

2016

NATIONAL COMPETENCY  
STANDARDS FRAMEWORK  
FOR PHARMACISTS  
IN AUSTRALIA

## Example 4 - Lee



*\*Note – this case is an example only. It has been developed to illustrate, not limit, how the self-assessment and learning plan tools can be used.*

### Lee undertakes a self-assessment

#### Step 1: Identify the competency standards relevant to your scope of practice

##### 1a. What is your scope of practice?

**Current scope:** I have a proprietary interest in one pharmacy. The pharmacy offers dispensing and counselling of patients, the provision of primary healthcare advice and professional services. It is registered for GCPA medication adherence programs (staged supply, dose administration aids, and clinical interventions) and is also involved in the Pharmacy Diabetes Screening Trial.

**Future scope:** I will cease being the Pharmacist in Charge at the end of the month, not dispensing in the pharmacy any more but retaining my ownership and management roles.

##### 1b. Identify which competency standards are relevant to your scope of practice.

Lee works through the five Domains to confirm the competency standards that are relevant to his current and future role.

He makes the following notes:

**Domain 1. Professionalism and ethics** – all standards are applicable to all pharmacists

**Domain 2. Communication and collaboration** – all standards are applicable to all pharmacists

**Domain 3. Medicines management and patient care** – These standards will apply in a different way, as I will have more of an oversight/monitoring role

**Domain 4. Leadership and management** – Standards 4.1 and 4.2 are applicable to all pharmacists. Standards 4.3-4.7 will continue to apply.

**Domain 5. Education and research** – None apply.

**Step 2: Self-assess your practice against the Framework to identify your professional development needs and define your professional development goals**

**Domain 1**

**Professionalism and ethics**

**1.1 Do I uphold professionalism in practice?\***

- 1.1.1 Do I promote a culture of professionalism?
- 1.1.2 Do I uphold the professional role of a pharmacist?
- 1.1.3 Do I apply understanding and knowledge of medicines management and use in society?
- 1.1.4 Do I accept professional responsibility and accountability?
- 1.1.5 Do I work with commitment, diligence and care?

<input checked="" type="checkbox"/> Relevant to my current or future/planned scope of practice	<input type="checkbox"/> Development is not required
	<input type="checkbox"/> Ongoing development is required for current scope <i>(Describe what you need to work on.)</i>
	<input checked="" type="checkbox"/> Development is required for future/planned scope <i>(Describe what you need to work on.)</i>

Statement explaining your self-assessment:

*As I move to a role where I am not dispensing in the pharmacy on a day-to-day basis, I will need to look at the mechanisms in place to be assured that professionalism is maintained in the pharmacy.*

**1.2 Do I observe and promote ethical standards?\***

- 1.2.1 Do I support ethical professional practice?
- 1.2.2 Do I manage ethical issues arising in practice?
- 1.2.3 Do I promote ethical professional practice?

<input checked="" type="checkbox"/> Relevant to my current or future/planned scope of practice	<input type="checkbox"/> Development is not required
	<input type="checkbox"/> Ongoing development is required for current scope <i>(Describe what you need to work on.)</i>
	<input checked="" type="checkbox"/> Development is required for future/planned scope <i>(Describe what you need to work on.)</i>

Statement explaining your self-assessment:

*Moving out of the PIC role to an owner role could give the impression I am more interested in the business aspects of the pharmacy, rather than the professional aspects. I will need to ensure that management and business policies introduced support the ethical professional practice of those working in the pharmacy on a day-to-day basis.*

### 1.3 Do I practise within applicable legal frameworks?\*

1.3.1 Do I comply with statute law, guidelines, codes and standards?

1.3.2 Do I respond to common law requirements?

1.3.3 Do I respect and protect the individual's rights to privacy and confidentiality?

1.3.4 Do I assist individuals to understand and grant informed consent?

Relevant to my current or future/planned scope of practice

Development is not required

Ongoing development is required for current scope  
(Describe what you need to work on.)

