



الإثنين في ٢٨ أيار ٢٠١٨

آلية التدرج في مهنة الصيدلة

الأسباب الموجبة

١- تطوير وتحسين الاداء الصيدلاني في المنظومة الصحية

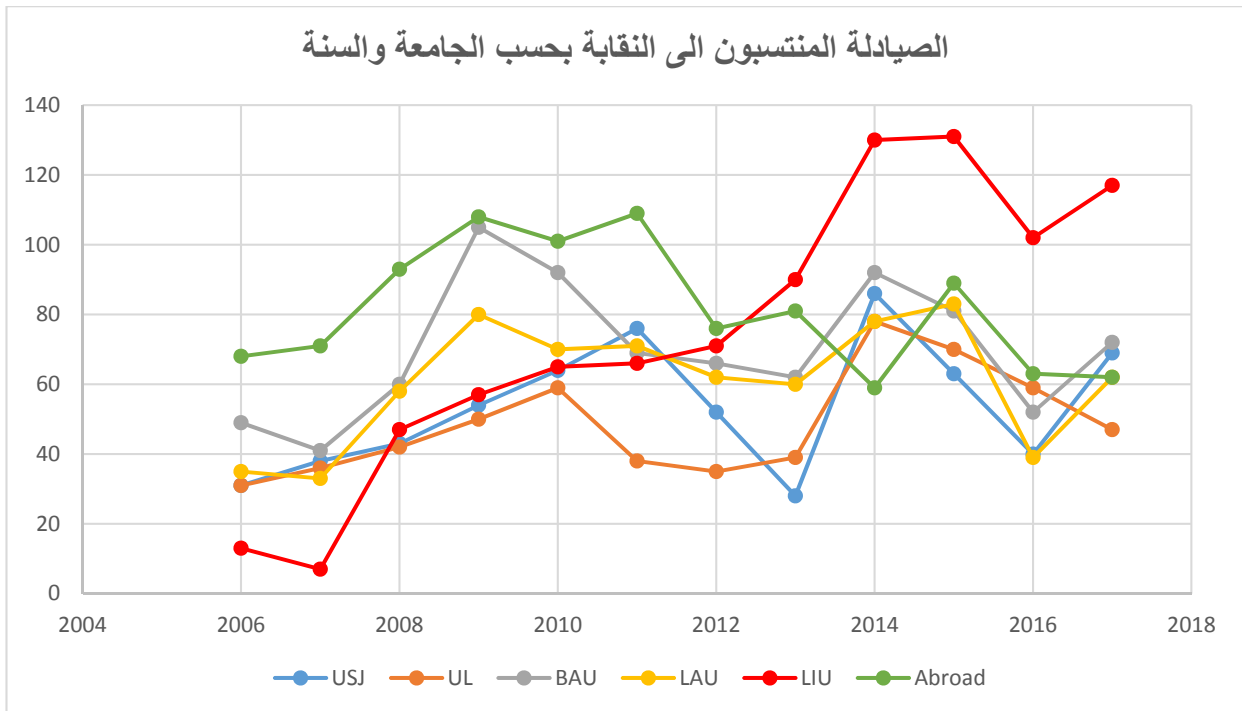
ان الاختصاصات الصيدلانية (صيدلة سريرية في المستشفى او في صيدلية خاصة، صيدلة صناعية...) تحتاج الى ست سنوات من دراسة الصيدلة قبل دخول الاختصاص، اذ ان التقدم العلمي عامةً والتقدم في العلوم الصيدلانية خاصةً قد جعل مدة الدراسة القصيرة (خمس سنوات مع التمرين ضمناً) غير كافية لما يتلائم مع الاختصاصات في الصيدلة والرعاية الصحية الجيدة، مما قد يؤثر على صحة المريض التي تعتبر اولوية في مهنة الصيدلة. هذا ما دفع بالعديد من الدول الغربية (الولايات المتحدة الأمريكية، كندا، فرنسا، هولندا، اسبانيا، البرتغال، الشيلي...) والمجاورة (مصر، ايران...) برفع مدة دراسة الصيدلة الى ست سنوات وأعطاه لقب دكتور في الصيدلة لحاملي هذه الشهادة. اضافة الى ذلك، ان معظم المستشفيات في دول الخليج العربي لا تقبل صيادلة للعمل الا اذا أتموا ست سنوات من دراسة الصيدلة، وفي بعض البلاد المجاورة مثل سورية والامارات، لا يمكن ممارسة مهنة الصيدلة إلا بعد القيام بتدرج تدريبي.

أما في لبنان، فيتخرج بعض الصيادلة بإثني عشر شهراً من التدريب الأكاديمي بنهاية السنة الخامسة من دون المرور بجميع أنواع التدريب المطلوبة لممارسة المهنة بشكل سليم، على سبيل المثال لا الحصر: التدريب في صيدلية مستشفى والتدريب السريري، وهذا ينطبق خاصةً على الصيادلة الوافدين من الخارج.

عطفاً على ذلك، إن الصيدلي بحاجة لمرحلة تأهيل لتخفيض الأخطاء الناتجة عن قلة الخبرة في إستعمال الدواء والتي قد ينتج عنها ضرر للمريض. لذلك على الصيدلي المتخرج حديثاً أن يكتسب خبرةً تخوله إستعمال الأدوات التي طورتها نقابة الصيادلة والتي من شأنها رفع مستوى المهنة ورعاية المريض من خلال خدمات متميزة تقدم في الصيدليات والمستشفيات وغيرها من المؤسسات الصيدلانية، بالإضافة إلى تطبيق خطة إدارة المخاطر الدوائية (Risk Management Plan) من خلال الوصفة الطبية الموحدة الالكترونية والباركود 2D عبر الانترنت، برنامج اليقظة الدوائية ونقص الادوية وغيرها من البرامج المطورة بالتعاون مع وزارة الصحة والتي تستدعي أن يكون الصيدلي قد أكمل دراسته وحصل على جميع المعلومات والمفاهيم المطلوبة لتطبيقها.

٢- تخفيض أعداد الخريجين

ينتسب إلى نقابة صيادلة لبنان أكثر من خمسمئة عضو جديد سنوياً من داخل وخارج لبنان، ما يتخطى بكثير الحاجة الوطنية (كما في الصورة أدناه). كما وأن عدد الصيدليات تجاوز الـ ٢٩٠٠ وهي النسبة الأعلى في العالم، الأمر الذي يهدد المهنة ونوعية خدماتها، ناهيك عن الأخطار الصحية والاجتماعية التي قد تنجم عن المزاحمة غير المشروعة بمفهومها التجاري الواسع، فضلاً عن الصيادلة العاطلين عن العمل الذين يزداد عددهم سنة بعد سنة. كما وأن هذا التزايد العشوائي يهدد إستمرارية صندوق التقاعد الصيدلي إلى حد زواله في حال لم تتخذ التدابير والقرارات الجذرية المناسبة.



