

Professional Development and Remediation Gap Area Classification

Pharmacist - Members and Applicants	
1. Ethical, Legal and Professional Responsibilities	
Pharmacists practise within legal requirements, demonstrate professionalism and uphold professional standards of practice, codes of ethics and policies.	
Key Competencies	Enabling Competencies
1.1 Practise within legal requirements.	1.1.1 Apply legal requirements to practice, including federal and provincial/territorial legislation, policies, by-laws, and standards.
	1.1.2 Apply federal and provincial/territorial workplace, occupational health and safety, and other related legislation to the practice setting.
	1.1.3 Apply federal and provincial/territorial privacy legislation to the collection, use, storage, disclosure and destruction of personal health information.
1.2 Uphold ethical principles.	1.2.1 Apply the principles of professional codes of ethics.
	1.2.2 Apply ethical principles in the decision-making process.
1.3 Manage actual and potential illegal, unethical, or unprofessional actions or situations in practice.	1.3.1 Identify illegal, unethical or unprofessional actions or situations.
	1.3.2 Conduct appropriate intervention to address illegal, unethical or unprofessional actions or situations.
1.4 Apply principles of professionalism.	1.4.1 Apply principles of self-regulation.
	1.4.2 Accept responsibility and accountability for own actions and decisions.
	1.4.3 Seek guidance when uncertain about own knowledge, skills, abilities, and scope of practice.
	1.4.4 Apply principles of continuing professional development including assessing own learning needs and developing a plan to meet these needs.
	1.4.5 Maintain appropriate professional boundaries.
	1.4.6 Protect the privacy and confidentiality of the patient.
	1.4.7 Manage situations of actual and perceived conflict of interest.
	1.4.8 Describe the Canadian health care system and the role of health professionals within it.
1.5 Document activities of practice in compliance with federal and provincial/territorial legislation, standards and policies.	1.5.1 Maintain complete, accurate and secure patient records.
	1.5.2 Identify situations in which documentation should and should not be shared with other health professionals or third parties.
	1.5.3 Select appropriate methods to share documentation within the circle of care and facilitate patient care.
2. Patient Care	
Pharmacists, in partnership with the patient and in collaboration with other health professionals, meet the patient's health and drug-related needs to achieve the patient's health goals.	
Key Competencies	Enabling Competencies
2.1 Develop a professional relationship with the patient.	2.1.1 Establish and maintain rapport by using effective communication skills.
	2.1.2 Demonstrate a caring, empathetic, and professional attitude.
	2.1.3 Determine and acknowledge the patient's needs, values, desired level of care and health goals.
	2.1.4 Identify and respect the roles and responsibilities of each party in the relationship.
2.2 Obtain information about the patient.	2.2.1 Gather information from the patient using appropriate interview techniques, including active listening.
	2.2.2 Gather information from the patient's health records and from other health care team members.
	2.2.3 Perform, order and/or retrieve relevant laboratory tests and other diagnostic assessments.
	2.2.4 Perform physical assessments.
	2.2.5 Organize, reconcile and record the patient's information.
2.3 Assess the patient's health status and concerns.	2.3.1 Assess the patient's health and drug-related needs, as expressed by the patient, considering the impact of factors such as culture, language, demographic and physical characteristics.
	2.3.2 Assess the relevance, accuracy, currency and completeness of the information in relation to the patient's needs.
	2.3.3 Interpret relevant laboratory tests and other diagnostic assessments.
	2.3.4 Interpret findings of relevant physical assessments.
	2.3.5 Perform medication reconciliation.
	2.3.6 Assess the patient's ability to access and use his or her medication.
2.4 Determine the patient's actual and potential drug therapy problems.	2.4.1 Identify actual and potential drug therapy problems.
	2.4.2 Prioritize drug therapy problems in collaboration with other members of the patient's circle of care
2.5 Develop the patient's care plan, in partnership with the patient and in collaboration with other health professionals.	2.5.1 Determine the patient's health goals and optimal therapeutic outcomes, specifying measurable endpoints, target values and timeframes.
