REQUIRED COMPETENCY AREAS, GOALS, AND OBJECTIVES FOR INTERNATIONAL PHARMACY PRACTICE RESIDENCY PROGRAMS

Introduction

Competency areas, goals, and objectives are for use with the *ASHP Accreditation Standard for International Pharmacy Practice Residency Programs.* All required competency areas, including all of the goals and objectives falling under them, must be included in all programs. Programs may add one or more additional competency areas. Programs selecting an additional competency area are not required to include all of the goals and objectives in that competency area. In addition to the potential additional competency areas, programs are free to create their own additional competency areas with associated goals and objectives. Each of the goals falling under the program's selection of program competency areas (required and additional) must be evaluated at least once during the residency year. In addition, elective competency areas may be selected for specific residents only. Each of the document's objectives has been classified according to the current Cognitive Domain of *Bloom's Taxonomy*; see Appendix I for more information.

DEFINITIONS:

Competency Areas: Categories of the residency graduates' capabilities.
Competency areas fall into one of three categories:

Required: Six competency areas are required (all programs must include them and all their associated educational goals and objectives in their program design).

Additional: Competency area(s) other than the six areas required for all programs that may be selected to add as required competencies for their specific residency program.

Elective: Competency area(s) selected optionally for specific resident(s).

Educational Goals (Goal): Broad statement of abilities.

Educational Objectives: Observable, measurable statement describing what residents will be able to do as a result of participating in the residency program.

Criteria: Examples intended to help preceptors and residents identify specific areas of successful skill development or needed improvement in residents' work.

<u>**Required Competency R1: Practice Foundation Skills**</u>
Goal R1.1:   Demonstrates the characteristics of a professional pharmacist.

OBJECTIVE R1.1.1: (Applying) Chooses daily activities that reflect the pursuit of expertise in the development of direct patient-care problem-solving skills.
Criteria:
- When presented with a problem with no ready solution, pursues additional content knowledge and problem-solving strategies

- Regularly integrates new learning into subsequent performances of a task until expectations are met.

- Routinely seeks applicable new learning opportunities when performance does not meet expectations.

- Assumes responsibility for personal work quality and improvement.

- Sets and meets realistic goals and timelines.

OBJECTIVE 1.1.2: (Applying) Participates in the activities of local, regional, national, and international professional pharmacy organizations.
Criteria:
- Is a member of and actively participates in the local, regional, national, and/or international pharmacy association.

- Discusses the comparative benefits to his/her own practice of membership in the array of associations at each level.

OBJECTIVE 1.1.3: (Applying) Consistently maintains personal self-control and professional decorum.
Criteria:
- Maintains awareness and control of his/her emotions.

- Demonstrates awareness of own values, and motivations.

- Demonstrates enthusiasm, self-motivation, and "can-do" approach.

OBJECTIVE 1.1.4: (Applying) Apply a process of on-going self-Evaluating and personal performance improvement.
Criteria:
- Accurately assesses successes and areas for improvement (e.g., staffing projects, teaching) in managing his/her own practice.

- Makes accurate, criteria-based assessments of his/her own ability to perform practice tasks.

- Effectively uses a self-Evaluating process for developing and monitoring progress on professional direction, goals, and plans.

- Demonstrates effective workload management, prioritization, and time management skills to fulfill practice responsibilities.

- Demonstrates ability to use and incorporate constructive feedback from others.

- Effectively uses principles of continuous professional development (CPD) planning (reflect, plan, act, evaluate, record/review).

OBJECTIVE 1.1.5: (Applying) Functions effectively as a member of the health care team.
Criteria:
- Communicates effectively with subordinates, peers, and superiors

- Displays sensitivity for coworkers' work-related problems, stresses, and other time commitments

- Effectively manages own stress

- Shows respect for others' expertise

- Works collaboratively within the organization's political and decision-making structure.

- Presents pharmacy practice concerns, solutions, and interests in an appropriate manner, maintaining cultural awareness at all times

- Demonstrates personal commitment to and adheres to organizational and departmental policies and procedures.

OBJECTIVE 1.1.6: (Applying) Maintains confidentiality of patient information.
Criteria:
- Observes legal and ethical guidelines for safeguarding the confidentiality of patient information.

- Observes the patient's rights when handling patient information, as stated in applicable legislation and the hospital's/organization's policies and procedures.

- Has signed the hospital's patient confidentiality statement per Joint Commission or other accrediting body requirements

OBJECTIVE 1.1.7: (Applying) Act ethically in the conduct of all job-related activities.
Criteria:
- When presented in practice with an ethical dilemma, chooses a course of action that reflects accepted ethical standards for pharmacists

- Seeks organizational resources for ethical dilemma management

- Seeks literature resources for ethical dilemma management

- Explain the role of the pharmacist in establishing policies for working with the pharmaceutical industry
- Discusses the department's and hospital's policies for working with the pharmaceutical industry

- Discusses the importance of establishing policies and procedures for working with the pharmaceutical industry

- Describes an appropriate working relationship with the pharmaceutical industry, including business and ethical considerations

OBJECTIVE 1.1.8: (Applying). Uses an organized system for staying current with pertinent literature
Criteria:
- System includes review of all pertinent literature

- System is efficient

- System is comprehensive

- System is reliable

Goal R1.2: Communicates clearly when speaking or writing.

OBJECTIVE 1.2.1: (Applying) Organizes all written or oral communication in a logical manner.
Criteria:
- Communication clearly states the primary theme or purpose

- Communication provides credible background to support or justify the primary theme

- Communication contains properly sequenced and logically conceived ideas

OBJECTIVE 1.2.2: (Applying) Addresses all communication at the level appropriate for the audience.
Criteria:
- Depth of communication is appropriate to the audience

- Chooses language, words and terms appropriate to the audience

- Length of communication is appropriate to the situation

- When important, assesses that the communication is understood by the receiver

OBJECTIVE 1.2.3: (Applying) Uses correct grammar, punctuation, spelling, style, and formatting conventions in preparing all written communications.
Criteria:
- Style is appropriate for the audience

- Punctuation, spelling and formatting conventions are observed in written communication

- Correct grammar is employed in written or oral communication

OBJECTIVE 1.2.4: (Applying) Uses listening skills effectively in performing job functions.
Criteria:
- Accurately paraphrases the speaker's ideas

- Responses show respect for the speaker's attitudes and feelings

- Maintains eye contact with the speaker, if culturally appropriate

- Body language reflects an open and non-judgmental attitude

OBJECTIVE 1.2.5: (Applying) Uses persuasive communication techniques effectively.
Criteria:
- Creates an atmosphere of openness

- Skillfully defuses negative reactions

- Communication conveys expertise

- Communication conveys trustworthiness

- Communication conveys care for the other person

- Communication is assertive, but not aggressive

- Communication conveys personal dynamism

OBJECTIVE 1.2.6: (Applying) Prepare all communications so that they reflect a positive image of a pharmacy professional.
Criteria:
- Communication is at the correct level of formality

- Recipient is appropriately addressed

- Written communication is neat and professional looking

OBJECTIVE 1.2.7: (Applying) Displays a caring attitude toward patients in all aspects of job responsibilities
Criteria:
- Explain the concept of "caring" within the context of the delivery of patient care

- Explanation differentiates between caring "for" a patient and caring "about" a patient

- Explanation emphasizes the need to establish a one-to-one relationship with the patient

- Explanation emphasizes the need to express personal concern for the well-being of the patient

- Explanation emphasizes the need to act in the patient's best interest

- Explanation includes understanding that caring may extend to consideration of caregivers (e.g., family of geriatric or pediatric patient)

- Explanation includes understanding the care needs of vulnerable patients (e.g. pediatrics, geriatrics, mentally ill patients)

OBJECTIVE 1.2.8: (Applying) Combines compassion with the delivery of pharmacy services.