تفادياً لهذه المشاكل المتأتية من الأعداد الكبيرة والمتزايدة وتحسيناً لمستوى الخدمات الصيدلانية، أرسلت نقابة الصيادلة كتاباً لعمداء كليات الصيدلة في كافة الجامعات وطلبت منهم الإلتزام بعدد ٧٠ متخرج كحد أقصى لكل سنة دراسية، ولكن دون جدوى، إذ أن بعض الجامعات يصرّ على تخريج أعداد تفوق المئة كل عام. بعدها، طرحت النقابة عدة حلول خلال اجتماعات المجلس الأكاديمي (المكون من ممثلي كليات الصيدلة في لبنان إضافةً إلى أعضاء من اللجنة العلمية في النقابة) جوبهت بالرفض التام من قبل بعض الجامعات. من أهم الطروحات التي رفضت:

- زيادة عدد سنين الدراسة لتصبح ٦ سنوات اسوةً بالبلدان المتقدمة (الولايات المتحدة الأمريكية، فرنسا، هولندا، اسبانيا، البرتغال، الشيلي...) وبعض وبلاد الجوار (مصر، ايران...) إذ ان مزاوله مهنة الصيدلة في لبنان تخضع الى القانون رقم ٣٦٧ الذي حدّد في بابه الاول شروط الترخيص لمزاوله المهنة على الاراضي اللبنانية دون تحديد مدة الدراسة.

- إعتدأ حد أدنى للمعدل العام في البكالورية اللبنانية أو ما يعادلها كشرط لقبول الطالب في أي جامعة تدرس الصيدلة في لبنان أو كشرط لقبوله في النقابة.
- تمديد مدة التدريب خلال الدراسة لتصبح عشرين شهراً بدوام لا يقلّ عن ست ساعات يومياً فيكتسب الطالب المهارات المهنية المتنوعة والخبرة اللازمة للانخراط في العمل المهني بطريقة تضمن التخفيف من الأخطاء في الممارسة وتحافظ على صحة المريض ومصلحة الصيدلي معاً.
- القيام بمباراة وطنية Concours National تنظمه وزارة التربية بالتعاون مع الجامعات اللبنانية المرخص لها ونقابة الصيدلة لتحديد الأعداد بحسب حاجة البلاد (Numerus clausus).
- طرح الإلتزام بعدد خريجين يتفق عليه بين العمداء والنقابة (Gentlemen's agreement) خلال إجتماع في وزارة التربية والتعليم العالي بحضور مدير عام التعليم العالي الدكتور أحمد الجمال ومستشار وزير التربية وعضو مجلس شوري الدولة القاضي سميح مداح.

بناء على ما تقدم،

كان لا بد من اعتماد مبدأ تحديد اعداد خريجي الصيدلة كما هو معتمد في البلدان المتقدمة بما يتناسب مع حاجة البلاد والتطور العلمي والاجتماعي وذلك من خلال تطبيق نظام التدرج في نهاية السنة الجامعية الخامسة على جميع الطلاب الذين ينتسبون الى كليات الصيدلة في لبنان والخارج، كشرط لمزاولة مهنة الصيدلة على الاراضي اللبنانية، مما ينعكس إيجاباً على الصيدلي والمريض على حد سواء ويرفع مستوى العناية الطبية والصيدلانية في لبنان ويخفف من أعداد الطلاب في الجامعات ويحسن من مستواهم.

مضمون القرار

في جلسته المنعقدة في تاريخ ١٥-٣-٢٠١٨ إتخذ مجلس نقابة صيدلة لبنان قراراً تاريخياً تمثل بإقرار نظام التدرج للصيدلة. بموجب هذا القرار يتوجب على الطالب المسجل حالياً في الجامعة والذي سينتسب الى نقابة الصيدلة ابتداءً من ٢٠١٩ إجراء تدرج لمدة ٩ اشهر، وذلك بعد التسجيل في النقابة كمتدرج. ويمكن استبدال مدة التدرج بشهادة PharmD أو بدراسة سنة تخصص إضافية في أي من المواد المتعلقة بإختصاص الصيدلة التي تكسبه خبرةً في مجال عمله المرتقب، مثلاً لا حصرأً: Research or Professional Master.

أما الطالب الذي سيتسجل في الجامعة في السنة الأولى اعتباراً من السنة الدراسية ٢٠١٨-٢٠١٩ فسيتوجب عليه إجراء تدرج لمدة ٢٠ شهر بعد التسجيل في النقابة كمتدرج. ويمكن استبدال التدرج بدراسات تخصصية، تسجل في النقابة لتحديد مدة الاعفاء. يسري هذا القرار على الطلاب الوافدين من الجامعات اللبنانية ومن الخارج.

إن هذا القرار سيؤدي إلى رفع مستوى مهنة الصيدلة وإلى الحد بفعالية من عدد الوافدين الجدد إلى قطاع الصيدلة في ظل أزمة تكاثر الصيدلة وضيق مجالات العمل.

آلية التدرج

- يتخرج طالب الصيدلة من الجامعة، يعادل شهادته في وزارة التربية والتعليم العالي، ويحصل على إذن مزاولة مهنة الصيدلة من وزارة الصحة العامة
- يتسجل في النقابة كصيدلي متدرج بناءً على القرار أعلاه، وبحسب عدد سنين الدراسة التي اتمها، تحتسب له مدة التدرج
- يتم التدرج بحسب الجدول المرفق لاحقاً على أن يقيم عمل المتدرج لقبوله لاحقاً كصيدلي منتسب إلى النقابة
- عند إنتهاء مدة التدرج بنجاح، ينتسب المتدرج للنقابة كصيدلي
- ان جميع النشاطات سوف تتم بالتعاون مع وزارة الصحة العامة وبحسب دليل مفصل من قبل نقابة الصيدلة



May 28, 2018

POST-GRADUATE TRAINING PROGRAM COMPETENCIES AND REQUIRED ACTIVITIES

BACKGROUND

This document encloses the list of minimum mandatory activities that are expected to lead to the required competencies for all pharmacists registered at the OPL. It also includes appendices related to specific trainings. It is required to all graduates registered at the OPL as post-graduate trainees (صيدلي متدرج)

CORE TRAINING

- Duration:** 9 months
Sites: Community and/or Hospital Pharmacy
Candidates: All newly registered pharmacists at the OPL starting 2019
Pre-requisite: An official academic portfolio (certified by the university) including all acquired competencies and activities during the university trainings
Deliverable: A self-constructed portfolio where the candidate shows his acquirement of the competencies and all conducted activities
Outcome: Core training certificate delivered by an academic institution and/or OPL
- The core training is mandatory to all BS Pharm graduates who are required to complete these activities as per the tables hereafter.
 - Graduates with a PharmD or a Master degree will have to present an official proof of completion of these activities to be exempted from the core training.
 - Holders of degrees requiring 3+ years post-graduation (PhD, Medical lab...) are exempted

SPECIFIC TRAININGS

- Duration:** 11 months
Sites: Specific according to specialty
Candidates: All newly registered pharmacists at the OPL starting 2024
Pre-requisite: Core Training Certificate
Deliverable: A self-constructed portfolio where the candidate shows his acquirement of the competencies and all conducted activities
Outcome: Specific training certificate delivered by an academic institution and/or OPL
- Specific training-related competencies are enclosed as appendices at the end of this document.
 - The training institution will decide which activities might lead to the required competencies
 - Holders of degrees requiring 3+ years post-graduation (PhD, Medical lab...) are exempted