	2.5.2 Assess possible treatment options, including drug and other therapeutic methods, using an evidence-informed approach.
	2.5.3 Outline the potential benefits and risks of the treatment options
	2.5.4 Recommend the optimal treatment for the patient.
	2.5.5 Provide education to support the patient in making informed decisions about their care plan.
	2.5.6 Determine the actions required, and person responsible for each action, to achieve the patient's health goals.
	2.5.7 Consult other health professionals as appropriate and adjust the proposed care plan accordingly.
	2.5.8 Determine the monitoring parameters, including the clinical indicators, techniques and timelines.
	2.5.9 Communicate the rationale for the care plan within the circle of care.
2.6 Implement the patient's care plan.	2.6.1 Provide consultation and education to support the patient in successfully implementing the care plan
	2.6.2 Undertake the actions and interventions outlined in the care plan including prescribing drugs,adapting prescriptions, and collaborating within the circle of care.
2.7 Administer drugs to the patient using the necessary technical skills and applying the appropriate clinical knowledge.	2.7.1 Administer drugs by injection* using the necessary technical skills and applying the appropriate clinical knowledge.
	2.7.2 Administer drugs by routes other than injection using the necessary technical skills and applying the appropriate clinical knowledge.
2.8 Monitor the patient's progress and assess therapeutic outcomes.	2.8.1 Review monitoring parameters, end points and timelines outlined in the patient's care plan.
	2.8.2 Discuss with the patient the ongoing monitoring and information sharing responsibilities of the pharmacist, patient and other health professionals.
	2.8.3 Follow-up with the patient to evaluate the effectiveness of care plan activities.
	2.8.4 Assess the patient's adherence and tolerance to drug therapy.
	2.8.5 Assess the effectiveness and safety of the drug therapy.
	2.8.6 Undertake appropriate intervention based on the patient's progress towards their health goals and revise the care plan accordingly.
3. Product Distribution	
Pharmacists ensure accurate product distribution that is safe and appropriate for the patient.	
Key Competencies	Enabling Competencies
3.1 Dispense a product safely and accurately that is appropriate for the patient.	3.1.1 Address concerns related to the validity, clarity, completeness or authenticity of the prescription.
	3.1.2 Assess the therapeutic appropriateness of the prescription for the patient.
	3.1.3 Select appropriate products and ingredients using knowledge of bio-equivalency, therapeutic equivalency, interchangeability, quality, integrity and stability of drugs.
	3.1.4 Perform pharmaceutical, compounding and patient-specific calculations, including pharmacokinetic and other therapeutic calculations.
	3.1.5 Develop master compounding formulas.
	3.1.6 Prepare and compound non-sterile and sterile products according to recognized guidelines and standards of practice.
	3.1.7 Identify and address patterns of unusual drug prescribing and usage including possible diversion or drug misuse.
	3.1.8 Check the product and its prescription label against the prescription using a systematic approach, including an independent double check.
4. Practice Setting	
Pharmacists oversee the practice setting with the goal of ensuring safe, effective and efficient patient care.	
Key Competencies	Enabling Competencies
4.1 Optimize the safety, efficacy and efficiency of operations in the practice setting.	4.1.1 Demonstrate the organizational and time management skills necessary to effectively prioritize, organize and manage patient care.
	4.1.2 Manage support personnel such that assigned functions are carried out to meet accepted standards.
	4.1.3 Assess the impact of automation and other technology in the practice setting on the safety, efficacy and efficiency of patient care.
4.2 Oversee pharmacy inventory to ensure safe, effective and efficient patient care.	4.2.1 Assess the impact of inventory and formulary management systems and strategies, including new technologies, on the safety, efficacy and efficiency of patient care.
	4.2.2 Select licensed and legitimate sources for ordering stock and supplies.
	4.2.3 Address issues with the drug supply chain, including drug shortages and drug recalls.
	4.2.4 Develop procedures to ensure the return or proper disposal of recalled, expired and unusable products.
	4.2.5 Supervise controlled substances in the practice setting by ensuring audit and resolving or reporting discrepancies.
