

# HOME CARE COMPETENCY CHECKLIST WITH CRITERIA

**Developed by the ASHP Home, Ambulatory and Chronic Care Practitioners  
as an exclusive membership benefit**

*(NOTE: The following materials were developed for use by ASHP members in the development of competency assessment programs for home care practitioners. Permission to use these material outside this application must be obtained from ASHP.)*

1.0 TASK: Manage time effectively to fulfill practice responsibilities.

1.1 STANDARD: Choose daily activities so that they reflect a priority on the delivery of pharmaceutical care.

1.1.1• Daily activities consistently show a priority placed on the delivery of pharmaceutical care

1.1.2• Arranges work activities so that the pharmaceutical-care needs of patients are met

1.1.3• When insufficient time is available to meet all practice responsibilities, gives preference to those of the highest priority

1.1.4• Meets work responsibilities within the confines of a reasonable workday

*Suggested assessment activity: Reflection on cumulative direct observation of work performance over a period of time. Interviews with other staff members regarding choice of daily activities.*

2.0 TASK: Maintain a professional image.

2.1 STANDARD: Dress in attire that conveys a professional image.

2.1.1• Stays clean and is well groomed

2.1.2• Dresses to meet the expectations of other professionals and patients

2.1.3• Dress meets health and safety requirements

*Suggested assessment activity: Reflection on cumulative direct observation of appearance and conduct over a period of time.*

2.2 STANDARD: Consistently maintain personal self-control and professional decorum.

2.2.1• Maintains control of one's emotions

*Suggested assessment activity: Reflection on cumulative direct observation of appearance and conduct over a period of time.*

3.0 TASK: Maximize work efficiency through the use of computers and other technologies.

3.1 STANDARD: Effectively use computers to increase efficiency in performing practice responsibilities.

3.1.1• Uses hardware correctly

- 3.1.2• Maximizes the use of software designed for a particular task
- 3.1.3• Uses software skillfully

*Suggested assessment activity: Reflection on cumulative direct observation of computer use.*

4.0 TASK: Maintain confidentiality of patient and proprietary information.

4.1 STANDARD: Observe legal and ethical guidelines for safeguarding the confidentiality of patient and proprietary information.

- 4.1.1• Observes the patient's rights when handling patient information, as stated in the health system's policies and procedures.
- 4.1.2• Observes the organization's formal and informal policies for the handling of proprietary information

*Suggested assessment activity: Reflection on cumulative direct observation of handling of confidential information.*

5.0 TASK: Speak knowledgeably of the scope of services that are available through the home care organization.

5.1 STANDARD: Speak knowledgeably of the scope of services that are available through the home care organization.

- 5.1.1• Description of available services is accurate

*Suggested assessment activity: Conduct interview with pharmacist regarding services available through the home care organization.*

6.0 TASK: Determine the suitability of individual patients for home care.

6.1 STANDARD: Collect and organize all patient-specific information needed by the home care pharmacist to determine the suitability of patients for home care.

- 6.1.1• Information base contains all information needed (demographic, medical, medication therapy, social/economic, and administrative)
- 6.1.2• Recording system is functional for subsequent problem solving and decision making

*Suggested assessment activity: Chart review of information gathered to determine suitability.*

6.2 STANDARD: Assess patients' suitability for home care in accordance with the organization's policies and standards of practice.

- 6.2.1• Decision is in accordance with the organization's policies
- 6.2.2• Decision is in accordance with standards of practice including *ASHP's Guidelines on the Pharmacist's Role in Home Care*
  - Patient, family, and caregiver agreement with services being provided in the home;
  - Ability and willingness of the patient or caregiver to be trained to properly administer medications;

- Home environment conducive to the provision of home care services (e.g., electricity, running water, cleanliness);
- Reasonable geographical access to the patient by the home care provider;
- Psychosocial and family support (e.g., caregiver counseling, financial assistance and counseling, suitable family environment);
- Ongoing prescriber involvement in the assessment and treatment of the patient;
- Medical condition and prescribed medication therapy suitable for home care services and prognosis with clearly defined outcome goals;
- Appropriate indication, dose, route, and method of administration of medications; and
- Appropriate laboratory tests for monitoring patient response to medications ordered.