GENERAL COMPETENCIES AND REQUIRED ACTIVITIES

Area/Competency	Indicators	Required Activity
<p>1. Professional Practice 1.5 Continuing Professional Development (CPD)</p> <p>Applies principles of continuing professional development including assessing own learning needs and developing a plan to meet these needs</p>	<p>1.5.1 Understands and accepts the importance of life-long learning for pharmacists</p> <p>1.5.2 Demonstrates the ability to critically reflect on their own practice and skills to identify learning and development needs</p> <p>1.5.3 Takes personal responsibility for engaging in CPD and achieving learning and professional development goals</p> <p>1.5.4 Undertakes appropriate learning activities that meet identified learning needs</p> <p>1.5.5 Keeps knowledge and skills up to date</p> <p>1.5.6 Commits to the continual improvement of the profession</p>	<ul style="list-style-type: none"> - Has to complete the required 15 annual CE credits of which 5 (five) at least must be live - Creates all the needed accounts to be able to start the CE program - Starts doing online sessions using Swank healthcare system - Starts attending OPL CE activities, such as CE program sessions, the annual congress and pharmacist day. - Attends other live sessions offered by academic institutions or accredited by the OPL. - Completes evaluation forms that are required by the OPL - Should present a statement of account from Swank with the detailed credits earned.
<p>2. Personal Skills 2.1 Leadership Skills</p> <p>Demonstrates leadership abilities in the team processes.</p>	<p>2.1.1 Applies assertiveness skills as appropriate and inspires confidence</p> <p>2.1.2 Provides leadership in the workplace to ensure quality and patient safety in the pharmacy</p> <p>2.1.3 Builds credibility and portrays the profession in a positive light by being professional and well informed</p> <p>2.1.4 Demonstrates determination and initiative to achieve and improve patients' service</p> <p>2.1.5 Inspires and motivates others to work to high standards by being enthusiastic about the profession and the service provided</p> <p>2.1.6 Provides appropriate supervision</p> <p>2.1.7 Identifies characteristics that reflect leadership versus management</p> <p>2.1.8 Identifies the history of a team before implementing changes</p> <p>2.1.9 Develops relationships, values diverse opinions, and understand individual strengths and weaknesses to promote teamwork</p> <p>2.1.10 Persuasively communicates goals to the team to help build consensus</p> <p>2.1.11 Empowers team members by actively listening, gathering input or feedback, and fostering collaboration.</p>	<ul style="list-style-type: none"> - Attends soft skills sessions organized by the OPL or any other academic institution - Participates to workshops and related discussions organized by the OPL or any other academic institution - Participates to all OPL initiatives that are related to patient services and collaboration with other health care professionals. - Helps junior trainees fulfilling their own assigned training activities - Minimum required: 5 credits

<p>2. Personal Skills 2.5 Information Technology (IT) Skills</p> <p>Applies a minimum of IT in daily work</p>	<p>2.5.4 Knows how to use OPL online platforms (Medication Safety, Patient Profile...) related to the training site.</p>	<ul style="list-style-type: none"> - Uses OPL online platforms, as requested by the OPL in training sites: - E-prescription & Barcoding, - Drug Shortage - Lebanese Advanced Patient Profile - Minimum required: 1 activity of each per week
<p>4. Safe and Rational Use of Medicines 4.3 Monitors medicines use</p> <p>Monitors the patient's progress and assess therapeutic outcomes</p>	<p>4.3.6 Enters all relevant data collected in the OPL Advanced Patient Profile Platform</p>	<ul style="list-style-type: none"> - Enters all relevant data collected in the OPL Advanced Patient Profile Platform - Provides the patient with adequate counseling. - Minimum required: 1 intervention per week
<p>4. Safe and Rational Use of Medicines 4.4 Monitors Medication Safety</p> <p>Prioritizes medication safety and acts accordingly</p>	<p>4.4.1 Identifies medication safety as a priority 4.4.2 Maintains a reporting system of pharmacovigilance using the OPL Medication Safety Platform 4.4.3 Encourages patients to be knowledgeable about their medication 4.4.4 Document and act upon dispensing errors 4.4.5 Implement and maintain a dispensing error reporting system and a 'near misses' reporting system 4.4.6 Implements and manages risk management to avoid adverse events with medication 4.4.7 Documents and acts upon errors to include clear and open communication with patients 4.4.8 Learns from and acts upon previous 'near misses' and 'dispensing errors' 4.4.10 Identifies, prioritizes and resolves medicines management problems 4.4.11 Takes action to prevent, minimize, resolve and follows up medicines related problems 4.4.12 Takes steps to improve the safe use of medicines for patients in all practice settings.</p>	<ul style="list-style-type: none"> - Enters all relevant data collected in the OPL Platforms related to safety: - Medication Safety platform - Medication Therapy Management (medication error reporting) - Minimum required: 1 intervention of each per week
<p>5. Pharmaceutical Public Health Competencies 5.1 Population Health</p> <p>Engages in health promotion activities with the patient</p>	<p>5.1.6 Engages in research related to health care and population health</p>	<ul style="list-style-type: none"> - Helps the OPL in conducting professional, institutional and patient related research by filling out questionnaires and collecting data. - Minimum required: as needed by OPL

<p>Specific areas of training</p> <p>Applies knowledge to specific training sites</p>	<p>Specific indicators to training sites (see appendices)</p>	<ul style="list-style-type: none">- Community Pharmacy management- Hospital Pharmacy management- Marketing plan generation and application- Quality control application (industry)- Other activities
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Appendix 1: Community/Ambulatory Care Pharmacists Minimal Competencies

Area	Competency	Indicators
0 Fundamental Skills	0.1 Legal Considerations	<p>0.1.1 Apply laws and regulations that impact pharmacy practice</p> <p>0.1.2 Identify issues, pending legislation and regulations across all levels of government</p>
0 Fundamental Skills	0.2 Product Procurement	<p>0.2.1 Select and acquire products through appropriate supply chain</p> <p>0.2.2 Anticipate, identify and troubleshoot problems with the supply chain</p> <p>0.2.3 Manage inventory</p>
0 Fundamental Skills	0.3 Compounding	<p>0.3.1 Compound extemporaneous preparations</p> <p>0.3.2 Perform basic, non-sterile compounding</p>
0 Fundamental Skills	0.4 Pharmacy Operation	<p>0.4.1 Apply typical pharmacy dispensing workflow</p> <p>0.4.2 Comprehend and adopt a given set of pharmacy operating procedures</p> <p>0.4.3 Comprehend and adopt an existing collaborative drug therapy management system</p> <p>0.4.4 Evaluate prescription for legitimate medical use</p> <p>0.4.5 Describe the roles and responsibilities of each pharmacy staff member</p> <p>0.4.6 Implement dispensing processes when pharmacy automation is utilized</p>
0 Fundamental Skills	0.5 Quality Improvement	<p>0.5.1 Optimize the concepts of quality measurement and improvement</p> <p>0.5.2 Apply national standards/guidelines/best practices</p> <p>0.5.3 Develop a plan for quality/performance improvement</p>
0 Fundamental Skills	0.6 Pharmacy Automation	<p>0.6.1 Describe the role of computerized pharmacy management systems in dispensing</p> <p>0.6.2 Dispense prescriptions utilizing technology-assisted workflow when applicable</p>
1 Safe and Rational Use of Medicines	1.1 Clinical skills	<p>1.1.1 Demonstrate and routinely apply clinical skills and provide patient care services</p> <p>1.1.2 Individualize therapy through the implementation of a patient's profile to the selection and modification of a medication regimen</p> <p>1.1.3 Describe and apply clinical practice guidelines to patient care</p> <p>1.1.4 Demonstrate knowledge of appropriate administration technique for dosage forms commonly dispensed in community pharmacy</p> <p>1.1.5 Describe common doses of drugs requiring monitoring and collaborative drug therapy management</p> <p>1.1.6 Proactively perform counseling and education which complies with current guidelines</p>
1 Safe and Rational Use of Medicines	1.2 Medication Therapy Management	<p>1.2.1 Define and appropriately document comprehensive MTM services</p>