Criteria:
- Maintains compassion and involvement with the patient and/or caregiver while effectively coping with his/her emotional response to the situation and maintaining a professional decorum.

Goal R1.3: Solves practice problems efficiently.

OBJECTIVE R1.3.1: (Applying) Demonstrate consistent use of a systematic approach to problem solving.
Criteria:
- Correctly identifies the problem to be solved

- Takes the initiative and seeks information to solve the problem

- Accurately identifies appropriate sources of information needed to solve the problem

- Explores logical alternative approaches to solving the problem

- Chooses the most appropriate plan for solving the problem

- Evaluates the success of implementing the plan

- Initiates an alternative plan if the problem is not solved

- If the problem involves risks, correctly identify the risks, analyze and prioritize the risks and propose/employ appropriate risk mitigation to minimize or eliminate the risks

OBJECTIVE R1.3.2: (Applying) Uses consensus-building skills.
Criteria:
- Assesses the desirability of group input

- Identifies the type of decision needed (debatable, exploratory, negotiated, routine, emergency decisions)

- Selects appropriate tools for group action (i.e., brainstorming, procedure setting, individual polling, etc.)

- Provides a clear definition of the problem (What is the problem? How did we get here? What are the effects of the problem?)

- Communicate a clear understanding of who has the responsibility for the decision

- Uses effective communication and open-ended questions for producing ideas (What results do we want? What solutions can we think of?)

- Selects an appropriate size of group for decision making

- Provides a means for effectively testing different alternatives relative to the problem (What decision is best for us?)

- Elicits ideas from others on how to make change go smoothly

- Facilitates commitment to the decision

- Presents an honest commitment to the group decision-making process (Who will do what, by when? Where? How?)

- Obtains agreement on the procedures and methods for decision making prior to deliberation of the issue

- Offers ideas

- Asks key or clarifying questions

- Keeps the group focused on the task

- Summarizes the problem, discussion and decisions

OBJECTIVE R1.3.3: (Applying) Uses negotiation skills effectively to resolve conflicts.
Criteria:
- Negotiation focuses on intended purpose

- Negotiation includes consideration of the other person's position

- Negotiator separates feelings about the people or the situation from the problem

- Position is based on objective criteria

- Opinions are expressed positively and without making accusations or being judgmental

- Negotiator suggests options that lead to mutual gain

- Settlement is acceptable to both sides

Required Competency R2: Drug Information, Medication Policy, and Medication Safety

Goal R2.1: Provide concise, applicable, comprehensive, and timely responses to requests for drug information from patients, health care providers, and the public.

OBJECTIVE 2.1.1: (Analyzing) Discriminate between the requesters' statement of need and the actual drug information need by asking for appropriate additional information.
Criteria:
- Accurately identifies the drug information question to be answered

- Determines if question is patient-specific

- Secures appropriate background information for question type

- Accurately identifies request urgency

OBJECTIVE 2.1.2: (Creating) Formulate a systematic, efficient, and thorough procedure for retrieving drug information.
Criteria:

- Searches the scope of resources that are appropriate to answer the question

- Search strategy matches with the response time required for the request

- Search moves appropriately from the general to the specific

OBJECTIVE 2.1.3: (Analyzing) Determine from all retrieved biomedical literature the appropriate information to evaluate.
Criteria:
- Selects only potentially pertinent information

  - Selects the quantity of information that is appropriate for the depth and time frame of the response

OBJECTIVE 2.1.4: (Evaluating) Evaluate the usefulness of biomedical literature gathered.
Criteria:
- Selects studies that have the following characteristics:

  1. Sound design

  2. Utilize appropriate statistics and statistical inference

  3. Conclusions are supported by results

- Selects only literature that has the following characteristics:

  1. Currency

  2. Lacks bias

  3. Reputable source

  4. Pertains to the question

  5. Accuracy

  6. Appropriate referencing

OBJECTIVE 2.1.5: (Analyzing) Determine whether a study's conclusions are supported by the study results.
Criteria:
- Judgement is accurate

OBJECTIVE 2.1.6: (Creating) Formulate responses to drug information requests based on Analyzing of the literature.
Criteria:

- Draws logical and accurate conclusions

- Draws conclusions that focus on answering the question

- Written and oral communication provides credible background to support or justify the primary theme

- Properly sequences ideas in written and oral communication

- Depth of communications is appropriate to the individual

- Choice of language, words and terms is appropriate to the individual

- Communication reflects the needs of the individual

- Length of communication is appropriate to the situation

- Communication conveys expertise

OBJECTIVE 2.1.7: (Creating) Provide appropriate responses to drug information questions that require the pharmacist to draw upon his or her knowledge base.
Criteria:
- Response is correct

- When correct response is unknown, indicates appropriately and provides timely follow-up

- Responds confidently

OBJECTIVE 2.1.8: (Evaluating) Assess the effectiveness of drug information recommendations provided to patients, their families or caregivers, and other health care professionals.
Criteria:
- Assessment of outcome is accurate

- If recommendation is not accepted, can explain reasons why not accepted

OBJECTIVE 2.1.9: (Creating) Use knowledge of the purpose of informational materials to provide pertinent medication-use information for health care professionals.
Criteria:
- Information reflects a clear purpose

- Information provided meets audience need

- Information is accurate

- Information is appropriately referenced

- Information is unbiased

- Ideas are expressed clearly and concisely

- ▪ Information is well organized

- ▪ Uses an effective layout

- ▪ Information is well-written

Goal 2.2: Participate in the hospital's formulary process.

OBJECTIVE 2.2.1: (Understanding) Explain the process for developing, implementing, and maintaining a formulary system.
Criteria:
- ▪ Accurately identifies the components of a formulary system

- ▪ Accurately describes the approval process for establishing a formulary

- ▪ Accurately describes the role of committees in addressing formulary issues

- ▪ Accurately describes how formularies are revised and maintained

- ▪ Accurately describes the hospital's procedures regarding exceptions to the formulary

- ▪ Accurately describes the hospital's process for making additions and deletions to the formulary

- ▪ Accurately describes how pharmacoeconomic principles are used in the formulary decision process

- ▪ Accurately describes how the hospital communicates formulary decisions to prescribers

- ▪ Accurately describes differences between hospital, health-system, and national formularies and their operations and processes

OBJECTIVE 2.2.2: (Creating) Prepare drug monographs that conform to acceptable guidelines to make recommendations for formulary status of medications.
Criteria:
- ▪ Monograph includes all appropriate components required by the organization

- ▪ Monograph conforms to style of ASHP, WHO, FIP guidelines and best practices

OBJECTIVE 2.2.3: (Creating) Make recommendations for drug class decisions based on comparative reviews.
Criteria:
- ▪ Recommendation is based on a thorough review of pertinent literature

- ▪ Recommendation is presented in the appropriate format

- ▪ Recommendation is objective

OBJECTIVE 2.2.4: (Creating) Participate in the development or modification of policies (e.g., criteria for use, restrictions, therapeutic interchanges, protocols, etc.,) for the use of medications in a hospital.
Criteria:

- Policy's criteria reflect current medical practice

- Policy's criteria are objective

- Policy's criteria are effective measures of the quality of medication-use

- Policy's criteria are relevant to the health care system

- Policy's criteria reflect the principles of patient care

- Policy's criteria reflect the use of pharmacoeconomic principles, when appropriate

OBJECTIVE 2.2.5: (Understanding) Explain the hospital's policies and procedures for handling a drug recall (if applicable).
Criteria:

- Explanation accurately describes each step in the procedure

- Actions taken comply with applicable government or professional practice guidelines, regulations, practices, etc.