- 6.2.3 • Documentation entries exhibit the following characteristics:
- Written in time to be useful
  - Follows the organization's policies and procedures, including that entries are signed, dated, timed, legible, and concise
  - Content includes pertinent subjective and objective data
  - Conclusions reflect accurate interpretation of the objective and subjective data
  - Recommended plans are clearly presented and relate to the conclusion

*Suggested assessment activity: Review of documentation of decision for inclusion or exclusion from home care services.*

6.3        **STANDARD:** Accurately determine the need for the preparation of a written pharmacy care plan for a patient accepted for home care services.

- 6.3.1 • Decision is in accordance with the organization's policies and procedures

*Suggested assessment activity: Random chart audit for presence of care plans.*

**SUPERTASK:**            When appropriate, design, recommend, monitor and evaluate patient-specific pharmacy care plans for the pharmacotherapy of home care patients.

7.0    **TASK:**    Build the information base needed to design a pharmacy plan of care for a home care patient.

7.1        **STANDARD:** Collect and organize all patient-specific information needed by the home care pharmacist to prevent, detect, and resolve medication-related problems and to make appropriate medication therapy recommendations.

- 7.1.1 • Information base contains all information needed as specified in *ASHP Guidelines in the Pharmacists Role in Home Care*
- Patient's name, address, telephone number, and date of birth;
  - Person to contact in the event of an emergency and contact

information;

- Patient's height, weight, and sex;
- All diagnoses;
- Location and type of intravenous access, when necessary;
- Laboratory test results;
- Pertinent medical history and physical findings;
- Drug-related problem list;
- An accurate history of allergies;
- Initial and ongoing pharmaceutical assessment;
- A detailed medication profile including all medication (prescription and nonprescription), home remedies, investigational and nontraditional therapies the patient is receiving;
- Prescriber's name, address, telephone number, and any other pertinent information (e.g., Drug Enforcement Administration (DEA) number);
- Other agencies and individuals involved in the patient's care and directions for contacting them;
- Medication history;
- Goals and expected duration of therapy;
- Desired outcomes indicators;
- Patient education provided;
- Any functional limitations the patient has; and
- Any pertinent social history or findings (e.g., alcohol consumption, tobacco use).

7.1.2• Recording system is functional for subsequent problem solving and decision making

7.1.3• Documentation entries exhibit the following characteristics:

- Written in time to be useful
- Follows the organization's policies and procedures, including that entries are signed, dated, timed, legible, and concise
- Content includes pertinent subjective and objective data

*Suggested assessment activity: Chart audit of information base.*

7.2       **STANDARD:** Create or update home care patients' medication profiles adhering to the organization's policies and procedures.

7.2.1• Profile entries are in accordance with the organization's policies and procedures

*Suggested assessment activity: Chart audit of medication profile.*

7.3       **STANDARD:** Determine the presence of any of the following medication-use problems in the medication therapy prescribed for a home care patient that is to be provided by the home care organization:

1. medication used with no medical indication
2. medical condition for which there is no medication prescribed
3. medication prescribed inappropriately for a particular medical condition
4. incomplete immunization regimen
5. anything inappropriate in the current medication therapy regimen

- (dose, dosage form, duration, schedule, route of administration, method of administration)
6. presence of therapeutic duplication
  7. prescription of medication to which the patient is allergic
  8. presence or potential for adverse medication or device-related events
  9. presence or potential for clinically significant drug-drug, drug-disease, drug-nutrient, or drug-laboratory test interactions
  10. interference with medical therapy by social, recreational, OTC, or nontraditional medication use by the patient or others
  11. patient not receiving full benefit of prescribed medication therapy
  12. problems arising from financial impact of medication therapy on the patient
  13. patient lacks understanding of medication therapy
  14. patient not adhering to medication regimen
- 7.3.1• All medications prescribed with no medical indication are identified
  - 7.3.2• All medical conditions for which there is not a medication prescribed are identified
  - 7.3.3• All medications inappropriately prescribed for a particular medical condition are identified
  - 7.3.4• All missing immunizations identified
  - 7.3.5• Everything inappropriate in the current medication therapy regimen (dose, dosage form, duration, schedule, route of administration, method of administration) is identified
  - 7.3.6• All therapeutic duplications are identified
  - 7.3.7• All medications in the regimen to which the patient is allergic are identified
  - 7.3.8• Any presence or potential for adverse medication or device-related events is identified
  - 7.3.9• Any presence or potential for clinically significant medication interactions is identified
  - 7.3.10• Any interference with medical therapy by social, recreational drug, OTC, or nontraditional medication use is identified
  - 7.3.11• Any instance of the patient not receiving full benefit of prescribed medication therapy is identified (e.g., system failure, non adherence, clinical failure)
  - 7.3.12• All problems arising from the financial impact of medication therapy on the patient are identified
  - 7.3.13• Any lack of patient (or caregiver) understanding of his/her medication therapy is identified
  - 7.3.14• Nothing is identified as a problem that is not a problem
  - 7.3.15• If medication-use problems are found, documentation entries exhibit the following characteristics:
    - Written in time to be useful
    - Follows the organization's policies and procedures, including that entries are signed, dated, timed, legible, and concise