Development is required for future/planned scope  
(Describe what you need to work on.)

Statement explaining your self-assessment:

*I have developed strong policies and procedures in the pharmacy to support compliance with legal frameworks – from advertising to HR to hazards to maintaining privacy etc. I have a system in place for reporting and discussing breaches and I will continue to be involved in this system even when I am no longer the PIC.*

### 1.4 Do I maintain and extend my own professional competence?\*

1.4.1 Do I adopt a scope of practice consistent with my competence?

1.4.2 Do I determine professional development needs with reference to the competency standards?

1.4.3 Do I acquire and apply practice expertise??

Relevant to my current or future/planned scope of practice

Development is not required

Ongoing development is required for current scope  
(Describe what you need to work on.)

Development is required for future/planned scope  
(Describe what you need to work on.)

Statement explaining your self-assessment:

*I do this myself, and also support the development of my team. I am aware of the Pharmacy Board's guidelines for proprietor pharmacists, including that my competence as a pharmacist still needs to be maintained even though I will not be dispensing in the pharmacy as I am still responsible for the services delivered.*

### 1.5 Do I apply expertise in professional practice?\*

- 1.5.1 Do I apply expert knowledge and skills?
- 1.5.2 Do I use reasoning and judgement?
- 1.5.3 Do I demonstrate accountability and responsibility?
- 1.5.4 Do I use professional autonomy?

Relevant to my current or future/planned scope of practice

Development is not required

Ongoing development is required for current scope  
(Describe what you need to work on.)

Development is required for future/planned scope  
(Describe what you need to work on.)

Statement explaining your self-assessment:

*I am aware of the Pharmacy Board's guidelines for proprietor pharmacists, in particular my responsibilities and accountabilities despite no longer being a PIC.*

### 1.6 Do I contribute to continuous improvement in quality and safety?\*

- 1.6.1 Do I collaborate to improve quality and safety across the continuum of care?
- 1.6.2 Do I monitor and respond to sources of risk?
- 1.6.3 Do I follow up incidents or lapses in care?

Relevant to my current or future/planned scope of practice

Development is not required

Ongoing development is required for current scope  
(Describe what you need to work on.)

Development is required for future/planned scope  
(Describe what you need to work on.)

Statement explaining your self-assessment:

*This has always been a focus of mine while PIC, including receiving feedback through staff surveys. I want to ensure I have mechanisms to continue to contribute to improvements in quality and safety. I will need to look at how I do this in a collaborative and supportive way while not having a dispensing role.*

Name: ..... Date completed: / / 20

## Domain 2

# Communication and collaboration

### 2.1 Do I collaborate and work in partnership for the delivery of patient-centred, culturally responsive care?\*

- 2.1.1 Do I respect the personal characteristics, rights, preferences, values, beliefs, needs and cultural and linguistic diversity of patients and other clients, including Aboriginal and Torres Strait Islander peoples?
- 2.1.2 Do I support and respect the rights of patients and other clients to contribute to decision-making?
- 2.1.3 Do I promote patient/client engagement with feedback and follow-up systems?
- 2.1.4 Do I consider the impact of the physical environment?

Relevant to my current or future/planned scope of practice

Development is not required

Ongoing development is required for current scope  
(Describe what you need to work on.)

Development is required for future/planned scope  
(Describe what you need to work on.)

Statement explaining your self-assessment:

*I have systems in place in the pharmacy to elicit patient and client feedback about the care we provide. These will continue once I am no longer PIC.*

### 2.2 Do I collaborate with professional colleagues?\*

- 2.2.1 Do I show a commitment to interprofessional practice?
- 2.2.2 Do I engage in teamwork and consultation?
- 2.2.3 Do I promote effective interprofessional practice?

Relevant to my current or future/planned scope of practice

Development is not required

Ongoing development is required for current scope  
(Describe what you need to work on.)

Development is required for future/planned scope  
(Describe what you need to work on.)