- Accurately explains the effects on patient care that may result from a drug recall

Goal R2.3: Participate in the components of disease management: identification of need for, and development, implementation and assessment of, treatment guidelines/protocols related to individual and population-based patient care.

OBJECTIVE 2.3.1: (Analyzing) Participate in the identification of need for a treatment guideline/protocol related to individual and population-based patient care.
Criteria:

- The need identified is an important one for care of the hospital's patient population

OBJECTIVE 2.3.2: (Creating) Participate in the development of a treatment guideline/protocol related to patient care.
Criteria:

- Treatment guideline reflects careful consideration of systematically developed best evidence as described in *Clinical Practice Guidelines: Directions for a New Program* published by the Institute of Medicine or other compendium (e.g., WHO, FIP, etc.,)

- Treatment guideline reflects consideration of new and emerging data

- Treatment guideline reflects consideration of the culture of the hospital

OBJECTIVE 2.3.3: (Creating) Participate in the implementation of a treatment guideline/protocol related to patient care.
Criteria:
- Guideline/protocol is fully implemented

- Outcome information is provided to the prescribers/providers

OBJECTIVE 2.3.4: (Creating) Participate in evaluating the effect of implementing a treatment guideline/protocol related to patient care by assessing the outcomes of patients treated using the guideline/protocol.
Criteria:
- Judgment of outcome information is accurate

- Judgment gives appropriate weighting to humanistic as well as clinical and economic outcomes

Goal 2.4: Participate in the Medication Use Evaluation (MUE) program in the hospital.

OBJECTIVE 2.4.1: (Creating) Design a MUE that fits the hospital's goals and mission statement.
Criteria:
- MUE is selected according to the needs of the hospital

- MUE contains all pertinent portions of the medication-use process

- Criteria are developed through a multidisciplinary process

- Criteria included are appropriate

- All necessary criteria are included

- MUE methodology is appropriate

- MUE incorporates the Applying of outcome research methodology involving clinical, economic, and/or humanistic components as appropriate

- Data collection tool is easy to follow, requests the necessary information, and reflects the MUE's goals

- Design is approved by the appropriate committee

OBJECTIVE 2.4.2: (Analyzing) Collect and analyze data specified in a MUE.
Criteria:
- Collects all necessary data

- Records data accurately

- Collates information accurately

- Analyzes data according to the plan

- Draws conclusions that are supported by the data

OBJECTIVE 2.4.3: (Creating) Formulate recommendations for medication-use improvement based on the results of a MUE.
- Recommendations are supported by the conclusions

- Recommendations are appropriate for the hospital's current situation

- Recommendations are presented in such a way as to gain consensus by the policy-making group

Goal 2.5: Exercise leadership in the hospital's and in the pharmacy department's process for preventing medication errors and adverse events and for identifying, assessing, and managing those that occur.

OBJECTIVE 2.5.1: (Understanding) Explain the characteristics of a hospital's effective approach to preventing or causing medication errors and adverse events and to identifying, assessing, and managing those that occur.
Criteria:
- Cites the potential contribution of automation and technology to preventing medication events at the hospital level

- Cites the potential contribution of automation and technology to the occurrence of and prevention of medication events at the hospital level

- Cites the potential contribution of human factors to the occurrence of medication events at the hospital level

- Explains the role of a culture of safety, just culture or non-punitive reporting system in improving a hospital's safe and effective use of medications

- Explains the necessity of interdisciplinary collaboration to design and implement improvements in a hospital's medication-use process

- Explain the process of root cause analysis

- Explain the process of failure mode effect analysis

OBJECTIVE 2.5.2: (Understanding) Explain the source of health care professionals' concern for addressing system medication errors in the occurrence of medication adverse events and current interdisciplinary activities to resolve this issue.
Criteria:
- Accurately explains the current status of public knowledge regarding the occurrence of medication errors and adverse events

- Accurately explains the current status of health professional knowledge regarding the occurrence of medication errors and adverse events

- Accurately explains the concerns that payers or government entities (if applicable) have regarding the occurrence of medication errors and adverse events

- Accurately describes the scope and focus of the major current interdisciplinary efforts to address system medication errors

OBJECTIVE 2.5.3: (Applying) When a clinically significant ADE (adverse drug event) is identified, report the event following the hospital's policies and procedures and participate in determining the presence of any similar potential ADEs.
Criteria:
- Report of the clinically significant ADE follows the hospital's policies and procedures

- Identifies other similar potential ADEs, if they exist

OBJECTIVE 2.5.4: (Creating) When a clinically significant ADE is identified, participate in formulating a strategy for preventing its reoccurrence.
Criteria:
- Accurately employs the principles of root cause analysis and failure mode effect analysis

- Participation reflects respect for the knowledge of other department staff participating in strategy formulation

- Accurately identifies trends

- Effort results in a workable plan

OBJECTIVE 2.5.5: (Creating) Effectively represent the pharmacy perspective in the hospital's deliberations regarding a medication event that has occurred.
Criteria:
- Communication objectively and clearly conveys the pharmacy perspective on what has occurred

OBJECTIVE 2.5.6: (Understanding) Explain the characteristics of an effective pharmacy department approach to preventing medication events and to identifying, assessing, and managing those that occur.
Criteria:
- Explanation reflects understanding of the hospital's medication-use process as a system

- Explanation reflects understanding of system error

- Explanation reflects understanding of human factors error

- Cites the potential contribution of automation and technology to preventing medication events at the departmental level

- Cites the potential contribution of automation and technology to the occurrence of medication events at the departmental level or to the prevention of medication events at the departmental level

- Cites effective approaches to reporting and analyzing medication events

OBJECTIVE 2.5.7: (Evaluating) Participate in the monitoring of the pharmacy department's activities in the medication use process for indicators of medication events.
Criteria:
- Voluntarily reports all errors and near-misses according to the department's or hospital's reporting policy

- Report conforms to the department's or hospital's reporting policies

OBJECTIVE 2.5.8: (Analyzing) Participate in the pharmacy department's ongoing process for tracking and trending medication errors and ADEs.
Criteria:
- Follows the hospital's policies and procedures for tracking and trending medication errors and ADEs

Goal 2.6: Participate in the provision of medication compliance or adherence activities

OBJECTIVE 2.6.1 (Creating): Participate in the design or revision of an existing medication compliance or adherence strategy.
Criteria:

- Assessment of need for new program or revision of existing program demonstrates need for change

- Plan for program reflects patient needs (e.g., individual patients as well as those of the population)

- Developed plan for program addresses needs

- Developed plan for program is feasible and fiscally responsible

- Plan includes measurable endpoints

- Plan reflects support of all responsible parties

- Plan incorporates interdisciplinary team members, as appropriate

Required Competency Area R3: Practice Management and Leadership

Goal R 3.1: Demonstrate pharmacy department leadership and management skills.

OBJECTIVE 3.1.1: (Understanding) Explain elements affecting pharmacy practice in the health care system.
Criteria:
- Explains mechanisms and resources used to identify patient care needs of the population and health care system, and is able to critique reliability of information acquired

- Identifies common diseases and disease trends that affect the health care system (usual diseases of the population, idiosyncrasies of diseases in the population, etc.)