- Conclusions reflect accurate interpretation of the data

*Suggested assessment activity: Chart audit of medication therapy problem list.*

7.4 STANDARD: Determine the presence of any perceived problems in the physician's specifications for monitoring of the medication therapy prescribed for a home care patient that is to be provided by the home care organization.

- 7.4.1 • All inappropriate monitoring parameters are identified
- 7.4.2 • Failure to identify any needed monitoring parameters including laboratory tests is identified
- 7.4.3 • If monitoring plan problems are found, documentation entries exhibit the following characteristics:
  - Written in time to be useful
  - Follows the organization's policies and procedures, including that entries are signed, dated, timed, legible, and concise
  - Conclusions reflect accurate interpretation of the data

*Suggested assessment activity: Chart review of problems identified in initial prescribed therapy and monitoring plan.*

8.0 TASK: Design medication therapy for home care patients' pharmacy plan of care.

8.1 STANDARD: When appropriate, make suitable recommendations for modifications in the prescribed medication therapy or monitoring parameters for a home care patient.

- 8.1.1 • Suggested changes remedy problems identified
- 8.1.2 • Recommendation is persuasive
- 8.1.3 • Recommendation is accepted
- 8.1.4 • Creates an atmosphere of openness
- 8.1.5 • Skillfully defuses negative reactions
- 8.1.6 • Communication conveys expertise
- 8.1.7 • Communication is assertive, but not aggressive
- 8.1.8 • Documentation entries exhibit the following characteristics:
  - Written in time to be useful
  - Follows the organization's policies and procedures, including that entries are signed, dated, timed, legible, and concise
  - Recommended plans are clearly presented

*Suggested assessment activity: Chart review of documentation of communication with the prescriber.*

8.2 STANDARD: Specify medication therapy goals for a home care patient's that integrate patient-specific data, disease-specific and medication-specific information, and ethical and quality-of-life considerations.

- 8.2.1 • Goals reflect consideration of all relevant patient-specific information
- 8.2.2 • Goals reflect consideration of the patient's disease state(s)
- 8.2.3 • Goals reflect consideration of medication-specific information
- 8.2.4 • Goals reflect consideration of ethical issues involved in the patient's care
- 8.2.5 • Goals reflect consideration of quality-of-life issues specific to the patient

- 8.2.6• Goals reflect integration of the factors cited for consideration in the five bullets above
- 8.2.7• Goals are realistic
- 8.2.8• Goals are measurable
- 8.2.9• Documentation entries exhibit the following characteristics:
  - Written in time to be useful
  - Follows the organization's policies and procedures, including that entries are signed, dated, timed, legible, and concise

*Suggested assessment activity: Chart review of medication therapy goal specification.*

8.3      **STANDARD:** Complete the development, including any modifications, of the home care patient's prescribed medication therapy so that it meets the established medication therapy goals; integrates patient-specific disease and drug information, ethical, and quality-of-life issues; and considers pharmacoeconomic principles.