		<p>1.2.2 Conduct a patient interview and provide education</p> <p>1.2.3 Conduct comprehensive medication review</p> <p>1.2.4 Identify and resolve medication therapy problems, manage drug interactions, and resolve gaps in care</p> <p>1.2.5 Recommend therapeutic alternatives and generic substitutions</p> <p>1.2.6 Document services and follow-up with other health professionals</p> <p>1.2.7 Use multiple MTM platforms as required by third party payers and OPL</p>
1. Safe and Rational Use of Medicines	1.3.Compliance and Adherence	<p>1.3.1 Support and assist patient behavior change</p> <p>1.3.2 Identify and resolve patient-specific barriers to medication adherence</p> <p>1.3.3 Facilitate patient self-administration of medications and disease monitoring</p>
1 Safe and Rational Use of Medicines	1.4 Problem solving/ Referrals	<p>1.4.1 Make appropriate recommendations or referrals</p> <p>1.4.2 Assess and resolve issues related to medication safety</p>
1 Safe and Rational Use of Medicines	1.5 Over the counter Medicine	<p>1.5.1 Assist with patient self-care, including helping patients make appropriate selections of OTC medications</p> <p>1.5.2 Assist with patient self-care, including helping patients make appropriate selections of dietary supplements</p> <p>1.5.3 Assist with patient self-care, including helping patients make appropriate selections of herbal supplements</p>
2 Pharmacy Management	2.1 Functions	<p>2.1.1 Manage inventory costs and inventory levels or order points</p> <p>2.1.2 Identify cash flow problems and apply solutions to address</p> <p>2.1.3 Develop a business plan for clinical service programs</p> <p>2.1.4 Describe basic finance terms and analyze a financial statement</p> <p>2.1.5 Apply healthcare economics and pharmacoeconomics</p> <p>2.1.6 Describe strategies for asset protection and safety</p> <p>2.1.7 Use pharmacy technology effectively</p>
2 Pharmacy Management	2.2 Managed care /Drug Coverage Policies	<p>2.2.1 Explain the general concept of managed care, associated with the benefit structure of a health plan</p> <p>2.2.2 Adapt best treatment strategies to patient socioeconomic status</p> <p>2.2.3 Provide guidance to patients seeking assistance to apply for drug payment programs</p> <p>2.2.4 Troubleshoot denied claims</p>

		<p>2.2.5 Discuss the concept of drug utilization review, formulary management and provide functional definitions of key managed care strategies (e.g., prior authorizations, step therapy, quantity limits)</p> <p>2.2.6 Identify major factors that contribute to prescription drug related fraud and abuse</p> <p>2.2.7 Identify the major factors influencing drug costs for a managed care organization (e.g., pharmacy costs, drug pricing methodologies, contracts/rebates, discounts)</p>
3 Professional Skills	3.1 Health Literacy	<p>3.1.1 Determine patient level of health literacy by observation or interview,</p> <p>3.1.2 Adjust counseling delivery and communicate at all levels of health literacy</p> <p>3.1.3 Solve adherence challenges created by low health literacy</p>
3 Professional Skills	3.2 Patient communication	<p>3.2.1 Support patient behavior change through skills such as motivational interviewing</p> <p>3.2.2 Demonstrate a respect for patient confidentiality and privacy rights</p> <p>3.2.3 Demonstrate patient compassion and empathy</p>
3 Professional Skills	3.3 Health professional communication	<p>3.3.1 Function as part of a team engaged in team-based care</p> <p>3.3.2 Document appropriate therapeutic recommendations related to medication therapy</p>
3 Professional Skills	3.4 team communication	<p>3.4.1 Identify and manage conflict at all levels</p> <p>3.4.2 Supervise and motivate employees, staff, students, interns, residents</p> <p>3.4.3 Delegate appropriate tasks</p> <p>3.4.4 Articulate team objectives and measure and report team performance</p>
3 Professional Skills	3.5 Leadership Abilities	<p>3.5.1 Display confidence in the patient care skills</p> <p>3.5.2 Demonstrate professional behavior (attitude, dress, appearance, etc.) in practice settings</p> <p>3.5.3 Embrace and advocate changes that improve patient care</p>
3 Professional Skills	3.6 Drug information skills	<p>3.6.1 Access and utilize appropriate drug information resources and provide an accurate and credible solution in both written and oral forms</p> <p>3.6.2 Utilize a variety of drug-related reports, monographs, reviews and policies using drug literature evaluation skills</p> <p>3.6.3 Evaluate appropriateness of clinical trials and other study designs, including validation of methodology and assessment of data credibility</p> <p>3.6.4 Access appropriate drug information resources required for patient education</p> <p>3.6.5 Implement career advancement through continuous professional development</p>

3 Professional Skills	3.7 Ethical Considerations	<p>3.7.1 Understand professional ethics as they apply to the practice of pharmacy</p> <p>3.7.2 Apply knowledge and understanding of ethical aspects of pharmacy practice required to evaluate a patient care decision</p>
4 Public health Fundamentals	4.1 Clinical Applications of Public Health	<p>4.1.1 Participate in education and intervention in public health initiatives applicable to pharmacy practice</p> <p>4.1.2 Be knowledgeable about immunization schedules and requirements and actively involved in vaccination campaigns</p> <p>4.1.3 Collect, interpret, and make recommendations based on the results of health and wellness screenings and diagnostic tests</p> <p>4.1.4 Promote healthy lifestyle and nutrition and describe how it impacts drug therapy and overall health</p> <p>4.1.5 Describe the role of a pharmacist in emergency situations</p> <p>4.1.6 Participate in population-based provision of care (as distinguished from direct patient care).</p>