- Describes needs of patients served by the pharmacy department and the health care system and the extent to which they are being met

- Differentiates needs of the patients served by the health care system and those of the surrounding areas (e.g., city, state, country, region)

- Identifies appropriate resources to keep updated on trends and changes within the pharmacy profession and health care

- Explains laws and regulations that affect pharmacy practice

- Explains the medication review and approval process for the country (e.g., FDA, etc.)

- Explains the supply chain for medication procurement within the health care system

- Explains reimbursement systems affecting pharmacy practice and health care

- Explains external bodies and quality measures that affect pharmacy practice and the health care system

- Explains metrics used to measure pharmacy performance in the health care system

OBJECTIVE 3.1.2: (Understanding) Explain the function of the pharmacy department within the health care organization
Criteria:
- Explains the organizational structure of the hospital or organization offering the residency program

- Explains the relationships between the pharmacy department and the functional units of the health care system

- Explains the organizational structure of the pharmacy describes the roles and functions of department all functional units

- Explains the staffing model of the pharmacy department

- Differentiates processes common to the organization and the pharmacy department (e.g., performance improvement, quality management, human resources management)

OBJECTIVE: 3.1.3 (Evaluating) Assess the hospital's formulary system for its effectiveness in achieving the hospital's medication-use cost goals.
Criteria:
- Explain how formulary systems affect the cost-of-drug budget.

- Explain the different types of formulary systems (e.g., core, open, closed, managed care).

- Explain the types of information needed to assess the effectiveness of a hospital's formulary system.

- Participate in the review of formulary costs

- Compare medication costs using available cost data

OBJECTIVE 3.1.4: (Creating) Participate in the development and implementation of selected pharmacy department policies and procedures.
Criteria:
- Participates in review of existing policies

- Determines need for revision of existing policy or development of new policy

- Write a new or revise an existing departmental policy and/or procedure so that it is congruent with the hospital's goals, needs, and mission.

- Policy or procedure is congruent with the goals, needs, and mission of the hospital and/or department

- Policy or procedure conforms to regulatory, hospital, and department standards

- Policy or procedure is appropriate for the situation

- Policy or procedure is written clearly and concisely

- Procedure follows a logical sequence

- Secures approval as appropriate

OBJECTIVE 3.1.5: (Applying) Contribute to the pharmacy department performance improvement program.
Criteria:
- Effectively apply the guidelines of the department's performance improvement process.
- Accurately identifies an opportunity for improvement

- Selects appropriate indicators to monitor

- Sets appropriate thresholds for indicators, which are based on current literature, opinion, and clinical experience, and follows hospital guidelines

- Collects data relevant for the indicators

- Uses a systematic data analyzing process

- Develops an effective corrective action plan

- Effectively implements the corrective action plan

- Communicates the results to appropriate entities

OBJECTIVE: 3.1.6: (Evaluating) Contribute to processes to manage the pharmacy's inventory
Criteria:
- Assess the adequacy of the pharmacy's current system for inventory control including methods of setting inventory goals, accuracy in the receipt process, achieving higher turnover rates, handling return of merchandise, and drug recalls.

- Explain the key concepts in the management of pharmacy inventory.

- When appropriate, participate in designing and implementing improvements to the pharmacy's current system for inventory control.

OBJECTIVE: 3.1.7**:** (Applying) Participate in managing the processes to evaluate the need for, selection of, and installation of equipment and information systems.
Criteria:
- Explain processes used to determine the need for new equipment or information system

- Explain processes used to select vendors for new equipment or information system

- Contribute to the Evaluating of new equipment or information system

- Contribute to the processes used to ensure that the installation of equipment and/or information system is accomplished according to plan.

- Contribute to processes to evaluate the outcomes of installation of new equipment and/or information systems

- Contribute to processes used to maintain new equipment or information system

OBJECTIVE 3.1.8: (Understanding) Understand steps that must be taken to ensure departmental compliance with accreditation, legal, regulatory, and safety requirements (e.g., JCI or other appropriate accrediting body requirements; WHO, FIP, and/or ASHP standards, statements, and guidelines; state and federal laws regulating pharmacy practice; and OSHA regulations).
Criteria:
- Explain the effect of accreditation, legal, regulatory, and safety requirements on practice.

- States current regulatory and safety requirements

- Describes the importance of these regulations and safety requirements

- Discusses how the regulations and safety requirements affect practice

- Discusses the process by which the regulations and safety requirements are implemented

- States which agencies are responsible for regulating these requirements

OBJECTIVE: 3.1.9 (Applying) Understand the process of managing the practice area's human resources.
Criteria:
- Explains recruitment strategies for a specific position.

- Describes how to determine the duties of a specific position

- Discusses factors to consider when determining the individual's qualifications for a position

- Describes the hospital's and department's policies and procedures for screening and interviewing applicants

- Discusses what should be discussed and not discussed in an interview

- Discusses considerations in determining with whom candidates should interview

- Discusses considerations in determining how many candidates to interview

- Explain the importance of orientation and training for practice area personnel.

- Describes the purposes of orientation and training

- Discusses the roles of the hospital and of the department in orientation and training

- Describes the subjects that should be covered in the department's orientation

- Describes the subjects that should be covered in training for a specific position

- Discusses how to determine the length of training for a specific position

- Describes an effective measure for determining that a new employee is sufficiently trained for his/her position

- Describes the hospital's probationary period

- Explain the components of an employee performance evaluating system.

- Describes the performance standards for a specific position

- Describes effective ways to measure work against performance standards

- Discusses the role of subjective criteria in evaluating performance

- Explain the principles and applying of a progressive discipline process.

- Describes the components of the progressive discipline process

- Understand the principles of a systematic approach to staff development in pharmacy practice.

- Explain the steps in a systematic approach to staff development.

- Accurately describes each of the steps in a systematic approach

- Assists in evaluating the effectiveness of the pharmacy's staff development program, and assists with designing modifications to the pharmacy's current staff development process to better ensure attainment of the stated goals.

Goal R3.2: Contribute to efforts to advance pharmacy practice at the hospital/organization offering the residency program.

OBJECTIVE 3.2.1: (Understanding) Understands the vision and mission of the pharmacy department
Criteria:
- Articulates a vision statement and mission statement for pharmacy practice that is compatible with the delivery of evidence-based patient-focused pharmacy services and with the vision and mission of the hospital.

- Explain the meaning of the term "vision."

- Explain the role that vision plays in the leadership process.

- Explain the term 'mission' and how it compares and contrasts with the vision for the pharmacy department.

- Explain various leadership philosophies that effectively support direct patient care and pharmacy practice excellence.

OBJECTIVE 3.2.2: (Creating) Participates in leadership strategies that will result in the successful adoption of the vision and mission for the pharmacy.
Criteria:
- Understands the vision and mission of the pharmacy department

- Explain the meaning of the term "vision."

- Explain the role that vision plays in the leadership process.

- Explain the meaning term "mission."

- Explain the role that mission plays in the leadership process.

- Articulates a vision statement and mission statement for pharmacy practice that is compatible with the delivery of evidence-based patient-focused pharmacy services and with the vision and mission of the hospital.

- Explain various leadership philosophies that effectively support direct patient care and pharmacy practice excellence.
    - Explain the functions of leadership.
    - Compare and contrast the concepts of leadership and management.
    - Explain effective strategies for securing acceptance of an idea or plan.

OBJECTIVE 3.2.3: (Evaluating) Assess the quality of selected aspects of pharmacy services (e.g., operations, clinical, education, administrative, procurement, policy, etc.) making effective use of appropriate data.
Criteria:
- Data sources are chosen appropriately.

- Data sources are reliable and accurate.

- Reviews data using a systematic approach needed to solve problem or answer question.