- 8.3.1• Therapy reflects the pharmacotherapeutic goals established for the patient
- 8.3.2• Therapy reflects the patient's and caregiver's specific needs
- 8.3.3• Therapy reflects consideration of compliance
- 8.3.4• Therapy is appropriate to the disease states being treated
- 8.3.5• Therapy reflects consideration of pertinent ethical issues
- 8.3.6• Therapy reflects consideration of pharmacoeconomic components (patient, medical, and systems resources)
- 8.3.7• Therapy reflects consideration of culture and/or language differences
- 8.3.8• Therapy adheres to the organization's medication-use policies
- 8.3.9• Actively pursues all identified problems until the design provides a satisfactory resolution of each problem
- 8.3.10• Documentation entries exhibit the following characteristics:
  - Written in time to be useful
  - Follows the organization's policies and procedures, including that entries are signed, dated, timed, legible, and concise
  - Content includes pertinent subjective and objective data
  - Recommended plans are clearly presented

*Suggested assessment activity: Chart review of medication therapy plan.*

9.0      **TASK:** Complete the development of monitoring plans, including any modifications, for the medication therapy for home care patients.

9.1      **STANDARD:** Complete the development of a monitoring plan, including any modifications, for medication therapy that effectively evaluates achievement of the patient-specific medication therapy goals for a home care patient.

- 9.1.1• Parameters are appropriate measures of pharmacotherapeutic goal achievement
- 9.1.2• Selects the most reliable source for each parameter measurement
- 9.1.3• Value ranges selected are appropriate for the patient
- 9.1.4• Parameters measure efficacy

- 9.1.5• Parameters measure potential adverse medication events
- 9.1.6• Parameters are cost-effective
- 9.1.7• Measurement of the parameters specified is obtainable
- 9.1.8• Documentation entries exhibit the following characteristics:
  - Written in time to be useful
  - Follows the organization's policies and procedures, including that entries are signed, dated, timed, legible, and concise
  - Recommended plans are clearly presented

*Suggested assessment activity: Chart review of monitoring plan.*

10.0 TASK: Communicate the pharmacist's care plan prepared for a home care patient.

10.1 STANDARD: Communicate the pharmacist's care plan prepared for a home care patient to the prescriber, patient, patient's caregivers, and other health professionals involved in the patient's care in a way that is systematic and logical.

- 10.1.1• Communication is systematic
- 10.1.2• Communication is logical
- 10.1.3• Communication is accurate
- 10.1.4• Communication is addressed to all pertinent individuals
- 10.1.5• Depth of communication is appropriate to the individual
- 10.1.6• Choice of words and terms is appropriate to the individual
- 10.1.7• Communication reflects the needs of the individual
- 10.1.8• Accurately paraphrases the speaker's ideas
- 10.1.9• Responses show respect for the speaker's attitudes and feelings
- 10.1.10• Creates an atmosphere of openness
- 10.1.11• Skillfully defuses negative reactions
- 10.1.12• Communication conveys expertise
- 10.1.13• Communication conveys trustworthiness
- 10.1.14• Communication conveys care for the other person
- 10.1.15• Communication is assertive, but not aggressive
- 10.1.16• Documentation entries exhibit the following characteristics:
  - Written in time to be useful
  - Follows the organization's policies and procedures, including that entries are signed, dated, timed, legible, and concise

*Suggested assessment activity: Chart review of documentation of communication and/or observation of communication process.*

11.0 TASK: Implement the pharmacy care plan for a home care patient.

11.1 STANDARD: When appropriate, initiate the home care medication therapy according to established policies and procedures.

- 11.1.1• Activity complies with the organization's policies and procedures
- 11.1.2• Therapy corresponds with that specified in the pharmacy care plan
- 11.1.3• Therapy is initiated at the appropriate time
- 11.1.4• Medication orders are clear and concise

- 11.1.5 • Documentation entries exhibit the following characteristics:
  - Written in time to be useful
  - Follows the organization's policies and procedures, including that entries are signed, dated, timed, legible, and concise

*Suggested assessment activity: Chart review of initiation of therapy.*

11.2 STANDARD: Ensure that monitoring functions required by the monitoring plan are performed according to the pharmacy care plan established for the patient.

- 11.2.1 • Tests and other measurements of monitoring parameters are carried out at the appropriate time

- 11.2.2 • Orders are clear and concise

- 11.2.3 • Documentation entries exhibit the following characteristics:

- Written in time to be useful
- Follows the health system's policies and procedures, including that entries are signed, dated, timed, legible, and concise

*Suggested assessment activity: Chart review of monitoring of monitoring plan implementation.*

12.0 TASK: Redesign pharmacy care plans for home care patients based on evaluation of monitoring data and other pertinent patient-specific information.