Appendix 2: Hospital Pharmacists Minimal Competencies

Area	Competency	Indicators
0 Fundamental Skills	0.1 Regulations	<p>0.1.1 Apply pharmaceutical statutory regulations</p> <p>0.1.2 Apply hospital regulations pertaining to the operations of the hospital pharmacy</p>
0 Fundamental Skills	0.2 Drug Procurement	<p>0.2.1 Select and acquire drug selection and acquisition</p> <p>0.2.2 Manage drug inventory management</p> <p>0.2.3 Manage backorders and recalls</p> <p>0.2.4 Handle drug waste</p> <p>0.2.5 Handle drug shortages</p>
0 Fundamental Skills	0.3 Medication Preparation and Delivery	<p>0.3.1 Optimize the medication use process in health systems, including how pharmacy impacts the safety of storage/preservation, prescribing, preparation, transcription, dispensing, administration and monitoring steps</p> <p>0.3.2 Perform activities within a typical hospital drug distribution system, including order receipt, evaluation and review, and describe the appropriate roles of pharmacy staff and pharmacists in these processes</p> <p>0.3.3 Supervise pharmacy staff in their work in medication preparation and delivery</p>
0 Fundamental Skills	0.4 Aseptic Techniques	<p>0.4.1 Follow aseptic technique and describe processes and facilities needed to provide sterile compounded parenteral solutions, including the basic requirements of hospital accreditation standards</p> <p>0.4.2 Apply knowledge of hospital hygiene and infection prevention control (IPC).</p>
0 Fundamental Skills	0.5 Pharmaceutical and Hospital Technology/Automation	<p>0.5.1 Outline the basic functionality of commonly used automated systems related to medication use (such as automated dispensing cabinets, computerized prescriber order entry systems, bar code medication administration systems, programmable infusion devices, and robotics)</p> <p>0.5.2 Understand their appropriate and safe use as well as unintended consequences</p>
0 Fundamental Skills	0.6 Pharmaceutical/ Medical Skills	<p>0.6.1 Implement the appropriate use of injectable medications, including intravenous, intrathecal, intraocular, intradermal and other routes. Description should include unique preparation techniques, concentration considerations, rates of administration, special infusion devices, and compatibility considerations</p> <p>0.6.2 Integrate and interface the clinical and distributive functions, including the synergy</p>

		<p>that translates into safe and effective medication therapy</p> <p>0.6.3 Participate in designing and implementing pharmaceutical/therapeutic protocols and algorithms</p> <p>0.6.4 Integrate of pharmaceutical oncology, nutrition and other fields when applicable</p> <p>0.6.5 Demonstrate knowledge of pharmaceutical radiotherapy: therapeutic and diagnostic applications (e.g. contrasts) when applicable</p> <p>0.6.6 Describe the use of medical devices, prostheses and implants when applicable</p>
0 Fundamental Skills	0.7 Business Management Skills	<p>0.7.1 Perform accounting activities</p> <p>0.7.2 Perform financial management</p> <p>0.7.3 Set budgeting proposals/plans</p>
1 Safe and Rational Use of Medicines	1.2 Patient Safety	<p>1.2.1 Understand patient safety culture that relates to medication use, pharmaceutical care and pharmacy's role</p> <p>1.2.2 Reconcile effectively the medications of a patient transitioning from one care setting to another and make appropriate communications to involved pharmacy providers</p> <p>1.2.3 Employ performance improvement techniques used in health systems and describe how they are used to improve the medication use process</p> <p>1.2.4 Describe the impact of pharmacist involvement on medication safety and quality using appropriate literature</p> <p>1.2.5 Develop and implement pharmacovigilance activities</p>
1 Safe and Rational Use of Medicines	1.3 Quality Assurance	<p>1.3.1 Describe how the accreditation organizations such as the Joint Commission strive to assure quality of healthcare through the accreditation process, giving examples of relevant standards related to safe and appropriate medication use</p> <p>1.3.2 Apply national standards, guidelines, best practices and established principles and process related to quality and safe medication use (e.g. storage of look-alike/sound-alike medications, high alert medications, storage of concentrated potassium in patient care areas, dangerous abbreviations, leading decimal points and trailing zeros, quality measure related to medications, etc.)</p>
2 Patient Centered Care	2.1 Literature Evaluation /Search / Trials	<p>2.1.1 Access appropriate drug information resources, including primary literature</p> <p>2.1.2 Analyze a recently published study</p>

		<p>2.1.3 Provide an accurate and evidence based answer</p> <p>2.1.4 Present the answer successfully in both written and oral forms</p> <p>2.1.5 implement methodologies for clinical trials and observational studies</p>
2 Patient Centered Care	2.2 Pharmacokinetic Based Assessment	<p>2.2.1 List the medications that need pharmacokinetic evaluation</p> <p>2.2.2 Apply dosing principle</p> <p>2.2.3 Evaluate drug-response and monitor patients</p> <p>2.2.4 Evaluate medication-use patterns in a specified patient population</p>
2 Patient Centered Care	2.3 Drug Use Optimization	<p>2.3.1 Demonstrate an appropriate level of clinical knowledge related to medications and therapeutics in making decisions or recommendations</p> <p>2.3.2 Contribute to the establishment of medication use policies, including anti-microbial stewardship, criteria and maintenance of the formulary as a member of the Pharmacy and Therapeutics Committee</p> <p>2.3.3 Provide quality care through best use of resources</p> <p>2.3.4 Draft and distribute information and recommendations related to the clinical use of drugs when appropriate</p> <p>2.3.5 Optimize use of drugs including: addition, deletion, dose adjustment, IV to Po switch, renal dosing, dose reduction...</p>
3 Professional Skills	3.1 Written and Oral Communication	<p>3.1.1 Demonstrate effective verbal and written communications</p> <p>3.1.2 Communicate with pharmacy, and healthcare team members</p> <p>3.1.3 Respond to questions with the appropriate level of detail necessary to ensure proper patient care and communication with other relevant parties</p> <p>3.1.4 Document appropriate therapeutic recommendations related to medication therapy</p>
3 Professional Skills	3.2 Behavior & Ethical	<p>3.2.1 Demonstrate professional behavior (attitude, dress, appearance, etc.) in practice settings</p> <p>3.2.2 Apply ethical principles</p>
3 Professional Skills	3.3 Management	<p>3.3.1 Demonstrate project and team management skills</p> <p>3.3.2 Prioritize multiple patient care and triage in times of high activity and workload</p> <p>3.3.3 Demonstrate effective problem solving skills</p>

Appendix 3: Sales and Marketing Pharmacists Minimal Competencies

Area	Competency	Indicators
0. Pharmaceutical Knowledge	0.1 Pharmaceutical knowledge	0.1.1 Provide information on drugs/products and services 0.1.2 Answer questions of healthcare professionals on drugs/products and services (characteristics, contraindications, incremental benefits, etc.), as part of a comprehensive care of patients 0.1.3 Provide information and answer questions as part of therapeutic regimens associated with a pathology linked to the concerned drugs 0.1.4 Link scientific and medical knowledge to drug/product arguments 0.1.4 Exchange with healthcare professionals on scientific topics
1. Professional communication skills	1.1 Communication	1.1.1 Explain the characteristics and the proper use of drugs/products based on the needs of the healthcare professionals and market demands 1.1.2 Take ownership of the content of the information prepared by the scientists responsible of the pharmaceutical company 1.1.3 Use the information, arguments, business aids developed by the pharmaceutical company 1.1.4 Maintain and develop product knowledge through training
1 Professional communication skills	1.2 Data processing analysis skills	1.2.1 Collect and process of information on drugs/products, from documentation and training sessions to prepare for visits and communication actions 1.2.2 Collect, analyze and transmit questions to the concerned departments of the company 1.2.3 Collect and transmit pharmacovigilance information 1.2.4 Apply competitive intelligence and report information to its hierarchy 1.2.5 Monitor actions and professional communication during visits
1 Professional communication skills	1.3 Negotiation	1.3.1 Establish a quality relationship with healthcare professionals 1.3.2 Identify/address the healthcare professionals' concerns/needs and their patient care practices by using appropriate probing/questioning 1.3.3 Apply active listening techniques with the healthcare professional. 1.3.4 Adapt to different communication styles 1.3.5 Process requests for information and objections 1.3.6 Conclude the call/visit & Prepare reports 1.3.7 Analyze the call/visit (SWOT analysis) and plan the next step 1.3.8 Animate professional communication gatherings and develop long-term professional