- Utilizes appropriate resources for evaluation of services (e.g., best practices, etc., SWOT and other methods of evaluation)

- Develops report that accurately summarizes findings

- Share results with appropriate pharmacy managers and/or organizational managers or leaders.

OBJECTIVE 3.2.4: (Creating) When appropriate, design improvements to pharmacy services to enhance quality and implement the desired change.
Criteria:
- Evaluating effort is self-initiated.

- Evaluating effort is independently conducted.

- Idea for improvement will result in a significant improvement to the existing process.

- Leadership strategy devised for its implementation is effective in getting the idea implemented.

- There is consistent follow-through on the planned leadership activities.

OBJECTIVE 3.2.5: (Applying) Participate in the pharmacy department's short-term and long-term planning processes.
Criteria:
- Explains the purpose of strategic planning

- Accurately states the components of a strategic plan

- Accurately explains the necessary relationship between the hospital's and the department's strategic plans.

- Explain the departmental strategic planning process.

- Actively contributes to short-term planning meeting

- Contributions reflect understanding of effective short-term planning principles

- Actively contributes to a specific departmental long-term planning process

- Contributions reflect understanding of effective long-term planning principles

- Uses appropriate resources for planning purposes (e.g., best practices, regulatory or legal influences)

OBJECTIVE 3.2.6: (Applying) Contribute to the achievement of pharmacy goals through effective participation in or leading committees and informal work groups.
Criteria:
- Use group participation skills when leading a committee or informal work group.

- Keeps the group focused on meeting its purpose and responsibilities

- Prepares an effective agenda for meetings

- Meets the site needs for the meeting

- Writes effective minutes or notes

- Supplies information from the meeting to appropriate individuals

- When needed, uses consensus-building skills as follows:

  1. Assesses the desirability of group input

  2. Identifies the type of decision needed (debatable, exploratory, negotiated, routine, emergency decisions)

  3. Selects appropriate tools for group action (i.e., brainstorming, procedure setting, individual polling, etc.)

  4. Provides a clear definition of the problem (What is the problem? How did we get here? What are the effects of the problem?)

  5. Communicate a clear understanding of who has the responsibility for the decision

  6. Uses effective communication and open-ended questions for producing ideas (What results do we want? What solutions can we think of?)

  7. Selects an appropriate size of group for decision making

  8. Provides a means for effectively testing different alternatives relative to the problem (What decision is best for us?)

  9. Elicits ideas from others on how to make change go smoothly

  10. Facilitates commitment to the decision

  11. Presents an honest commitment to the group decision-making process (Who will do what, by when? Where? How?)

  12. Obtains agreement on the procedures and methods for decision making prior to deliberation of the issue

  13. Offers ideas

  14. Asks key or clarifying questions

  15. Keeps the group focused on the task

  16. Summarizes the problem, discussion and decisions

- Manages group dynamics

- Participates actively and positively in the meeting

- Makes required decisions appropriately and without hesitation

- Remains focused on the main issues

- Does his/her share of the work

OBJECTIVE 3.2.7: (Evaluating) Contribute to the development of a new pharmacy service or to the enhancement of an existing service.
Criteria:
- Determines if a current pharmacy service or program meets the stated goals.

- Identifies the need for a new service or program, or improvements to an existing service or program.

- Participates in the development of goals and measurable outcomes of a new or enhanced service or program.

- Participates in the writing of a proposal for a marketable, new or enhanced pharmacy service or program.

- Uses appropriate methods (e.g., modeling) to predict the financial outcome(s) of implementing a proposed new or enhanced service or program.

- Uses appropriate methods to predict the intended clinical outcomes of new or enhanced service or program.

- Proposal includes the necessary components of a new service or program (e.g., disease state management program).

- Proposal considers the role of other health care providers in meeting the needs of patients involved in a new service or program (e.g., disease state management programs).

- Proposal considers how potential shifts in market share should be factored into decisions on the marketability of a service or program.

- Applies an effective strategy for promoting a proposal for a new or enhanced service or program, addressing stakeholder interests.

- Participates in the development of a strategy to evaluate the effectiveness (financial, clinical, or other metric) of a new or enhanced service or program.

- Ensures compliance with relevant regulations.

OBJECTIVE 3.2.8: (Applying) Manages change effectively to achieve hospital, departmental, and/or team goals.
Criteria:
- Assures the practice environment is ready for the desired change

- Assures staff have the opportunity to acquire any necessary new knowledge or skills in order to accommodate the change

- Assures those involved in the change are motivated to exercise their roles

- Follows through by monitoring the progress of the planned change

- Keeps others informed of progress on the implemented change

OBJECTIVE 3.2.9: (Applying): Contributes to processes for developing and implementing programs that center on disease prevention, medication adherence, and wellness promotion
Criteria:
- Explains a process for developing and implementing programs for patients that center on disease prevention, medication adherence and wellness promotion

- Accurately identifies target patient population for program needs

- Describes data required to justify a program

- Describes support needed to establish a program

- Describes potential problems and challenges associated with maintaining a program

- Develops an assessment tool or process to measure patient needs

- Collaborates with appropriate colleagues to develop and implement programs that meet patient needs

- Measures outcomes of programs

- Reports outcomes measures to appropriate authorities within the pharmacy department, hospital, or governmental agencies, as appropriate

Goal R3.3: Contribute to efforts to advance pharmacy practice in the city, state, region or country.

OBJECTIVE 3.3.1 (Understanding): Maintain a current understanding of national, regional, and local health care policy.
Criteria:
- Explain current national health care policy issues.

- Explain current regional health care policy issues.

- Explain current local health care policy issues.

OBJECTIVE 3.3.2: (Creating) Work collaboratively with other pharmacy leaders to improve pharmacy services to patients.
Criteria:
- Identifies opportunities for improvements in pharmacy services

- Identifies appropriate stakeholders with interests for improvements

- Differentiates between individual patient care and population patient care needs appropriately

- Uses appropriate tools to determine feasibility of improvements (SWOT Analysis, FMEA, etc.)

- Identifies funding sources required for improvements in services (including governmental and social services available to patients)

- Collaborates with other stakeholders to develop measureable outcomes

- Collaborates with other stakeholders, and other disciplines, if appropriate to develop educational needs required.

- Develops plan

- Develops priorities for program development

- Promotes plan for acceptance and funding

- Implements plan

Required Competency R4: Patient Care

Goal 4.1: In collaboration with the health care team, provide safe and effective patient care services following a consistent patient care process.

OBJECTIVE 4.1.1: (Applying) Interact effectively with health care teams to manage patients' medication therapy.
Criteria:

- Interactions are cooperative, collaborative, communicative, and respectful.

- Demonstrates skills in negotiation, conflict management, and consensus building.

- Demonstrates advocacy for the patient.

OBJECTIVE R4.1.2 (Applying) Interact effectively with patients, family members, and caregivers.
Criteria:

- Interactions are respectful and collaborative.

- Uses effective communication skills.

- Shows empathy.

- Empowers patients to take responsibility for their health.

- Demonstrates cultural competence.

