

ULM College of Pharmacy
2006 Competency Statements/Educational Outcomes

Outcome: Provide Comprehensive Patient Specific Pharmaceutical Care

Competency: A. Evaluate the appropriateness of a given prescription or medication order based on patient and disease-specific factors

Objectives:

- a. Analyze the prescription regarding the medication, dose, delivery form, and duration of use as being appropriate for the patient and disease state
- b. Collect patient-specific data regarding demographics, medical history, diagnosis, physical assessment, and medication history
- c. Conduct a patient/caregiver interview
- d. Establish a relationship with the patient/caregiver
- e. Determine the most appropriate method of communication
- f. Complete a structured medical history
- g. Identify and collect pertinent information from the medical chart, database, and/or the patient/caregiver interview
- h. Describe the organization of the patient chart in different practice settings
- i. Discuss rules and regulations concerning the use of medical charts in various practice settings (i.e., HIPAA)
- j. Recognize appropriate patient- and drug-specific factors that will impact the drug regimen
- k. Perform selected aspects of physical assessment in order to identify ongoing or potential medication-related problems and the root cause of the problems.
- l. Collaborate with other healthcare providers
- m. Analyze and interpret information gathered to identify any drug-related problem
- n. Assess the prescription for interaction potential, including interactions with other medications (both prescription and non-prescription), disease states, foods, and herbals
- o. Determine availability and appropriateness of medications and dosage form. (pharmaceutics)
- p. Identify appropriate duration of therapy for that disease state

Competency B. Evaluate each patient for self-treatment or referral

Objectives:

- a. Identify patient signs and symptoms amenable to self-treatment and identify contraindications to self-treatment. (OTC info)
- b. Identify the nature of the problem via a medical interview, medication history, and limited physical exam
- c. Determine the appropriate action needed for the specific patient and their signs and symptoms. (Pharmacist work-up of drug therapy) (pharmacology and medicinal chemistry)
- d. Refer the patient to the appropriate medical provider or facility given the specific patient and problem presentation

- e. Appropriately match the severity of the problem with appropriate resources within the healthcare system
- f. Identify community resources
- g. Implement proper follow-up after the initial evaluation

Competency C. Develop and implement an evidence-based care plan (pharmacology, med chem., physiology, pathology, etc.)

Objectives:

- a. Identify goals of therapy that are individualized to the patient
- b. Develop a plan of care that includes interventions to resolve drug therapy problems, achieve the goals of therapy, and prevent drug therapy problems
- c. Develop a schedule to follow-up and evaluate the effectiveness of outcomes from drug therapies and assess any adverse events experienced by the patient.
- d. Evaluate patient outcomes with respect to the achievement of goals of therapy, patient adherence, patient safety, and the development of new drug therapy problems

Competency D. Compound and/or dispense the most optimal formulation for drug delivery consistent with the patient needs and in harmony with the law

Objectives:

- a. Describe the laws/regulations concerning compounding and dispensing of medications.(law class)
- b. Identify pertinent patient and drug specific biopharmaceutic issues and select the most appropriate dosage form, route, method of administration, and formulation. (pharmaceutics)
- c. Identify chemical stability and incompatibility issues (IV sets/fluids). (parenterals, med chem., pharmaceutics)
- d. Appropriately package and label the medication. (law)
- e. Discuss sterility issues. (pharmaceutics)
- f. Apply good compounding practices. (law and pharmaceutics and ethics)
- g. Utilize appropriate weights, measures, and calculations. (pharmaceutics)
- h. Administer medications when appropriate. (physical assessment, law, disease, immunology, micro, ethics, physiology, anatomy, and med term)
- i. Document all activities involved with the provision of comprehensive patient specific pharmaceutical care

Outcome: Communicate Effectively

Competency: A. Counsel and educate patients regarding medication use, disease-state management, and health maintenance

Objectives:

- a. Assess the patient's level of literacy and health literacy
- b. Assess patients for physical/mental impairment impacting verbal and written communication processes

- c. Assess medical, disease-state knowledge, health knowledge, attitudes, and beliefs
- d. Identify educational needs relative to pharmaceutical care
- e. Identify educational resources available and select the best method to provide counseling/education
- f. Provide information that empowers patients to effectively manage their medication-related health care

