Please be advised that I, ____________________________, will begin
(Include last name of Intern)
_____ hours of post graduate structured practical training on ______________________.
day/month/year

Intern Registration #______________
Name of Pharmacy: ____________________________ License #: _____________
Address: ______________________________________
Town/City: ____________________________ Postal Code: ____________

_________________________ __________________________
Date Signature of Intern

**Preceptor**

I, ____________________________, have agreed to accept
(name of preceptor)
__________________________ as an intern for the required post graduate
(name of intern)
structured practical training program.

I understand this structured practical training must be served in a normal work week pattern which consists of not less than 20 hours and not more than 40 hours per week.

_________________________ __________________________
Date Signature of Preceptor

_________________________ __________________________
Registration Number of Preceptor

Return this form (via fax or mail) to the ACP office at the commencement of internship hours.
Alberta College of Pharmacists  
Post Graduate Structured Practical Training Program

COMPLETION OF PROGRAM

This certifies that ___________________________________________    ________________  
Name of Intern        Intern Registration #

has successfully completed ______ hours of post graduate structured practical training.

______________________   __________________________ ________  
Date             Signature of Preceptor

__________________________________  
Registration Number of Preceptor

Return this form and the evaluation form (page 6 – 19) to the ACP office (via fax or mail) at the completion of internship hours.