Statement explaining your self-assessment:

*As I move out of the PIC role, I am looking forward to having more time to 'work on the business, rather than in the business'. I receive feedback through internal staff surveys and from local doctors. I see great opportunity to establish stronger relationships intraprofessionally and interprofessionally, particularly with the diabetes screening trial. However I am confident in my abilities to do this.*

### 2.3 Do I communicate effectively?\*

2.3.1 Do I use appropriate communication skills?

2.3.2 Do I confirm the effectiveness of my communication?

Relevant to my current or future/planned scope of practice

Development is not required

Ongoing development is required for current scope  
(Describe what you need to work on.)

Development is required for future/planned scope  
(Describe what you need to work on.)

Statement explaining your self-assessment:

*I am confident with my communication skills – verbal and written. Responses to internal staff surveys have confirmed that my written policies and procedures are clear, as is the way I communicate in team meetings.*

### 2.4 Do I apply interpersonal communication skills to address problems?\*

2.4.1 Do I analyse the problem or issue to be addressed and the possible solutions?

2.4.2 Do I engage with others as appropriate to resolve the identified problem or issue?

2.4.3 Do I review outcomes achieved and assess follow-up requirements?

Relevant to my current or future/planned scope of practice

Development is not required

Ongoing development is required for current scope  
(Describe what you need to work on.)

Development is required for future/planned scope  
(Describe what you need to work on.)

Statement explaining your self-assessment:

*I am confident with my communication skills – and have used them extensively both to resolve problems within my team and with patients and clients.*

Name: ..... Date completed: / / 20

## Domain 3

# Medicines management and patient care

### 3.1. Do I develop a patient-centred, culturally responsive approach to medication management?

- 3.1.1 Do I obtain relevant health and medicines information?
- 3.1.2 Do I assess medication management practices and needs?
- 3.1.3 Do I collaborate to develop a medication management strategy or plan??

Relevant to my current or future/planned scope of practice

Development is not required

Ongoing development is required for current scope  
(Describe what you need to work on.)

Development is required for future/planned scope  
(Describe what you need to work on.)

Not relevant to my scope of practice

Statement explaining your self-assessment:

*As I move out of my PIC role, I will be more dependent on the pharmacists working in the pharmacy in this domain. However I will still need to keep abreast of medicines management and patient care activities to ensure I provide an environment and resources to support this being achieved in the pharmacy.*

*I am thinking the competencies and performance criteria in this Domain could provide a framework for me to discuss medicine management and patient care activities with the new PIC in a systematic and regular way.*

### 3.2 Do I implement the medication management strategy or plan?

- 3.2.1 Do I administer medicines?
- 3.2.2 Do I provide primary care and promote judicious use of medicines?
- 3.2.3 Do I dispense medicines (including compounded medicines) in consultation with the patient and/or prescriber?
- 3.2.4 Do I prescribe medicines?
- 3.2.5 Do I provide counselling and information for safe and effective medication management?
- 3.2.6 Do I facilitate continuity of care including during transitions of care?

Relevant to my current or future/planned scope of practice

Development is not required

Ongoing development is required for current scope  
(Describe what you need to work on.)

Development is required for future/planned scope  
(Describe what you need to work on.)

Not relevant to my scope of practice

Statement explaining your self-assessment:

*See 3.1*

### 3.3 Do I monitor and evaluate medication management?

3.3.1 Do I undertake a clinical review?

3.3.2 Do I apply clinical review findings to improve health outcomes?

3.3.3 Do I document clinical review findings and changes in medication management?

Relevant to my current or future/planned scope of practice

Development is not required

Ongoing development is required for current scope  
(Describe what you need to work on.)

Development is required for future/planned scope  
(Describe what you need to work on.)

Not relevant to my scope of practice

Statement explaining your self-assessment:

*See 3.1*

### 3.4 Do I compound medicines?

3.4.1 Do I determine the required formulation?

3.4.2 Do I confirm the availability of suitable resources?

3.4.3 Do I apply risk management strategies?

3.4.4 Do I prepare products non-aseptically?

3.4.5 Do I prepare products aseptically?

3.4.6 Do I prepare cytotoxic or other hazardous drug products?

3.4.7 Do I complete appropriate documentation?

3.4.8 Do I optimise packaging and supplementary labelling?

Relevant to my current or future/planned scope of practice

Development is not required

Ongoing development is required for current scope  
(Describe what you need to work on.)