OBJECTIVE 4.1.3: (Analyzing) Collect and organize all patient-specific information needed by the pharmacist to prevent, detect, and resolve medication-related problems and to make appropriate medication therapy recommendations.
Criteria:

- Information base contains all information needed (demographic, medical, medication therapy, behavioral/lifestyle, social/economic, and administrative [e.g., physician/prescriber, informed consent, pharmacy])

- Information base does not contain extraneous information

- Sources of information are the most reliable available

- Recording system is functional for subsequent problem solving and decision making

- Accurately determines the presence of any of the following medication therapy problems in a patient's current medication therapy:

  1. medication used with no medical indication
  2. patient has medical conditions for which there is no medication prescribed
  3. medication prescribed inappropriately for a particular medical condition
  4. immunization regimen is incomplete
  5. current medication therapy regimen contains something inappropriate (dose, dosage form, duration, schedule, route of administration, method of administration)
  6. there is therapeutic duplication
  7. medication to which the patient is allergic has been prescribed
  8. there are adverse drug or device-related events or potential for such events
  9. there are clinically significant drug-drug, drug-disease, drug-nutrient, or drug-laboratory test interactions or potential for such interactions
  10. medical therapy has been interfered with by social, recreational, non- prescription, or non-traditional drug use by the patient or others
  11. patient not receiving full benefit of prescribed medication therapy
  12. there are problems arising from the financial impact of medication therapy on the patient
  13. patient lacks understanding of medication therapy
  14. patient not adhering to medication regimen

- Considers the effects of herbal, complementary, or traditional medicines on prescribed medication regimen

- All medications used with no medical indication are identified

- All medical conditions for which there is not a medication prescribed are identified

- All medications inappropriately prescribed for a particular medical condition are identified

- All missing immunizations are identified

- Everything inappropriate in the current medication therapy regimen (dose, dosage form, schedule, duration, route of administration, method of administration) is identified

- All therapeutic duplications are identified

- All medications in the regimen to which the patient is allergic are identified

- Any presence or potential for ADEs is identified

- Any presence or potential for clinically significant drug interactions is identified

- Any interference with medical therapy by social, recreational, non- prescription or non - traditional medication use is identified

- Any instance of the patient not receiving full benefit of prescribed medication therapy is identified (e.g., system failure, clinical failure)

- All problems arising from the financial impact of medication therapy on the patient are identified

- Any lack of patient (or caregiver) understanding of his/her medication therapy is identified

- Any lack of patient adherence to medication regimen is identified

- Nothing is identified as a problem that is not a problem

OBJECTIVE 4.1.4: (Analyzing) Using an organized collection of patient-specific information, summarize patients' health care needs.
Criteria:
- List of needs is comprehensive

- Identification of health care needs integrates all relevant patient-specific and disease-specific information

- List of needs is concise

- List contains no irrelevant information

OBJECTIVE 4.1.5 (Analyzing) Analyze and assess information collected and prioritize problems for provision of individualized patient care.
Criteria:
- Analyzes the information and assesses the clinical effects of the patient's therapy in the context of the patient's overall health goals and to achieve optimal care including assessing:

    o   each medication for appropriateness, effectiveness, safety, and patient adherence;

    o   health and functional status, risk factors, health data, cultural factors, health literacy, and access to medications or other aspects of care; and,

    o   immunization status and the need for preventive care and other health care services, where appropriate.

- Identifies unmet health care needs of patient.

- Identifies medication therapy problems accurately.

- Prioritizes the patient's needs correctly based on professional judgments as well as the patient's values, preferences, priorities and goals.

- Prioritizes the problem list correctly including identifying which problems the pharmacist can manage and which problems require referral.

OBJECTIVE 4.1.6 (Analyzing) Reviews new medication order prescriptions for appropriateness to patient problem list.
Criteria:
- Reviews newly prescribed orders to determine appropriateness for problems being treated

- Reviews newly ordered prescriptions in a timely manner.

- Contacts prescribers to address questions or concerns if identified

OBJECTIVE 4.1.7: (Applying) Help ensure the hospital's ongoing adherence to its medication-use policies.
Criteria:
- Demonstrate leadership in exercising influence to help ensure the hospital's adherence to its medication-use policies.
- Intervenes when a medication-use policy is not followed in the hospital

- Deals effectively with obstacles in obtaining adherence

OBJECTIVE 4.1.8: (Creating) Design an evidenced-based monitoring plan for a therapeutic regimen that effectively evaluates achievement of the patient-specific goals.
Criteria:
- Parameters are appropriate measures of therapeutic goal achievement

- Plan reflects consideration of best evidence

- Selects the most reliable source for each parameter selected

- Value ranges selected are appropriate for the patient

- Parameters measure efficacy

- Parameters measure potential adverse drug effects

- Parameters are cost-effective and available at the treating facilities

- Measurement of the parameters specified is obtainable

- Plan reflects consideration of medication adherence

- Plan reflects consideration for ability for the patient to follow-up

- Plan reflects the preferences and needs of the patient

- Chart documentation reflects hospital and pharmacy department policies and procedures, norms, and is done in a timely manner

OBJECTIVE 4.1.9: (Applying) Recommend or communicate monitoring plans to the health care team.
Criteria:
- Recommend or communicate a monitoring plan to prescribers and patients in a way that is systematic, logical, and secures consensus from the prescriber and patient.

OBJECTIVE 4.1.10: (Applying) Implement the monitoring plan.
Criteria:
- Initiate the monitoring plan according to hospital policies and procedures.

- When appropriate, order tests required by the patient's monitoring plan according to the hospital's policies and procedures.

OBJECTIVE 4.1.11: (Evaluating) Redesign monitoring plans based on evaluation of monitoring data.
Criteria:
- Accurately assess the patient's progress toward the therapeutic goals.

OBJECTIVE 4.1.12: (Applying) Document direct patient-care activities appropriately.
Criteria:
- Explain the characteristics of exemplary documentation systems that may be used in the hospital environment.

- Selects direct patient-care activities for documentation appropriately.

- Progress notes or consultations notes follow the convention or template of the pharmacy department.

- Progress notes or consultation notes follow the hospital's policies and procedures, including that entries are signed, dated, timed, legible, and concise.

- Document demonstrates effective communication practices.

- Progress notes or consultation notes are written in time to be useful

OBJECTIVE 4.1.13 (Applying): Collect outcome data based on the patient's response to therapy.
Criteria:
- Data collected is appropriate for use as a part of pharmacy department, hospital, national or other initiatives

OBJECTIVE 4.1.14: Identify appropriate personnel for managing patients' health care needs.
Criteria:
- Devise a plan for managing patients' health care needs that matches patients with appropriate personnel to meet their health care needs.

OBJECTIVE 4.1.15: (Creating) When required by the therapeutic regimen and monitoring plan, design patient-specific and caregiver-specific education.
Criteria:

- Design a patient-specific education program for the patient or the patient's caregiver that will help the patient successfully implement the therapeutic regimen and monitoring plan.

- Use effective patient education techniques to provide counseling to patients and caregivers, including information on drug therapy, adverse effects, compliance, appropriate use, handling, storage and medication administration.

- Use effective strategies for communicating with patients who do not speak the common language of the country or who are impaired (e.g., blind, deaf, cognitively impaired, illiterate).

- Accurately identifies the special communication needs of the patient

- Approach to communication meets the patient's special needs

- Accurately assesses the patient's understanding

- Communication affirms the patient's dignity

OBJECTIVE 4.1.16 (Applying) Demonstrate responsibility to patients.
Criteria:
- Gives priority to patient care activities.

- Routinely completes all steps of the medication management process.

- Assumes responsibility for medication therapy outcomes.

- Actively works to identify the potential for significant medication-related problems.

- Actively pursues all significant existing and potential medication-related problems until satisfactory resolution is obtained.

- Helps patients learn to navigate the health care system, as appropriate.

- Informs patients how to obtain their medications in a safe, efficient, and most cost-effective manner.

- Determines barriers to patient compliance and makes appropriate adjustments.

Goal 4.2: Ensure continuity of care during patient transitions between care settings.