12.1 STANDARD: Accurately interpret the meaning of each parameter measurement.

- 12.1.1 • Accounts for all patient data specified in the monitoring plan

- 12.1.2 • Accounts for the patient's current status

- 12.1.3 • Properly judges the reliability of data (e.g., timing or site of collection, differences in labs)

- 12.1.4 • Where monitoring data are incomplete, makes sound judgments in determining if there are sufficient data upon which to base a conclusion

- 12.1.5 • Documentation entries exhibit the following characteristics:

- Warrants documentation
- Written in time to be useful
- Follows the organization's policies and procedures, including that entries are signed, dated, timed, legible, and concise

*Suggested assessment activity: Chart review of interpretation of monitoring data.*

12.2 STANDARD: Modify a home care pharmacy care plan as necessary based on evaluation of monitoring data and other pertinent patient-specific information.

- 12.2.1 Actively pursues all identified problems until satisfactory resolution is attained

- 12.2.2 • See previous design elements

*Suggested assessment activity: Chart review of pharmacy care plan redesign.*

12.3 STANDARD: Prepare an off-service note according to the organization's policies and procedures.

- 12.3.1• Note is in accordance with the organization's policies and procedures
- 12.3.2• Note addresses progress toward medication therapy goals
- 12.3.3• Note addresses reasons why patient goes off-service

*Suggested assessment activity: Chart review of off-service note.*

13.0 TASK: When appropriate, identify appropriate personnel for managing patients' health care needs.

13.1 STANDARD: When appropriate, devise a plan for addressing patients' health care needs that matches patients with appropriate personnel to meet each patient's health care needs.

13.1.1• Plan addresses each of the patient's health care needs

13.1.2• Matches each health care need with the appropriate health care personnel

*Suggested assessment activity: Chart review of referrals.*

14.0 TASK: Provide medication-use education to home care patients and/or their caregivers.

14.1 STANDARD: When it is the pharmacist's task to counsel patients, use effective patient education techniques to provide counseling to home care patients and/or their caregivers including information on medication therapy, the goal of medication therapy, adverse effects, adherence, appropriate use, handling, medication administration, use of any infusion devices and equipment, general home safety, medical waste disposal, how to secure additional supplies and medications, how to contact the health care providers, emergency procedures, and care of the infusion access.

14.1.1• Counseling approach reflects an accurate assessment of the patient's or caregiver's special needs

14.1.2• Clearly conveys the purpose of the counseling session

14.1.3• During the session, adjusts the instruction to appropriately accommodate the patient's or caregiver's previous knowledge of the medication

14.1.4• During the session, adjusts the instruction to appropriately accommodate the patient's or caregiver's responses

14.1.5• Counseling reflects consideration of patient's cultural and/or language differences

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

14.1.7• Documentation entries exhibit the following characteristics:

- Written in time to be useful
- Follows the organization's policies and procedures, including that entries are signed, dated, timed, legible, and concise

*Suggested assessment activity: Chart review of documentation of patient counseling and observation of counseling session.*

14.2 STANDARD: When it is the task of other health care givers to counsel home care patients, assure that the counseling meets the criteria established for

counseling by the pharmacist.

14.2.1 • See criteria for standard above

*Suggested assessment activity: Chart review of documentation of counseling session.*

15.0 TASK: Ensure continuity of pharmaceutical care to and from the home and other patient-care settings.

15.1 STANDARD: Use a systematic procedure to communicate pertinent patient information to and from the home and other patient-care settings.

15.1.1 • Conveys all necessary data

15.1.2 • Operates the system efficiently

15.1.3 • Transfers information to all concerned health professionals

15.1.4 • Is available to clarify any related issues

15.1.5 • Documentation entries exhibit the following characteristics:

- Warrants documentation
- Written in time to be useful
- Follows the health system's policies and procedures, including that entries are signed, dated, timed, legible, and concise

*Suggested assessment activity: Chart review of documentation of communication of information.*

16.0 TASK: When appropriate, prepare and dispense medications using appropriate techniques and following the home care pharmacy's policies and procedures.