Development is required for future/planned scope  
(Describe what you need to work on.)

Not relevant to my scope of practice

Statement explaining your self-assessment:

*See 3.1*



### 3.5 Do I support Quality Use of Medicines?

3.5.1 Do I review trends in medicine use?

3.5.2 Do I promote evidence-based medicine use?

<input checked="" type="checkbox"/> Relevant to my current or future/planned scope of practice	<input checked="" type="checkbox"/> Development is not required
	<input type="checkbox"/> Ongoing development is required for current scope <i>(Describe what you need to work on.)</i>
	<input type="checkbox"/> Development is required for future/planned scope <i>(Describe what you need to work on.)</i>

Not relevant to my scope of practice

Statement explaining your self-assessment:

*See 3.1*

### 3.6 Do I promote health and wellbeing?

3.6.1 Do I assist the development of health literacy?

3.6.2 Do I support health promotion activities and health services intended to maintain and improve health?

3.6.3 Do I support evidence-based public health programs?

<input checked="" type="checkbox"/> Relevant to my current or future/planned scope of practice	<input checked="" type="checkbox"/> Development is not required
	<input type="checkbox"/> Ongoing development is required for current scope <i>(Describe what you need to work on.)</i>
	<input type="checkbox"/> Development is required for future/planned scope <i>(Describe what you need to work on.)</i>

Not relevant to my scope of practice

Statement explaining your self-assessment:

*See 3.1*

Name: ..... Date completed: / / 20

## Domain 4

# Leadership and management

### 4.1 Do I show leadership of myself?\*

4.1.1 Do I display emotional awareness and effective self-regulation of emotions?

4.1.2 Do I apply reflective skills for self-assessment?

4.1.3 Do I display self-motivation, an innovative mindset and motivate others?

Relevant to my current or future/planned scope of practice

Development is not required

Ongoing development is required for current scope  
(Describe what you need to work on.)

Development is required for future/planned scope  
(Describe what you need to work on.)

Not relevant to my scope of practice

Statement explaining your self-assessment:

*I have worked on these aspects of myself regularly over the years, and feel confident in my current abilities.*

### 4.2 Do I manage my professional contribution?\*

4.2.1 Do I work with established systems?

4.2.2 Do I plan and prioritise work?

4.2.3 Do I maintain productivity?

4.2.4 Do I monitor progress and priorities?

Relevant to my current or future/planned scope of practice

Development is not required

Ongoing development is required for current scope  
(Describe what you need to work on.)

Development is required for future/planned scope  
(Describe what you need to work on.)

Not relevant to my scope of practice

Statement explaining your self-assessment:

*When I moved into an ownership role many years ago, my competence in these areas were challenged but I now feel confident in my abilities.*

Name: .....

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### 4.3 Do I show leadership in practice?

- 4.3.1 Do I inspire a strategic vision and common purpose?
- 4.3.2 Do I foster initiative and contribute to innovation, improvement and service development?
- 4.3.3 Do I encourage, influence and facilitate change?
- 4.3.4 Do I serve as a role model, coach and mentor for others?

<input checked="" type="checkbox"/> Relevant to my current or future/planned scope of practice	<input type="checkbox"/> Development is not required
	<input type="checkbox"/> Ongoing development is required for current scope <i>(Describe what you need to work on.)</i>
	<input checked="" type="checkbox"/> Development is required for future/planned scope <i>(Describe what you need to work on.)</i>

Not relevant to my scope of practice

Statement explaining your self-assessment:

*As I move to a role where I am not dispensing in the pharmacy on a day-to-day basis, I will need to look at the mechanisms in place for inspiring the team with my vision and purpose for the pharmacy but also ways they can meaningfully contribute to innovation and improvements.*

### 4.4 Do I participate in organisational planning and review?

- 4.4.1 Do I undertake strategic and/or operational planning?
- 4.4.2 Do I develop a business plan and monitor performance?
- 4.4.3 Do I establish suitable premises and infrastructure?
- 4.4.4 Do I undertake workforce planning?
- 4.4.5 Do I develop and maintain supporting systems and strategies?