4.3 Oversee record keeping activities to ensure safe, effective and efficient patient care.	4.3.1 Address barriers to safe, effective and efficient patient care arising from the health information technology or other method of organizing, maintaining and retrieving records in the practice setting.
	4.3.2 Recommend appropriate record-keeping procedures and technologies for maintaining the integrity, security and permanence of records in the practice setting.

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5. Health Promotion	
Pharmacists use their expertise to advance the health and wellness of patients, communities and populations	
Key Competencies	Enabling Competencies
5.1 Engage in health promotion activities with the patient.	5.1.1 Assess the primary health needs of the patient, considering the socio-economic, cultural, environmental and other factors that are barriers to, or facilitators of, health and wellness for the patient.
	5.1.2 Incorporate information on health promotion into practice in order to routinely provide advice and deliver patient-based clinical preventive services.
	5.1.3 Collaborate with the patient and other health professionals in the development and implementation of patient-specific health promotion strategies, including smoking cessation and immunization.
	5.1.4 Facilitate the patient’s access to and interaction with support agencies and health services within the healthcare system.
5.2 Participate in public health activities.	5.2.1 Incorporate community-based clinical preventive services into daily practice.
	5.2.2 Collaborate with other health professionals and the community in the development and implementation of public health strategies and initiatives.
	5.2.3 Participate in organized initiatives for disaster, pandemic and emergency preparedness.
5.3 Contribute to the maintenance of a healthy environment for the public.	5.3.1 Promote the proper handling and disposal of drugs and hazardous materials with the patient, self and others.
	5.3.2 Identify and minimize the risk of disease transmission from the pharmacy environment.
6. Knowledge and Research Application	
Pharmacists access, retrieve, critically analyze and apply relevant information to make evidence-informed decisions within their practice with the goal of ensuring safe and effective patient care.	
Key Competencies	Enabling Competencies
6.1 Apply knowledge, research skills and professional judgment to the decision-making process.	6.1.1 Critically analyze and develop solutions to problems in pharmacy practice.
	6.1.2 Make decisions using an evidence-informed approach.
	6.1.3 Rationalize recommendations and decisions with critically analyzed evidence and accurate explanations.
6.2 Respond to questions using appropriate strategies.	6.2.1 Use a variety of retrieval techniques to access reliable sources of relevant information, including evidence-based information when possible.
	6.2.2 Evaluate and interpret the information.
	6.2.3 Apply critical appraisal techniques to scientific and research information.
	6.2.4 Analyze the information to determine the appropriate response.
	6.2.5 Organize and provide information or education using strategies appropriate for the target audience.
6.3 Apply relevant information to practice.	6.3.1 Gather new information, including evidence-based information when possible, that may be applicable to practice.
	6.3.2 Evaluate and interpret the information using critical analysis techniques.
	6.3.3 Use current, relevant and reliable information to improve practice.
	6.3.4 Contribute to the development of new knowledge by participating in research when appropriate.
7. Communication and Education	
Pharmacists communicate effectively with patients, the pharmacy team, other health professionals and the public, providing education when required.	
Key Competencies	Enabling Competencies
7.1 Establish and maintain effective communication skills.	7.1.1 Demonstrate proficiency in written and verbal English or French.
	7.1.2 Demonstrate appropriate verbal and non-verbal communication skills, including listening skills.
	7.1.3 Demonstrate appropriate interview techniques.
	7.1.4 Select appropriate communication and education techniques for use with the patient and other health professionals.
	7.1.5 Conduct interpersonal interactions, including conflict management, in a professional manner.
	7.1.6 Communicate with sensitivity, respect and empathy.
7.2 Implement safe, effective and consistent communication systems.	7.2.1 Use communication techniques that maximize safety and understanding, including repeating back verbal orders, using recognized terminology and avoiding unnecessary or unsafe abbreviations.