16.1 STANDARD: Prepare medication using appropriate techniques and following established policies and procedures.

16.1.1 • When required, accurately calibrates equipment

16.1.2 • Prepares medications using appropriate technique according to the organization's policies and procedures and applicable professional standards

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

16.1.4 • Adheres to appropriate safety and quality assurance practices

16.1.5 • Prepares labels that conform to the organization's policies and procedures

16.1.6 • Medication contains all necessary and/or appropriate ancillary labels

16.1.7 • Inspects the final medication before dispensing

*Suggested assessment activity: Observation of preparation of medications using a skills checklist specific to the preparation technique for each kind of product being prepared that details the criteria listed.*

16.2 STANDARD: Dispense medications and related supplies following established policies and procedures.

16.2.1 • The patient receives the medication(s) as ordered

16.2.2 • Labeling of delivery containers maintains patient confidentiality

16.2.3 • Ensures the integrity of medication dispensed throughout delivery process

- 16.2.4• Provides written and/or verbal counseling (see counseling task)
- 16.2.5• Patient receives medication on time
- 16.2.6• Patient receives an adequate supply (neither too much nor too little)

*Suggested assessment activity: Observation of dispensing process. Review of documents for delivery, on-call logs, complaint logs, incident reports, etc.*

16.3 STANDARD: Follow established policies and procedures to record medications dispensed to the patient.

- 16.3.1• Assures presence of authorization to dispense
- 16.3.2• Complies with state and federal laws

*Suggested assessment activity: Chart review of dispensing records.*

17.0 TASK: Manage the use, maintenance, and troubleshooting of medication administration equipment and medication-related equipment used in the management of home care patients.

17.1 STANDARD: Accurately program, maintain and give advice to others on the use and maintenance of all medication administration and medication-related equipment used in the management of home care patients by one's organization.

- 17.1.1• Equipment is accurately programmed
- 17.1.2• Equipment is properly maintained in between cycles of patient use
- 17.1.3• Gives accurate directions for use
- 17.1.4• Gives accurate directions for maintenance of the device in the patient's home

*Suggested assessment activity: Review of maintenance logs, education documentation, programming sheets. Direct observation of use or maintenance using a skills checklist specific to a particular piece of equipment.*

18.0 TASK: Participate in the established process for assessing, managing, and reporting medication-related incidents and equipment error and/or failures.

18.1 STANDARD: Formulate a plan for managing patients who have experienced a significant medication-related incident or equipment error and/or failure.

- 18.1.1• Accurately assesses the patient
- 18.1.2• Takes action in time to prevent further harm to the patient
- 18.1.3• Modifies the pharmacy care plan appropriately
- 18.1.4• Notifies appropriate personnel
- 18.1.5• Categorizes medication-related incident for significance and type according to established guidelines and/or the organization's policies and procedures
- 18.1.6• Documentation exhibits the following characteristics:
  - Written in time to be useful
  - Follows the organization's policies and procedures, including that entries are signed, dated, timed, legible, and concise

*Suggested assessment activity: Chart review of pharmacy care plan of patients experiencing significant medication-related incidents or equipment errors and/or failure. Review of incident reports, complaint logs, on-call logs.*

19.0 TASK: Assume responsibility for the organization's ongoing adherence to its medication-use policies.

19.1 STANDARD: Demonstrate acceptance of responsibility for assuring the organization's adherence to its medication-use policies.

19.1.1 • Intervenes when a medication-use policy is not followed in the organization

19.1.2 • Deals effectively with obstacles in obtaining adherence

*Suggested assessment activity: Cumulative direct observation of practice.*

20.0 TASK: Provide concise, applicable, and timely responses to requests for drug information from health care providers and home care patients.