<input checked="" type="checkbox"/> Relevant to my current or future/planned scope of practice	<input type="checkbox"/> Development is not required
	<input type="checkbox"/> Ongoing development is required for current scope <i>(Describe what you need to work on.)</i>
	<input checked="" type="checkbox"/> Development is required for future/planned scope <i>(Describe what you need to work on.)</i>

Not relevant to my scope of practice

Statement explaining your self-assessment:

*As I move to a role where I am not dispensing in the pharmacy on a day-to-day basis, I will need to look at the mechanisms in place, e.g. for more formal monitoring of organisational activities and needs.*

#### 4.5 Do I plan and manage physical and financial resources?

4.5.1 Do I plan and manage finances?

4.5.2 Do I maintain the physical environment and acquire required resources?

4.5.3 Do I contribute to the efficient and effective use of resources?

Relevant to my current or future/planned scope of practice

Development is not required

Ongoing development is required for current scope  
(Describe what you need to work on.)

Development is required for future/planned scope  
(Describe what you need to work on.)

Not relevant to my scope of practice

Statement explaining your self-assessment:

*As I move to a role where I am not dispensing in the pharmacy on a day-to-day basis, I will need to look at the mechanisms in place for financial delegations and monitoring.*

#### 4.6 Do I plan, manage and build human resource capability?

4.6.1 Do I recruit and retain personnel?

4.6.2 Do I establish role clarity and performance standards?

4.6.3 Do I supervise personnel?

4.6.4 Do I develop personnel and promote improved performance?

4.6.5 Do I manage interpersonal relationships with supervised personnel?

Relevant to my current or future/planned scope of practice

Development is not required

Ongoing development is required for current scope  
(Describe what you need to work on.)

Development is required for future/planned scope  
(Describe what you need to work on.)

Not relevant to my scope of practice

Statement explaining your self-assessment:

*I have in place strong policies and procedures around HR – recruitment, performance, development, and supervision. These are in accordance with the Quality Care Community Pharmacy Standard (AS 8500:2017). These policies and procedures will continue after I leave my PIC role.*

#### 4.7 Do I participate in organisational management?

- 4.7.1 Do I understand and contribute to organisational/corporate and clinical governance?
- 4.7.2 Do I support and assist implementation of health care priorities?
- 4.7.3 Do I undertake project management?
- 4.7.4 Do I contribute to professional activities planning with consideration of strategic context?
- 4.7.5 Do I apply and monitor standards of practice?
- 4.7.6 Do I work across service delivery boundaries?
- 4.7.7 Do I contribute to the effective management of risk, including threats to service continuity?

Relevant to my current or future/planned scope of practice

Development is not required

Ongoing development is required for current scope  
*(Describe what you need to work on.)*

Development is required for future/planned scope  
*(Describe what you need to work on.)*

Not relevant to my scope of practice

Statement explaining your self-assessment:

*As I move to a role where I am not dispensing in the pharmacy on a day-to-day basis, I will need to look at the mechanisms in place for delegations and monitoring.*

Name: ..... Date completed: / / 20

## Domain 5

# Education and research

### 5.1 Do I deliver education and training?

- 5.1.1 Do I plan education and training?
- 5.1.2 Do I conduct education and training consistent with educational practice?
- 5.1.3 Do I contribute to continuing professional development of others?
- 5.1.4 Do I link practice and education?