		relationships/partnership with healthcare professionals
1. Professional communication skills	1.4 Information technology	1.4.1 Save and transmit calls/visits reports to the company database 1.4.2 Inform and update files 1.4.3 Master research of information via electronic databases. 1.4.4 Optimize the use of computerized/electronic devices to prepare presentations, reports, charts, etc, and manage business and information processing 1.4.5 Manage of prescribers/customers files
1 Professional communication skills	1.5 communication and language	1.5.1 Use effective verbal, non-verbal, listening and written communication skills to communicate clearly, precisely and appropriately 1.5.2 Communicate effectively with physicians, other healthcare professionals, other support staff, and other relevant third parties 1.5.3 Use appropriate language and checks understanding 1.5.4 Demonstrate respect, cultural awareness, sensitivity and empathy when communicating
2 Organization and management skills	2.1 Self-management skills	2.1.1 Demonstrate organization and efficiency in carrying out the work 2.1.2 Organize visits according to the predefined objectives and through teamwork 2.1.3 Ensure work time and processes are appropriately planned and managed 2.1.4 Demonstrate the ability to prioritize work appropriately 2.1.5 Take responsibility as appropriate in the workplace 2.1.6 Ensure punctuality and reliability 2.1.7 Reflect on and demonstrate learning from critical incidents
2. Organization and management skills	2.2 Internal management skills	2.2.1 Demonstrate an understanding of the principles of organization and management 2.2.2 Work effectively with the documented procedures and policies within the workplace 2.2.3 Work effectively with the company hierarchy 2.2.4 Provide regular feedback on the drugs/products and the market 2.2.5 Convey any useful information from the market with all the company's concerned people/departments (medical representatives, direct manager, product manager, medical manager, medical science liaison, CRA...) 2.2.6 Apply the company's compliance, procedures and safety rules (road, IT, etc...) 2.2.7 Organize round tables, expert meetings, advisory boards, lectures, CME conferences, staff meetings, awareness campaigns, etc. in

		<p>coordination with different departments within the company and service providers</p> <p>2.2.8 Apply the international code of ethics guidelines when organizing any of the scientific events mentioned above</p>
3. Professional practice	3.1 Standard Practice	<p>3.1.1 Carry out duties as a medical representative in a professional manner</p> <p>3.1.2 Demonstrate awareness of the position of trust in which the profession is held and practices in a manner that upholds that trust</p> <p>3.1.3 Treat others with sensitivity, empathy, respect and dignity</p> <p>3.1.4 Take responsibility for their own actions</p> <p>3.1.5 Recognize their scope of practice and the extent of their current competency and expertise and works accordingly</p> <p>3.1.6 Maintain a consistently high standard of work</p>
3 Professional practice	3.2 Ethical Practice	<p>3.2.1 Understand obligations under the principles of the statutory Code of Conduct for Pharmacists and acts accordingly</p> <p>3.2.2 Make and justify decisions in a manner that reflects the statutory Code of Conduct for pharmacists and pharmacy law</p> <p>3.2.3 Recognize ethical dilemmas in practice scenarios and reasons through dilemmas in a structured manner</p> <p>3.2.4 Implement standard operating procedures and code of ethics</p>
3 Professional practice	3.3 Legal Practice	<p>3.3.1 Demonstrate an awareness of and adheres to professional indemnity requirements</p> <p>3.3.2 Use and take into account the drug related pharmaceutical and economic regulation and its evolution to inform and answer questions from healthcare professionals</p> <p>3.3.3 Integrate into business the rules of advertising, promotion, distribution and delivery of the drug and their changes</p> <p>3.3.4 Raise awareness and provide information on regulatory changes</p> <p>3.3.5 Use tools related to the product (SPC, product file, Transparency Commission opinion, validated data, etc.)</p> <p>3.3.6 Drive up pharmacovigilance information by following the internal procedures and regulations</p>
4 Personal skills	4.1 Role Modeling	<p>4.1.1 Inspire confidence and applies assertiveness skills as appropriate</p> <p>4.1.2 Build credibility and portrays the profession in a positive light by being professional and well informed</p> <p>4.1.3 Contribute to the initiation, development and continuous improvement of business plans</p>
4 Personal skills	4.2 Team working skills	<p>4.2.1 Recognize the value of transversal teamwork</p>

		4.2.3 Recognize when it is appropriate to seek advice from experienced colleagues, refer decisions to a higher level of authority or to include other colleagues in the decision
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Appendix 4: Industrial Pharmacists Minimum Competencies

Area	Competency	Indicators
0 Research and Development	0.1 Process implementation	0.1.1 Identify the different phases of a research process 0.1.2 Integrate the input requirements and objectives of the process
0 Research and Development	0.2 Mastering analytical and extraction techniques	0.2.1 Implement experimental conditions for synthesizing a chemical entity 0.2.2 Use a technique for extraction and purification of a natural origin molecule 0.2.3 Use a technique for gene expression
0 Research and Development	0.3 Mastering characterization techniques	0.3.1 Use molecule characterization techniques (separation techniques, spectroscopic techniques, capillary electrophoresis...) 0.3.2 Implement experimentation protocols to characterize the interaction target-molecules 0.3.3 Design and validate a technique for obtaining or characterization of a molecule 0.3.4 Organize a scientific monitoring process
1 Pharmaceutical and Industrial development	1.1 Drug formulation expertise	1.1.1 Use the established physicochemical characteristics of active molecules by using appropriate analytical techniques (X-ray diffraction, solubility, etc.) 1.1.2 Develop formulations and routes of administration (including controlled of modified release systems) according to the characteristics of the molecules and the marketing objectives 1.1.3 Set a process to optimize a formulation 1.1.4 Remain up to date with and applies pharmaceutical knowledge on the requirements of formulating and compounding of medicines 1.1.5 Demonstrate the ability to perform pharmaceutical calculations accurately 1.1.6 Apply pharmaceutical knowledge to select appropriate ingredients and excipients of the required quality standard for the manufacture and compounding of medicines 1.1.7 Demonstrate an understanding of the legislative framework and requirements that govern the manufacture of medicinal products, including GMP
1 Pharmaceutical and Industrial development	1.2 Packaging expertise	1.2.1 Develop packaging characteristics from the properties of the molecules and the developed dosage form 1.2.2 Elaborate packaging characteristics according to container-content interactions and physicochemical stability