Competency: B. Develop population-based patient education programs

Objectives:

- a. Develop disease state educational programs
- b. Identify educational needs relative to pharmaceutical care that exist among populations
- c. Identify the most appropriate means to reach these populations
- d. Define the audience
- e. Evaluate the effectiveness of the program

Competency: C. Collaborate with other healthcare professionals using appropriate effective communication in both written and oral forms

Objectives:

- a. Demonstrate fluency in medical terminology
- b. Demonstrate appropriate written, verbal and non-verbal communication skills
- c. Demonstrate appropriate listening skills
- d. Communicate in a professional manner.
- e. Present and defend pharmacotherapy recommendations

Competency: D. Read, write, speak, listen, and use data, media, and computers to send and respond effectively to communications for varied audiences and purposes

Objectives:

- a. Construct appropriate and professional presentations to support communication
- b. Demonstrate proficiency in appropriate computer software
- c. Prepare appropriate and relevant graphical support from available data
- d. Use acceptable reference styles
- e. Demonstrate appropriate written, verbal, and non-verbal skills
- f. Present and defend ideas in a logical and effective order
- g. Demonstrate ethical use in the procurement, derivation, use, and reporting of data
- h. Use appropriate and professional communication skills
- i. Demonstrate appropriate listening skills

Outcome: Appropriately Manage and Use Resources of the Health Care System.

Competency: A. Plan, organize, direct, and control pharmaceutical care systems and human, material, and financial resources utilizing management theories and practices

Objectives:

- a. Use and evaluate acquisition, inventory control, and distribution systems with appropriate documentation
- b. Develop a method to stay abreast of emerging technology
- c. Describe drug acquisition process and choose the appropriate process based on system needs
- d. Discuss ethical considerations in balancing the needs of the system versus the needs of the patient
- e. Determine and implement appropriate inventory control methods
- f. Choose appropriate drug distribution systems based on system needs
- g. Describe pharmacy law regarding drug acquisition and distribution
- h. Describe humanistic and technological factors involved in the distribution processes
- i. Discuss methods to identify, evaluate, correct, and prevent errors in the distribution systems

Competency: B. Apply patient and population specific data, quality assurance strategies, and research processes to assure that medication use systems minimize drug misadventures and optimize patient outcomes

Objectives:

- a. Describe methods to evaluate patient outcomes
- b. Describe different surveillance systems for drug misadventures
- c. Compare various quality assurance strategies and choose the most appropriate for evaluating the system
- d. Distinguish between patient and population specific data
- e. Collect, analyze, and interpret patient and population specific data
- f. Make appropriate recommendations based on data interpretation

Competency: C. Apply patient and population specific data, quality assurance strategies, and research processes to develop drug use and health policy to manage pharmacy benefits

Objectives:

- a. Describe the health care system and its relationship to delivery of pharmaceutical care
- b. Identify the role or potential role of the pharmacist in health care policy development
- c. Describe the role of the pharmacy and therapeutics committee
- d. Describe the process of formulary development and management
- e. Apply pharmacoeconomic principles/theory to drug selection/formulary inclusion
- f. Define the role of third-party payers in the health care system

- g. Compare and contrast different third-party systems (e.g., public vs. private)
- h. Evaluate third party plans for pharmacy acceptance
- i. Develop disease-specific treatment algorithms/pathways for a health care system

Competency: D. Ensure efficient, cost-effective utilization of human, physical, medical, informational, and technological resources in patient care

Objectives:

- a. Apply principles of fiscal management and evaluate the fiscal resources of a pharmaceutical care practice (Including budgets and proforma statements).
- b. Compare and contrast inventory management systems
- c. Apply principles of human resource management such as recruiting, training, motivating, and evaluating staff
- d. Identify and manage risks associated with the practice of pharmacy
- e. Apply CQI principles to the pharmaceutical care practice
- f. Compare and contrast available informational and technological resources
- g. Evaluate and determine the cost/benefit ratio of new technology
- h. Develop workflow models to enhance resource utilization
- i.