Relevant to my current or future/planned scope of practice

Development is not required

Ongoing development is required for current scope  
*(Describe what you need to work on.)*

Development is required for future/planned scope  
*(Describe what you need to work on.)*

Not relevant to my scope of practice

Statement explaining your self-assessment:

n/a

### 5.2 Do I participate in research?

- 5.2.1 Do I establish research partnerships?
- 5.2.2 Do I identify gaps in the evidence-base?
- 5.2.3 Do I undertake critical evaluation activities?
- 5.2.4 Do I design and deliver research projects to address gaps in the evidence-base and identify areas for innovation and advances in practice?
- 5.2.5 Do I supervise others undertaking research?

Relevant to my current or future/planned scope of practice

Development is not required

Ongoing development is required for current scope  
*(Describe what you need to work on.)*

Development is required for future/planned scope  
*(Describe what you need to work on.)*

Not relevant to my scope of practice

Statement explaining your self-assessment:

n/a

### 5.3 Do I research, synthesis and integrate evidence into practice?

- 5.3.1 Do I identify information needs and resource requirements?
- 5.3.2 Do I retrieve relevant information/evidence in a timely manner?
- 5.3.3 Do I apply research evidence into practice?
- 5.3.4 Do I provide advice and recommendations?

<input type="checkbox"/> Relevant to my current or future/planned scope of practice	<input type="checkbox"/> Development is not required
	<input type="checkbox"/> Ongoing development is required for current scope <i>(Describe what you need to work on.)</i>
	<input type="checkbox"/> Development is required for future/planned scope <i>(Describe what you need to work on.)</i>

Not relevant to my scope of practice

Statement explaining your self-assessment:

n/a

# Lee's professional development goals

## Self-assessment summary

Mark those competency standards (below) that you have identified in your self-assessment that development is required (for your current scope and future/planned roles and services).

Domain 1 Professionalism and ethics	Domain 2 Communication and collaboration	Domain 3 Medicines management and patient care	Domain 4 Leadership and management	Domain 5 Education and research
<input checked="" type="checkbox"/> 1.1	<input type="checkbox"/> 2.1	<input type="checkbox"/> 3.1	<input type="checkbox"/> 4.1	<input type="checkbox"/> 5.1
<input checked="" type="checkbox"/> 1.2	<input type="checkbox"/> 2.2	<input type="checkbox"/> 3.2	<input type="checkbox"/> 4.2	<input type="checkbox"/> 5.2
<input type="checkbox"/> 1.3	<input type="checkbox"/> 2.3	<input type="checkbox"/> 3.3	<input checked="" type="checkbox"/> 4.3	<input type="checkbox"/> 5.3
<input type="checkbox"/> 1.4	<input type="checkbox"/> 2.4	<input type="checkbox"/> 3.4	<input checked="" type="checkbox"/> 4.4	
<input type="checkbox"/> 1.5		<input type="checkbox"/> 3.5	<input checked="" type="checkbox"/> 4.5	
<input checked="" type="checkbox"/> 1.6		<input type="checkbox"/> 3.6	<input type="checkbox"/> 4.6	
			<input checked="" type="checkbox"/> 4.7	

## Goals\*

Review the areas where you have self-assessed that development is required and convert these into professional development goals. You are likely to have many goals, typically four to six. Describe what you want to achieve. You may need to prioritise the goals you focus on this CPD year.

The case studies available may provide you with useful guidance on how to write a goal.

1. *To update awareness of the pharmacy environment, particularly legal and practice issues to support me meet my role as a proprietor*
2. *To learn of best practice mechanisms for monitoring business performance and professional practices that will support me to meet my obligations as a proprietor when not dispensing on a day-to-day basis*
- 3.
- 4.
- 5.

\*If you want to add more goals, add more rows to this table.

**You are now ready to move onto your learning plan tool.**

Name: ..... Date completed: / / 20



# Lee starts completing his learning plan

Step 3: Identify the activities you can take to reach each of your goals

Step 4: Reflect on progress towards or, achievement of, each of your goals

## Goal 1:

To update awareness of the pharmacy environment, particularly legal and practice issues to support me meet my role as a proprietor

Identify activities you could take to reach your goal.