20.1 STANDARD: Accurately identifies the requester's drug information need.

20.1.1 • Accurately identifies requester

20.1.2 • Determines if question is patient-specific

20.1.3 • Secures appropriate background information for question type

20.1.4 • Accurately identifies request urgency

*Suggested assessment activity: Direct observation of clarification of a drug information request or review of documentation of drug information response.*

20.2 STANDARD: Formulate a systematic, efficient, and thorough procedure for retrieving drug information.

20.2.1 • Searches the scope of sources that are appropriate to the question

20.2.2 • Search strategy matches with the response time required for the request

20.2.3 • Search moves from the general to the specific

*Suggested assessment activity: Direct observation of formulation of a search strategy for a particular information request.*

20.3 STANDARD: Determine from all retrieved biomedical literature the appropriate information to evaluate.

20.3.1 • Selects only potentially pertinent information

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

*Suggested assessment activity: Direct observation of literature selected for evaluation for a particular drug information request.*

20.4 STANDARD: Evaluate the usefulness of biomedical literature gathered.

20.4.1 • Selects studies that have the following characteristics:

- Sound design

- Utilize appropriate statistics and statistical inference

- Conclusions are supported by results

20.4.2 • Selects only that literature that has the following characteristics:

- Currency
- Lacks bias
- Comes from a reputable source
- Pertains to the question
- Accuracy
- Appropriate referencing

*Suggested assessment activity: Direct observation of the results of an evaluation of a selected group of drug literature for a particular drug information request.*

20.5 STANDARD: Formulate responses to drug information requests based on analysis of the literature.

- 20.5.1• Draws logical and accurate conclusions
- 20.5.2• Draws conclusions that focus on answering the question
- 20.5.3• Written and oral communication provides credible background to support or justify the primary theme
- 20.5.4• Properly sequences ideas in written and oral communication
- 20.5.5• Depth of communications is appropriate to the individual
- 20.5.6• Choice of words and terms is appropriate to the individual
- 20.5.7• Communication reflects the needs of the individual
- 20.5.8• Length of communication is appropriate to the situation
- 20.5.9• Communication conveys expertise

*Suggested assessment activity: Direct observation of communication of a response to a particular drug information request.*

21.0 TASK: Identify a core library appropriate for a home care pharmacy practice setting.

21.1 STANDARD: Use a knowledge of standard resources to identify a core library of primary, secondary, and tertiary references appropriate for a home care pharmacy practice setting.

- 21.1.1• Selection covers the practice area drug information needs
- 21.1.2• Selection is appropriately distributed among tertiary, secondary, and primary sources
- 21.1.3• List reflects what can be reasonably acquired

*Suggested assessment activity: Review of the list of suggested acquisitions.*

22.0 TASK: Provide inservice education to physicians, nurses, pharmacy technicians, and other practitioners on home care pharmacy-related issues.

22.1 STANDARD: Design effective inservice education for physicians, nurses, pharmacy technicians, and other practitioners on home care pharmacy-related issues.

- 22.1.1• Topic matches audience's needs
- 22.1.2• Material contains behaviorally stated educational objectives
- 22.1.3• Uses the appropriate teaching method for the type of learning required (cognitive, psychomotor, affective)
- 22.1.4• Content of the material is accurate
- 22.1.5• Content is complete

- 22.1.6• Information is presented with the proper organization and sequence
- 22.1.7• Material is at the practitioners' level of understanding
- 22.1.8• Written material makes effective use of visuals when appropriate
- 22.1.9• Written material uses examples to clarify ideas when appropriate

*Suggested assessment activity: Review of design of a specific inservice education program.*

22.2 STANDARD: Use effective educational techniques to deliver inservice education for physicians, nurses, pharmacy technicians, and other practitioners on home care pharmacy-related issues.

- 22.2.1• Presentation style is professional
- 22.2.2• Style of the presentation is matched to its intent (persuasion, information giving)
- 22.2.3• Portrays credibility
- 22.2.4• Presentation is well organized
- 22.2.5• During the presentation, adjusts to appropriately accommodate the audience's responses
- 22.2.6• Effectively answers audience's questions
- 22.2.7• Assures that the information or skills required are learned before ending the session

*Suggested assessment activity: Direct observation of delivery of an inservice presentation.*

23.0 TASK: Work through the political and decision-making structure to accomplish one's day-by-day practice obligations.

23.1 STANDARD: Use knowledge of an organization's political and decision-making structure to influence accomplishing one's day-by-day practice obligations.

- 23.1.1• Efforts obtain consensus to pursue the proposed course of action

*Suggested assessment activity: Cumulative observation of pharmacist's strategy and success in accomplishing practice obligations.*

24.0 TASK: Contribute to the achievement of the organization's goals through effectively participating in or leading committees and informal work groups.