Competency: E: Identify, Interpret, and Evaluate Literature Needed for the Provision of Drug Information and Pharmaceutical Care

Objectives:

- a. Define the question that needs to be answered
- b. Distinguish among lay, professional, and scientific literature
- c. Identify appropriate literature search engines for lay, professional, and scientific literature
- d. Explain the method to construct an appropriate search strategy for various literature types
- e. Evaluate literature source validity
- f. Explain methods for systematically evaluating literature
- g. Evaluate the appropriateness of research methodologies and statistical methods
- h. Draw appropriate conclusions from research results
- i. Assess the potential impact and implication of published information on current practices

Outcome: Promote Health Improvement and Self-Care

Competency: A. Promote/participate in effective health and disease prevention services as part of patient or population specific care

Objectives:

- a. Identify health and disease prevention services needed
- b. Identify available health care resources (e.g., personal, education, financial, equipment) necessary to provide services
- c. Identify a mechanism to promote the availability and benefits of service (e.g., marketing)

- d. Develop patient/population specific services. (e.g., ASHP service development pub)
- e. Collect data on effectiveness (e.g., reception by patients, outcomes, and cost-effectiveness)
- f. Evaluate the effectiveness of health improvement and disease prevention services

Competency: B. Collaborate with policy makers, health care providers, members of the community and administrative and support personnel to identify and resolve health problems and evaluate health policy

Objectives:

- a. Discuss the process of health care policy development
- b. Define the role of government and community charitable organizations in defining health care policy
- c. Define the importance of health care research in the development of health care policy. (e.g., clinical trials, health care economics, epidemiology, outcomes)
- d. Demonstrate an awareness of public health problems at local, state, national, and international levels
- e. Discuss strategies to impact and/or influence health care policy
- f. Describe the impact of health care policy on research initiatives

Outcome: Think Critically

Competency: A. Identify, retrieve, understand, analyze, synthesize, and evaluate information needed to make informed, rational, and ethical decisions

Objectives:

- a. Systematically gather, organize, and extract relevant information using a variety of methods and research tools
- b. Analyze information within appropriate scientific, social, and clinical contexts.
- c. Identify principles of organization and the logic of arguments
- d. Identify and test assumptions, biases, and prejudices implicit in arguments
- e. Employ appropriate mathematical and statistical tools and electronic technology to analyze information
- f. Assess accuracy, soundness, fairness, significance, relevance, completeness, and persuasiveness of information, arguments, and sources. (consider difference between information & the information source)
- g. Synthesize information in order to draw conclusions, hypothesize, conjecture alternatives, or plan a course of action
- h. Evaluate conclusions and solutions according to appropriate criteria, and revise as necessary
- i. Provide support for rationale, solutions, and results

Competency: B. Solve complex problems that require an integration of one's ideas and values within a context of scientific, social, cultural, legal, clinical, and ethical issues

Objectives:

- a. Interpret problems within appropriate contexts
- b. Prioritize problems based on identifiable criteria and standards
- c. Apply systematic problem-solving strategies
- d. Articulate and implement a defensible solution and apply appropriate criteria to monitor outcomes
- e. Implement modifications based on monitoring data

Competency: C. Display habits, attitudes, and values associated with mature critical thinking

Objectives:

- a. Evaluate personal assumptions, biases, prejudices, and opinions
- b. Display openness to new ideas and a tolerance for ambiguity
- c. Display inquisitiveness and commitment to the pursuit of truth
- d. Adopt multiple perspectives in personal thinking to avoid ethno-centricity and intolerance

Outcome: Demonstrate Appropriate Interpersonal, Professional, and Ethical Behaviors

Competency: A. Demonstrate and maintain professional competence

Objectives:

- a. Continually strive to maintain knowledge and maintain professional competence
- b. Continually assess his or her learning needs and develop the ability to respond appropriately
- c. Represent the profession in an ethical manner
- d. Identify, analyze, and resolve ethical problems involved in pharmacy practice
- e. Provide service to the profession and the community
- f. Collaborate proactively with other health care professionals
- g. Practice in a manner that is consistent with state and federal laws and regulations.(e.g., Law)
- g. Accept the responsibilities embodied in the principles of pharmaceutical care
- h. Demonstrate appropriate interpersonal, intergroup, and cross-cultural behaviors that promote respect and trust from peers, patients, and community members