Once completed, reflect on how the activity has helped achieve this goal and impacted on your practice.

Activity 1	Activity:	Read monthly e-newsletter for pharmacy owners, and any relevant links to further information - June	
	Activity completed <input checked="" type="checkbox"/>	Reflection:	
	Competencies covered: 4.3, 4.4, 4.5, 4.7	Upcoming changes to GCPA program rules were summarised with links to the full program rules. I was interested to read about the new requirements to capture health outcomes information for 5 patients. I will need to look at how we ensure this is implemented consistently and efficiently, and whether our electronic system can comply with the reporting requirements.	
	CPD credits: 1 Group 1		
Activity 2	Activity:	Participate in small group peer discussion group for pharmacy owners (1-hour)	
	Activity completed <input checked="" type="checkbox"/>	Reflection:	
	Competencies covered: 4.3, 4.4, 4.5, 4.7	The focus of the discussion was the owner's obligations when introducing a vaccination service. I am now aware of the resources available to support implementation, also the need for environment, resources, policies and procedures that must be in place for the professional service to be introduced, WH&S requirements and involvement and supervision of other staff in relation to this service.	
	CPD credits: 1 Group 1		
Activity 3	Activity:	Read monthly e-newsletter for pharmacy owners, and any relevant links to further information - July	
	Activity completed <input checked="" type="checkbox"/>	Reflection:	
	Competencies covered: 4.6	The focus of the newsletter was HR with some case studies about recruitment and performance management to meet legal obligations. It reinforced that the processes I have implemented in the pharmacy are appropriate and support legal compliance.	
	CPD credits: 0.5 Group 1		

<b>Activity 4</b>	Activity: <i>Read monthly e-newsletter for pharmacy owners, and any relevant links to further information - August</i>	
	Activity completed <input type="checkbox"/>	Reflection:
	Competencies covered:	<i>Still to do</i>
	CPD credits:	

<b>Activity 5</b>	Activity: <i>Read monthly e-newsletter for pharmacy owners, and any relevant links to further information - September</i>	
	Activity completed <input type="checkbox"/>	Reflection:
	Competencies covered:	<i>Still to do</i>
	CPD credits:	

Name: ..... Date completed: / / 20



## Goal 2:

To learn of best practice mechanisms for monitoring business performance and professional practices that will support me to meet my obligations as a proprietor when not present on a day-to-day basis

Identify activities you could take to reach your goal.

Once completed, reflect on how the activity has helped achieve this goal and impacted on your practice.

Activity 1	Activity: <i>Short course - Quality management in health - 4-day intensive workshop with assessment</i>	
	Activity completed <input checked="" type="checkbox"/>	Reflection:
	Competencies covered: <i>1.1, 1.2, 4.3, 4.4, 4.5, 4.7</i>	<p><i>Through this course we covered</i></p> <ul style="list-style-type: none"> <li><i>• the underlying concepts and principles of quality management in health care including clinical governance</i></li> <li><i>• developing quality management programs and designing criteria audits to evaluate health services</i></li> <li><i>• outcome performance measures, clinical audit and using data to improve outcomes</i></li> <li><i>• administrative and clinical data quality, documentation and safety</i></li> <li><i>• root concepts of risk management, root cause analysis and organisational change management necessary to implement process change.</i></li> </ul> <p><i>While the course was much broader than pharmacy, with some discussions not directly applicable, it was really useful to think of quality and safety in terms of the broader health system environment. I have many tools and procedures I can now adapt to the pharmacy to monitor performance and risk and implement change to help me meet my professional obligations while not being in the pharmacy on a day-to-day basis.</i></p>
	CPD credits: <i>6 Group 1 36 Group 2</i>	

Activity 2	Activity:	
	Activity completed <input type="checkbox"/>	Reflection:
	Competencies covered:	
	CPD credits:	

Activity 3	Activity:	
	Activity completed <input type="checkbox"/>	Reflection:
	Competencies covered:	
	CPD credits:	

Name: ..... Date completed: / / 20