24.1 STANDARD: Use group participation skills when leading a committee or informal work group.

- 24.1.1• Keeps the group focused on meeting its purpose and responsibilities
- 24.1.2• Prepares an effective agenda for meetings
- 24.1.3• Meets the site needs for the meeting
- 24.1.4• Writes effective minutes or notes
- 24.1.5• Supplies information from the meeting to appropriate individuals
- 24.1.6• When needed, uses consensus-building skills as follows:
  - Assesses the desirability of group input
  - Identifies the type of decision needed (debatable, exploratory, negotiated, routine, emergency decisions)
  - Selects appropriate tools for group action (i.e., brainstorming,

- procedure setting, individual polling, etc.)
- Provides a clear definition of the problem (What is the problem? How did we get here? What are the effects of the problem?)
  - Communicate a clear understanding of who has the responsibility for the decision
  - Uses effective communication and open-ended questions for producing ideas (What results do we want? What solutions can we think of?)
  - Selects an appropriate size of group for decision making
  - Provides a means for effectively testing different alternatives relative to the problem (What decision is best for us?)
  - Elicits ideas from others on how to make change go smoothly
  - Facilitates commitment to the decision
  - Presents an honest commitment to the group decision-making process (Who will do what by when? Where? How?)
  - Obtains agreement on the procedures and methods for decision making prior to deliberation of the issue
  - Offers ideas
  - Asks key or clarifying questions
  - Keeps the group focused on the task
  - Summarizes the discussion and decisions

24.1.7 • Manages group dynamics

*Suggested assessment activity: Direct observation of a committee and/or workgroup performance.*

24.2 STANDARD: Use group participation skills when working as a member of a committee or informal work group.

24.2.1 • Participates actively and positively in the meeting

24.1.2 • Makes required decisions appropriately and without hesitation

24.2.3 • Remains focused on the main issues

*Suggested assessment activity: Direct observation of a committee and/or workgroup performance.*

25.0 TASK: In all activities comply with accreditation, legal, regulatory, and safety requirements.

25.1 STANDARD: In all activities comply with accreditation, legal, regulatory, and safety requirements for home care practice.

25.1.1 • Complies with current regulatory and safety requirements

*Suggested assessment activity: Cumulative observation of practice activities that require adherence to regulatory or safety requirements.*

26.0 TASK: Participate in the home care practice's performance improvement program.

26.1 STANDARD: Effectively apply the guidelines of the home care practice's performance improvement process.

- 26.1.1 • Accurately identifies opportunities for improvement
- 26.1.2 • When requested, collects data relevant for the indicators
- 26.1.3 • Complies with the corrective action plan

*Suggested assessment activity: Review of records of data collection. Direct observation of any activity identified in the organization's performance improvement program.*

27.0 TASK: Manage the use of investigational drug products according to established regulations and the home care practice's policies and procedures.

27.1 STANDARD: Manage the use of investigational drug products according to established regulations and the organization's policies and procedures.

- 27.1.1 • Identifies the appropriate protocol
- 27.1.2 • Determines if a patient meets study criteria
- 27.1.3 • Confirms that an informed consent has been signed before proceeding
- 27.1.4 • Documents all necessary patient data
- 27.1.5 • Accurately follows policies and procedures for storing and dispensing
- 27.1.6 • Monitors the patient's progress according to the protocol
- 27.1.7 • Takes appropriate action toward rectifying any problem
- 27.1.8 • Accurately completes all documentation

*Suggested assessment activity: Review of investigational drug records.*

28.0 TASK: Utilize pharmacy support personnel effectively.

28.1 STANDARD: Prioritize the work load and organize the work flow, taking into account available resources.

- 28.1.1 • Needed work is accomplished in the time available
- 28.1.2 • Work load is properly prioritized

*Suggested assessment activity: Cumulative observation of work flow under the control of the pharmacist.*

28.2 STANDARD: Check the accuracy of the work of pharmacy support personnel or others in accordance with the organization's policies and procedures.

- 28.2.1 • After review, all work performed by support personnel is accurate

*Suggested assessment activity: Review of incident reports, on-call logs, complaint logs.*