<p>1 Pharmaceutical and Industrial development</p>	<p>1.3 Industrial scale transposition</p>	<p>1.3.1 Evaluate the feasibility, reliability and reproducibility of a method or an equipment and implement the concept of risk management 1.3.2 Elaborate the product characteristics through the test results by integrating the regulatory and commercial data 1.3.3 Translate test results in instructions and procedures</p>
<p>1 Pharmaceutical and Industrial development</p>	<p>1.4 Process development and optimization</p>	<p>1.4.1 Design and implement improvements in the formulation development techniques 1.4.2 Use experimental designs to master the process 1.4.3 Analyze the economic feasibility of a formulation and industrial development plan</p>
<p>2 Analytical Development</p>	<p>2.1 Analytical protocols and techniques expertise</p>	<p>2.1.1 Identify the physicochemical variables to point to an analytical technique of a molecule, impurities and end-product 2.1.2 Set an experimental context to point to an analytical, separation or dosing technique depending on the characteristics of the formulation, the regulatory and commercial constraints 2.1.3 Implement analytical tests and dosing techniques using protocols</p>
<p>2 Analytical Development</p>	<p>2.2 Analytical project development and implementation</p>	<p>2.2.1 Evaluate the feasibility, reliability and reproducibility of an analysis by integrating the concept of risk management and analytical validation 2.2.2 Translate test results in instructions and procedures 2.2.3 Design and implement improvements in analytical development techniques 2.2.4 Analyze the economic feasibility of an analytical development project</p>
<p>3 Industrial Pharmaceutical Production</p>	<p>3.1 Process engineering and equipment technology</p>	<p>3.1.1 Analyze critical steps of a manufacturing and a packaging process 3.1.2 Analyze the critical specific steps of the biotechnology products processes 3.1.3 Analyze the expected return of each step and the deviations 3.1.4 Design a protocol of equipment qualification 3.1.5 Design a validation protocol of a manufacturing and a packaging process 3.1.6 Determine and implement process control tools (Monitoring Statistical Process control - MSP) 3.1.7 Use the statistical tool and interpret results to analyze the capability and robustness of processes and identify areas for improvement 3.1.8 Determine the follow-up and control set up according to these results</p>

		3.1.9 Propose and argue for technical improvements in production methods and processes according to the follow-up results
3 Industrial Pharmaceutical Production	3.2 Organization and production management	3.2.1 Driving the steps of industrial transposition to larger scales 3.2.2 Organize and plan various activities of production in compliance with regulations, quality, hygiene and safety rules, cost and defined deadlines 3.2.3 Use production management tools 3.2.4 Organize and control the movement of products as well as documentary flows 3.2.5 Identify and assess the conditions of storage, transport and distribution of products 3.2.6 Optimize the organization of work, work processes and means
3 Industrial Pharmaceutical Production	3.3 Health, Safety and Environment (HSE)	3.3.1 Deploy a system of environmental risk management (an ISO 14001 type) and make it live alongside the other management systems (quality, etc.)
3 Industrial Pharmaceutical Production	3.4 Continuous improvement	3.4.1 Define and implement tracking indicators of the activity of a department and productivity indicators 3.4.2 Analyze the results of production and productivity monitoring indicators 3.4.3 Propose and implement corrective actions to reduce costs and delays in conjunction with other departments and evaluate the results 3.4.4 Use methods to improve production organization 3.4.5 Establish continuous improvement conditions and follow-up the improvement of the industrial processes
3 Industrial Pharmaceutical Production	3.5 Cross disciplinary functions	3.5.1 Animate an action plan within a team
3 Industrial Pharmaceutical Production	3.6 Quality Assurance	3.6.1 Define sampling plans and compliance 3.6.2 Define and organize batch stability monitoring
3 Industrial Pharmaceutical Production	3.7 Quality control	3.7.1 Identify and assess the constitution of the sample library 3.7.2 Analyze the causes of a malfunction, a drift or a non-compliance related to a process or an equipment, and identify corrective measures 3.7.3 Assess the compliance of activities, premises/facilities and equipment with the quality standards (GMP, ISO) and safety rules 3.7.4 Assess the compliance of a batch record 3.7.5 Analyze the causes of non-compliance related to quality and safety 3.7.6 Propose and implement corrective actions to address the non-compliance related to

		<p>quality and safety in conjunction with other departments</p> <p>3.7.7 Assess the compliance, implement the analysis (quality control of raw material, finished or semi-finished products), interpret and validate the results</p> <p>3.7.8 Assess the compliance of products from the analytical and manufacturing files</p> <p>3.7.9 Identify maintenance operation of quality control equipment</p> <p>3.7.10 Estimate the authenticity of the results to generate the certificate of analysis</p>
4 Quality management	4.1 Program management and implementation	<p>4.1.1 Define the Quality policy elements of the company</p> <p>4.1.2 Implement a global Quality approach including the concepts of quality control, quality assurance and quality management</p> <p>4.1.3 Develop and implement general and transversal quality systems deployed in all business sectors: research, development, production, distribution, marketing, promotion, information, operations...</p> <p>4.1.4 Define the conditions of the relation of the customer-supplier relationship: establish the quality aspect in the implementation of the customer-supplier relationships</p> <p>4.1.5 Design procedures for complaints handling, batch follow-up, batch recall and traceability</p>
4 Quality management	4.2 Program quality assurance	<p>4.2.1 Design a procedure for process validation and equipment qualification</p> <p>4.2.2 Define a method of audit, an audit program; achieve audits and make audit follow-up</p> <p>4.2.3 Develop, implement and evaluate quality training programs</p>
4 Quality management	4.3 Documentation and traceability expertise	<p>4.3.1 Organize and document annual reviews</p> <p>4.3.2 Organize and manage the traceability of all industrial operations</p> <p>4.3.3 Organize a document management mode, archiving procedures, use of electronic document management systems</p>
4 Quality management	4.4. Financial analysis	<p>4.4.1 Analyze the costs of non-quality</p> <p>4.4.2 Understands the principles of pharmacoeconomic assessment and medicines cost benefits analysis</p> <p>4.4.3 Demonstrates the ability to effectively analyze and manage financial data and budgetary information</p>
4 Quality management	4.5 Risk management expertise	<p>4.5.1 Use methods of Risk Management; define risks and hazards, identify critical points and design approaches that put them under control</p>

		4.5.2 Integrate the environmental risk management in the Quality Management System
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Appendix 5: Clinical Pharmacists Minimal Competencies

Area	Competency	Indicators
0. Quality Improvement	0. Medication use management	<p>0.0.1 Identify opportunities for improvement of the organization's medication-use system.</p> <p>0.0.2 Understand the organization's medication-use system and its vulnerabilities to adverse drug events (ADEs).</p> <p>0.0.3 Understand the structure and process of the medication-use system.</p> <p>0.0.4 Participate in opportunities for improvement in the organization's medication-use system by comparing the medication-use system to relevant best practices.</p> <p>0.0.5 Implement quality improvement changes to the organization's medication-use system.</p> <p>0.0.6 Understand the process for developing, implementing, and maintaining a formulary system.</p> <p>0.0.7 Make a medication-use policy recommendation based on a comparative review (e.g., drug class review, drug monograph).</p> <p>0.0.8 Participate in the identification of need for, development of, implementation of, and evaluation of an evidence-based treatment guideline/protocol related to individual and population-based patient care.</p> <p>0.0.9 Participate in pilot interventions to change problematic or potentially problematic aspects of the medication-use system with the objective of improving quality.</p>
	1. Medication dispensing	<p>0.1.1 Prepare and dispense medications following existing standards of practice and the organization's policies and procedures.</p> <p>0.1.2 Identify the appropriateness of a medication order before preparing or permitting the distribution of the first dose.</p> <p>0.1.3 Follow the organization's policies and procedures to maintain the accuracy of the patient's medication profile.</p> <p>0.1.4 Prepare medication using appropriate techniques and following the organization's policies and procedures.</p> <p>0.1.5 Dispense medication products following the organization's policies and procedures.</p>
	2. Workplace management	<p>0.2.1 Understand the effect of accreditation, legal, regulatory, and safety requirements on practice.</p> <p>0.2.2 Understand the principles of financial management of a pharmacy department.</p> <p>0.2.3 Evaluate the work load, organize the work flow, and check the accuracy of the work of pharmacy staff or others.</p>