	7.2.2 Implement a consistent method for recording and storing information for efficient access and retrieval by relevant personnel.
	7.2.3 Select appropriate technology to facilitate communication.
7.3 Deliver an education session to an individual or group.	7.3.1 Identify the learning needs of participant(s).
	7.3.2 Select educational methods that are appropriate for the learner(s).
	7.3.3 Employ appropriate communication techniques to deliver the educational session.
	7.3.4 Evaluate the outcomes of the education session against the learning needs.
8. Intra and Inter-Professional Collaboration	
Pharmacists work in collaboration with the pharmacy team and other health professionals to deliver comprehensive services, make best use of resources and ensure continuity of care in order to achieve the patient’s health goals.	
Key Competencies	Enabling Competencies
8.1 Create and maintain collaborative professional relationships.	8.1.1 Identify potential collaborators with whom to initiate ongoing professional relationships.
	8.1.2 Collaborate with other parties in the relationship to define the roles and responsibilities of each party.
8.2 Contribute to the effectiveness of working relationships in collaborative teams.	8.2.1 Interact respectfully with other members of the team by accepting accountability for themselves and managing disagreements and conflict.
	8.2.2 Demonstrate leadership abilities in team processes.
	8.2.3 Share decision-making activities with other members of the team.
8.3 Participate in the delivery of collaborative health services.	8.3.1 Participate in the formation and functioning of a collaborative team.
	8.3.2 Collaborate with team members to ensure appropriate utilization of resources.
	8.3.3 Collaborate with team members to determine and achieve team goals and objectives.
	8.3.4 Participate in the assessment of the patient and development of the care plan in collaboration with other members of the team.
	8.3.5 Implement and monitor the sections of the care plan for which the pharmacist is responsible.
	8.3.6 Facilitate continuity of care.
8.4 Accept and make referrals for specific services.	8.4.1 Recognize signs, symptoms and risk factors indicative of health needs that fall beyond the scope of practice of pharmacy.
	8.4.2 Select the most appropriate health professional or health agency for the referral.
	8.4.3 Accept responsibility for referrals from other health professionals.
9. Quality and Safety	
Pharmacists collaborate in developing, implementing, and evaluating policies, procedures and activities that promote quality and safety.	
Key Competencies	Enabling Competencies
9.1 Contribute to a culture of patient safety.	9.1.1 Apply principles of patient safety to improve practice.
	9.1.2 Employ best practices when informing the patient of the occurrence of a medication incident or adverse drug event.
	9.1.3 Share information about problems, resolutions, system changes and lessons learned with the workplace team.
9.2 Contribute to continuous quality improvement and risk management activities related to pharmacy practice.	9.2.1 Apply principles of continuous quality improvement to practice.
	9.2.2 Apply principles of risk management to practice by anticipating, recognizing and managing situations that place the patient at risk.
	9.2.3 Identify the occurrence of a medication incident, adverse drug event or close call and respond effectively to mitigate harm and prevent reoccurrence.
	9.2.4 Identify high-alert drugs and high-risk processes in order to respond effectively.
9.3 Ensure the quality, safety and integrity of products	9.3.1 Ensure the cleanliness, functionality and integrity of compounding, packaging, dispensing, and storage equipment.
	9.3.2 Ensure that products are stored and transported under the conditions required to maintain product quality, safety and integrity, including cold chain management.
	9.3.3 Evaluate the quality of supplies and products using recognized quality assurance techniques including visual inspection, verification of the legitimacy of the supplier and use of manufacturers’ quality markers.
9.4 Create and maintain a working environment that promotes safety.	9.4.1 Minimize and manage distractions in the work environment.
	9.4.2 Manage factors that affect personal wellness including work-life balance, sleep deprivation and physical and emotional health.
	9.4.3 Identify factors that impact the safety of the working environment including resource allocation, procedural consistency and ergonomics.
	9.4.4 Handle hazardous products safely by minimizing personal exposure and reducing environmental contamination.