OBJECTIVE R4.2.1: (Applying) Manage transitions of care effectively.
  Criteria:
- Effectively participates in obtaining or validating a thorough and accurate medication history.

- Conducts medication reconciliation when necessary.

- Participates in thorough medication reconciliation.

- Follows up on all identified drug-related problems.

- Participates effectively in medication education.

- Provides accurate and timely follow-up information when patients transfer to another facility, level of care, pharmacist, or provider, as appropriate.

- Follows up with patient in a timely and caring manner.

- Provides additional effective monitoring and education, as appropriate.

- Takes appropriate and effective steps to help avoid unnecessary hospital admissions and/or readmissions.

Goal 4.3: Prepare and dispense medications following existing best practices, standards of practice, and the hospital's policies and procedures or standard operating procedures.

OBJECTIVE 4.3.1: (Evaluating) Interpret the appropriateness of a medication order before preparing or permitting the distribution of the first dose.
Criteria:
- Identifies, verifies, and corrects any medication order errors

- Clarifies anything incomplete in the medication order

- Identification of problems reflects consideration of complete patient-specific information

- Identifies all existing or potential drug therapy problems

- Determines an appropriate solution to an identified problem

- Follows appropriate procedures regarding exceptions to the formulary, if applicable, in compliance with policy.

- Ensures non-formulary medications are dispensed, administered, and monitored in a manner that ensures patient safety.

- Secures consensus from the prescriber for modifications to therapy

- Assures that the solution is implemented

- Changes to medication orders are documented and documentation exhibits the following characteristics:

  1. Written in time to be useful

  2. Follows the hospital's policies and procedures, including that entries are signed, dated, timed, legible, and concise

OBJECTIVE 4.3.2: (Applying) Follow the hospital's policies and procedures to maintain the accuracy of the patient's medication profile.
Criteria:
- Works only from the physician's original order or a clear duplicate

- Enters information correctly

- The information is complete according to all applicable standards

OBJECTIVE 4.3.3: (Applying) Prepare medication using appropriate techniques and following the hospital's policies and procedures.
Criteria:
- When required, accurately calibrates equipment

- Prepares medications using appropriate technique according to the hospital's policies and procedures and applicable professional standards

- Prepares medications so they are appropriately concentrated, without incompatibilities, stable, and appropriately stored

- Adheres to appropriate safety and quality assurance practices

- Prepares labels that conform to the hospital's policies and procedures

- Medication contains all necessary and/or appropriate ancillary labels

- Inspects the final medication before dispensing

OBJECTIVE 4.3.4: (Applying) Dispense medication products following the hospital's policies and procedures.
Criteria:
- The patient receives the medication(s) as ordered

- Ensures the integrity of medication dispensed

- Provides any necessary written and/or verbal counseling

- Patient receives medication on time

OBJECTIVE 4.3.5: (Applying) Manage aspects of the medication-use process related to oversight of dispensing.
Criteria:
- When appropriate, follows the organization's established protocols.

- Makes effective use of relevant technology to aid in decision-making and increase safety.

- Demonstrates commitment to medication safety in medication-use process.

- Effectively prioritizes work load and organizes work flow.

- Checks accuracy of medications dispensed, including correct patient identification, medication, dosage form, label, dose, number of doses, expiration dates, and properly repackaged and relabeled medications, including compounded medications (sterile and non-sterile).

- Checks the accuracy of the work of pharmacy technicians, clerical personnel, pharmacy students, and others according to applicable laws and institutional policies.

- Promotes safe and effective drug use on a day-to-day basis.

Required Competency R5: Education of Others

Goal R5.1: Deliver effective education and training programs.

OBJECTIVE 5.1.1: (Applying) Use effective educational techniques in all educational activities.
Criteria:
- Choice of content for instruction is based on an accurate assessment of the learner's needs

- Activities are based on behaviorally stated educational objectives

- Selection of teaching method is based on the type of learning required (cognitive, psychomotor, affective)

- Content selected for instruction is matched with the intent of the stated educational objectives

- Content of instructional materials is accurate

- Content selected for instruction is complete

- Instruction is properly organized and sequenced

- Delivery of instruction is matched to the learner's level of understanding

- Delivery employs effective use of visuals when appropriate

- Instruction uses examples to clarify ideas when appropriate

- Instruction includes effective techniques to assess the learner's understanding of the instruction.

OBJECTIVE 5.1.2: (Creating) Design an assessment strategy that appropriately measures the specified objectives for education or training and fits the learning situation.
Criteria:
- Plan for assessment will accurately measure the participants' attainment of the educational objectives

OBJECTIVE 5.1.3: (Applying) Use skill in the exercise of the instructional method and techniques selected for delivery of the education or training program.
Criteria:
- Demonstrate skill in delivering a lecture

- Demonstrate skill in conducting an interactive lecture

- Demonstrate skill in conducting a guided discussion

- Demonstrate skill in case presentation

- Demonstrate skill in conducting a simulation

- Demonstrate skill in conducting a role-play

- Demonstrate skill in case-based teaching

- Demonstrate skill in practice-based teaching

- Demonstrate skill in demonstration for teaching psychomotor skills

- Demonstrate skill in guiding the formation of new ideas, values and attitudes

Goal R5.2: Provide in-service education to physicians, nurses, and other practitioners.

OBJECTIVE 5.2.1: (Creating) Design effective in-service education for physicians, nurses, and other practitioners on medication therapy issues.
Criteria:
- Educational plan objectives accurately identify health care professional's learning needs

- Design focuses on teaching the content specified in the objectives

- Design identifies an appropriate teaching method

- Assessment strategy is appropriate for the objectives to be taught

- Design of teaching materials accurately reflects patient's and/or caregiver's level of understanding

- Design includes effective visuals when appropriate

- Design reflects organization and proper sequencing

OBJECTIVE 5.2.2: (Applying) Use effective educational techniques to deliver in-service education for physicians, nurses, and other practitioners on medication therapy issues.
Criteria:
- Session appropriately reflects the designed plan

- Clearly conveys the purpose of the in-service program

- Demonstrates skill in execution of each teaching method employed

- During the session, adjusts the instruction to appropriately accommodate the health care professional's previous knowledge

- During the session, adjusts the instruction to appropriately accommodate the health care givers' responses

- Assures that the information or skills required are learned before ending the session

Goal 5.3: Understand a process for formulating and delivering programs that center on disease prevention and wellness promotion.

OBJECTIVE 5.3.1: (Understanding) Explain a process for formulating and delivering programs that center on disease prevention and wellness promotion.
Criteria:

- Discusses target audiences for prevention and wellness promotion and their priority

- Describes data required to justify a program

- Discusses support needed to establish a program

- Describes potential problems and shortcomings associated with maintaining a wellness promotion program

Goal 5.4: Provide instruction to pharmacy technicians, pharmacy students, pharmacy residents, and pharmacists.

OBJECTIVE 5.4.1: (Creating) Design effective instruction for pharmacy technicians, pharmacy students, pharmacy residents, or pharmacists.
Criteria:

- Instruction plan objectives accurately identify and differentiate the learner's needs

- Design focuses on teaching the content specified in the objectives

- Design identifies an appropriate teaching method

- Assessment strategy is appropriate for the objectives to be taught

- Design of teaching materials accurately reflects and differentiates learner's level of understanding

- Design includes effective visuals when appropriate

- Design reflects organization and proper sequencing

OBJECTIVE 5.4.2: (Applying) Use effective educational techniques to deliver instruction to pharmacy technicians, pharmacy students, pharmacy residents, and pharmacists.
Criteria:

- Session appropriately reflects the designed plan

- Clearly conveys the purpose of the session

- Identifies which preceptor role is applicable for the situation (direct instruction, modeling, coaching, facilitating).
    - Selects direct instruction when learners need background content.
    - Selects modeling when learners have sufficient background knowledge to understand skill being modeled.