		0.2.4 Use knowledge of the principles of change management to achieve organizational, departmental, and/or team goals.
1. Clinical Knowledge and Skills	0. Analytical skills	<p>1.0.1 Provide concise, applicable, comprehensive, and timely responses to requests for drug information from patients and health care providers.</p> <p>1.0.2 Formulate a systematic, efficient, and thorough procedure for retrieving drug information.</p> <p>1.0.3 Determine from all retrieved biomedical literature the appropriate information to evaluate.</p> <p>1.0.4 Evaluate the usefulness of biomedical literature gathered.</p> <p>1.0.5 Formulate responses to drug information requests based on analysis of the literature.</p> <p>1.0.6 Provide appropriate responses to drug information questions that require the pharmacist to draw upon his or her knowledge base.</p> <p>1.0.7 Assess the effectiveness of drug information recommendations.</p>
	1. Patient Data collection, assessment, and therapeutic planning skills	<p>1.1.1 Collect and organize all patient-specific information needed by the pharmacist to prevent, detect, and resolve medication-related problems and to make appropriate evidence-based, patient-centered medication therapy recommendations as part of the interdisciplinary team.</p> <p>1.1.2 Determine the presence of any of the following medication therapy problems in a patient's current medication therapy:</p> <p>1.1.2.1 Medication used with no medical indication</p> <p>1.1.2.2 Patient has medical conditions for which there is no medication prescribed</p> <p>1.1.2.3 Medication prescribed inappropriately for a particular medical condition</p> <p>1.1.2.4 Immunization regimen is incomplete</p> <p>1.1.2.5 Current medication therapy regimen contains something inappropriate (dose, dosage form, duration, schedule, route of administration, method of administration)</p> <p>1.1.2.6 There is therapeutic duplication</p> <p>1.1.2.7 Medication to which the patient is allergic has been prescribed</p> <p>1.1.2.8 There are adverse drug or device-related events or potential for such events</p> <p>1.1.2.9 There are clinically significant drug-drug, drug-disease, drug-nutrient, or drug-laboratory test interactions or potential for such interactions</p> <p>1.1.2.10 Medical therapy has been interfered with by social, recreational, nonprescription, or nontraditional drug use by the patient or others</p> <p>1.1.2.11 Patient not receiving full benefit of prescribed medication therapy</p> <p>1.1.2.12 There are problems arising from the financial impact of medication therapy on the patient</p>

		<p>1.1.2.13 Patient lacks understanding of medication therapy</p> <p>1.1.2.14 Patient not adhering to medication regimen</p> <p>1.1.3 Using an organized collection of patient-specific information, summarize patients' health care needs.</p> <p>1.1.4 When presented with a patient with health care needs that cannot be met by the pharmacist, make a referral to the appropriate health care provider based on the patient's acuity and the presenting problem.</p> <p>1.1.5 Design evidence-based therapeutic regimen</p> <p>1.1.5.1 Identify therapeutic goals and design a patient centered regimen that meets the evidence-based therapeutic goals established for a patient</p> <p>1.1.5.2 Integrate patient-specific information, disease and drug information, ethical issues and quality-of-life issues;</p> <p>1.1.5.3 Consider pharmaco-economic principles</p>
	2. Monitoring & Follow up skills	<p>1.2.1 Design a patient-centered, evidenced-based monitoring plan for a therapeutic regimen that effectively evaluates achievement of the patient-specific goals.</p> <p>1.2.2 When appropriate, initiate the patient-centered, evidence-based therapeutic regimen and monitoring plan for a patient according to the organization's policies and procedures.</p> <p>1.2.3 Accurately assess the patient's progress toward the therapeutic goal(s).</p> <p>1.2.4 Redesign a patient-centered, evidence-based therapeutic plan as necessary based on evaluation of monitoring data and therapeutic outcomes.</p>
	3. Transition of care & Reconciliation skills	<p>1.3.1 When given a patient who is transitioning from one health care setting to another, communicate pertinent pharmaco-therapeutic information to the receiving health care professionals.</p> <p>1.3.2 Ensure that accurate and timely medication-specific information reconciliation procedure regarding a specific patient reaches those who need it at the appropriate time.</p>
2. Soft Skills	0. Communication skills	<p>2.0.1 Use effective patient education techniques to provide counseling to patients and caregivers, including information on medication therapy, adverse effects, compliance, appropriate use, handling, and medication administration.</p> <p>2.0.2 Appropriately select direct patient-care activities for documentation.</p> <p>2.0.3 Use effective communication practices when documenting a direct patient-care activity.</p> <p>2.0.4 Explain the characteristics of exemplary documentation systems that may be used in the organization's environment.</p>

	1. Interdisciplinary approach	<p>2.1.1 As appropriate, demonstrate cooperative, collaborative, and communicative working relationships with members of interdisciplinary health care teams.</p> <p>2.1.2 Prioritize and manage daily activities that reflect a priority on the delivery of appropriate patient-centered care to each patient.</p> <p>2.1.3 As appropriate, demonstrate collaborative professional pharmacist-patient relationships.</p> <p>2.1.4 Recommend or communicate a patient-centered, evidence-based therapeutic regimen and corresponding monitoring plan to other members of the interdisciplinary team and patients in a way that is systematic, logical, accurate, timely, and secures consensus from the team and patient.</p>
	2. Professionalism, ethics and patient advocacy	<p>2.2.1 Demonstrate pride in and commitment to the profession through appearance, personal conduct, and association membership.</p> <p>2.2.2 Act ethically in the conduct of all job-related activities.</p> <p>2.2.3 Demonstrate ownership of and responsibility for the welfare of the patient by addressing pharmacy related patient care problems</p>
	3. Leadership and self-management	<p>2.3.1 Practice self-managed continuing professional development with the goal of improving the quality of one's own performance through self-assessment and personal change.</p> <p>2.3.2 Understand various leadership philosophies that effectively support direct patient care and pharmacy practice excellence.</p>
3. Ability to conduct clinical research	0. Research project management skills	<p>3.0.1 Suggest a feasible design for a practice-related project.</p> <p>3.0.2 Secure any necessary approvals, including IRB, for one's design of a practice-related project.</p> <p>3.0.3 Implement a practice-related project as specified in its design.</p> <p>3.0.4 Effectively present the results of a practice-related project.</p> <p>3.0.5 Employ accepted manuscript style to prepare a final report of a practice-related project.</p>
4. Ability to provide effective education	0. Educational skills	<p>4.0.1 Use effective educational techniques in the design of all educational activities.</p> <p>4.0.2 Use skill in case-based teaching.</p> <p>4.0.3 Use public speaking skills to speak effectively in large and small group situations.</p> <p>4.0.4 Use knowledge of audio-visual aids and handouts to enhance the effectiveness of communications.</p>
5. Use information technology to make decisions and reduce error.	0. Informatics skills	<p>5.0.1 Explain security and patient protections such as access control, data security, data encryption, privacy regulations, as well as ethical and legal issues related to the use of information technology in pharmacy practice.</p> <p>5.0.2 Exercise skill in basic use of databases and data analysis software.</p>

		5.0.3 Successfully make decisions using electronic data and information from internal information databases, external online databases, and the Internet.
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