- o Selects coaching when learners are prepared to perform a skill under supervision.
  - o Selects facilitating when learners have performed a skill satisfactorily under supervision.
- During the session, adjusts the instruction to appropriately accommodate to each learner's previous knowledge

- During the session, adjusts the instruction to appropriately accommodate to each learner's responses

- Assures that the information or skills required are learned before ending the session

Required Competency R6: Project Management

Goal R6.1: Design, execute, and report results of investigations of pharmacy practice-related issues.

OBJECTIVE 6.1.1: (Analyzing) Identify potential pharmacy practice-related issues that need to be studied.
Criteria:
- Topic is relevant and valuable to pharmacy practice and the hospital/organization

- Topic is sufficiently focused to be manageable for study

- Topic is supported by pharmacy and/or organizational leaders

OBJECTIVE 6.1.2: (Applying) Use a systematic procedure for performing a comprehensive literature search and draw appropriate conclusions from the literature search
Criteria:
- Literature search is comprehensive

- Methods used to conduct search are efficient

- Methods used to conduct search are effective

- Interpretation of the literature is correct

- Conclusion is applicable to the requester's question

OBJECTIVE 6.1.3: (Creating) Generate questions to be answered by an investigation.
Criteria:
- Investigation questions are appropriate for the hypothesis

OBJECTIVE 6.1.4: (Creating) Design a study that will answer the questions identified.
Criteria:
- Study methodology is appropriate

- Design is adequate to answer the questions

- Complexity of design is equal to executor's expertise

- Design specifies the type of data to be collected

- Study schedule identifies each step and accurately estimates the amount of time, personnel, and resources needed

- Investigation can be completed in the time allotted

- Obtains appropriate approvals

OBJECTIVE 6.1.5: (Applying) Use a systematic procedure to collect data.
Criteria:
- Study designs specifies a systematic procedure for data collection

- Data collected reflects adherence to procedure specified

OBJECTIVE 6.1.6: (Analyzing) Draw valid conclusions through evaluation of the data.
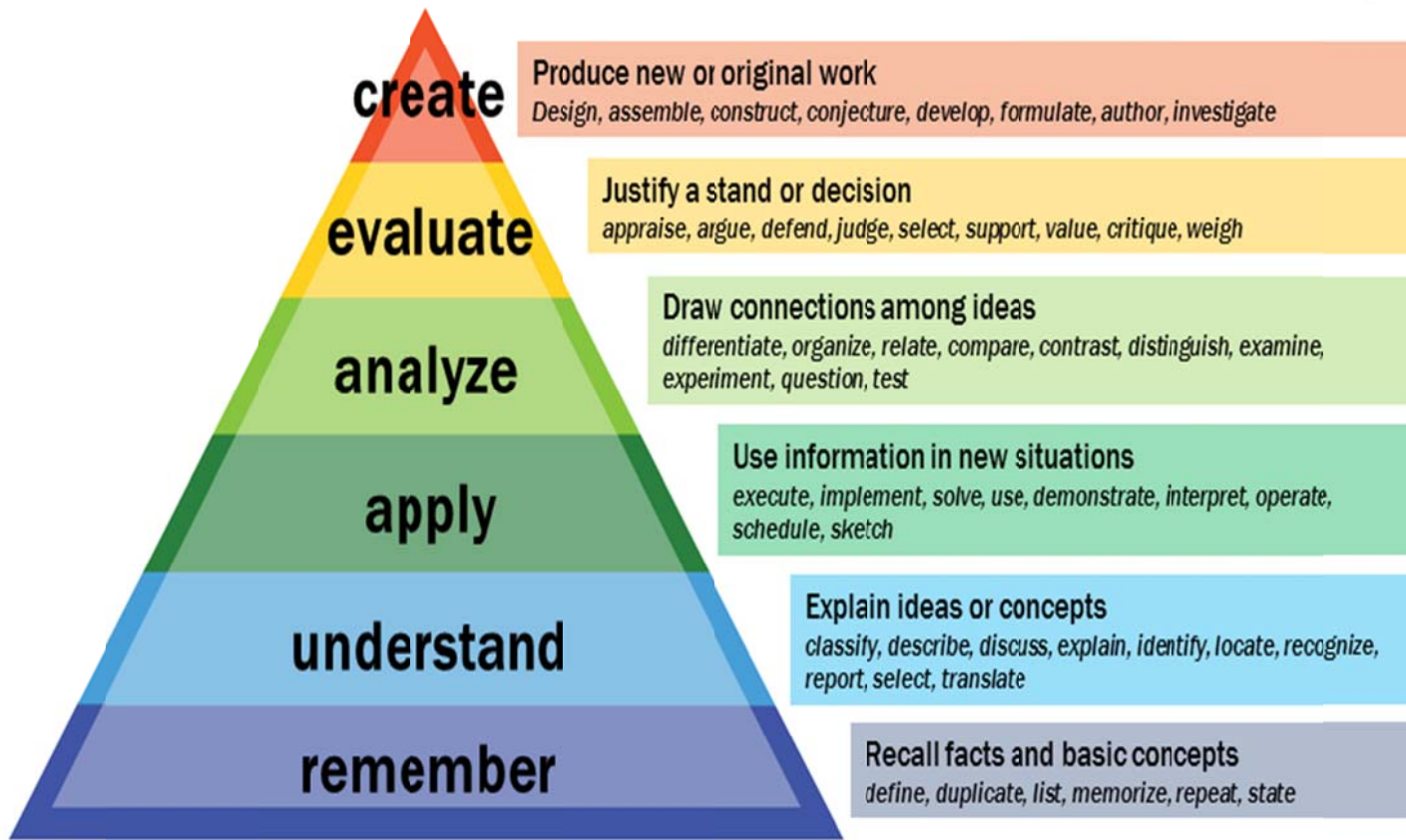Criteria:
- Data analysis is accurate

- Data analysis is efficient

- Conclusions are based on the results

- Results of statistical analysis are accurately interpreted

OBJECTIVE 6.1.7: (Creating) Effectively develop and present, orally and in writing, a final project report.
Criteria:
- Outcome of change are reported accurately to appropriate stakeholders(s) and policy making bodies according to department or organizational processes.

- Report includes implications for changes to/improvement in pharmacy practice.

- Report uses an accepted manuscript style suitable for publication in the professional literature.

- Oral presentations to appropriate audiences within the department, organization, or to external audiences use effective communication and presentation skills and tools (e.g., handouts, slides) to convey points succinctly and successfully.

Appendix I:

Bloom's Taxonomy

create — Produce new or original work
Design, assemble, construct, conjecture, develop, formulate, author, investigate

evaluate — Justify a stand or decision
appraise, argue, defend, judge, select, support, value, critique, weigh

analyze — Draw connections among ideas
differentiate, organize, relate, compare, contrast, distinguish, examine, experiment, question, test

apply — Use information in new situations
execute, implement, solve, use, demonstrate, interpret, operate, schedule, sketch

understand — Explain ideas or concepts
classify, describe, discuss, explain, identify, locate, recognize, report, select, translate

remember — Recall facts and basic concepts
define, duplicate, list, memorize, repeat, state

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https://cft.vanderbilt.edu/guides-sub-pages/blooms-taxonomy/ . Website accessed February 22, 2017.