

HOME CARE COMPETENCY CHECKLIST WITH CRITERIA

**Developed by the ASHP Section of Home 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 materials outside this application must be obtained from ASHP.)

	TASK		STANDARDS		CRITERIA	SUGGESTED ASSESSMENT ACTIVITY
1.0	Manage time effectively to fulfill practice responsibilities.	1.1	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	Reflection on cumulative direct observation of work performance over a period of time. Interviews with other staff members regarding choice of daily activities.
				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	
2.0	Maintain a professional image.	2.1	Dress in attire that conveys a professional image.	2.1.1	Stays clean and is well groomed	<i>Reflection on cumulative direct observation of appearance and conduct over a period of time.</i>
				2.1.2	Dresses to meet the expectations of other professionals and patients	
				2.1.3	Dress meets health and safety requirements	

		2.2	Consistently maintain personal self-control and professional decorum.	2.2.1	Maintains control of one's emotions	<i>Reflection on cumulative direct observation of appearance and conduct over a period of time.</i>
3.0	Maximize work efficiency through the use of computers and other technologies.	3.1	Effectively use computers to increase efficiency in performing practice responsibilities.	3.1.1	Uses hardware correctly	<i>Reflection on cumulative direct observation of computer use.</i>
				3.1.2	Maximizes the use of software designed for a particular task	
				3.1.3	Uses software skillfully	
4.0	Maintain confidentiality of patient and proprietary information.	4.1	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.	<i>Reflection on cumulative direct observation of handling of confidential information.</i>
				4.1.2	Observes the organization's formal and informal policies for the handling of proprietary information	
5.0	Speak knowledgeably of the scope of services that are available through the home care organization.	5.1	Speak knowledgeably of the scope of services that are available through the home care organization.	5.1.1	Description of available services is accurate	<i>Conduct interview with pharmacist regarding services available through the home care organization.</i>
6.0	Determine the suitability of individual patients for home care.	6.1	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)	<i>Chart review of information gathered to determine suitability.</i>
				6.1.2	Recording system is functional for subsequent problem solving and decision making	
		6.2	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	<i>Review of documentation of decision for inclusion or exclusion from home care services.</i>

				6.2.2	<p>Decision is in accordance with standards of practice including <i>ASHP's Guidelines on the Pharmacist's Role in Home Care</i>:</p> <ul style="list-style-type: none"> • 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	<p>Documentation entries exhibit the following characteristics:</p> <ul style="list-style-type: none"> • 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 <ul style="list-style-type: none"> • Conclusions reflect accurate interpretation of the objective and subjective data • Recommended plans are clearly presented and relate to the conclusion 	
		6.3	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	<i>Random chart audit for presence of care plans.</i>

SUPERTASK:

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

7.0	Build the information base needed to design a pharmacy plan of care for a home care patient.	7.1	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 <i>ASHP Guidelines in the Pharmacists Role in Home Care</i> : <ul style="list-style-type: none"> ● 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; ● Medical 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, 	<i>Chart audit of information base.</i>
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					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: <ul style="list-style-type: none"> • Written in time to be useful • Follows the organization's policies and procedures, including that entries are signed, dated, times, legible, and concise • Content includes pertinent subjective and objective data 	
		7.2	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	<i>Chart audit of medication profile.</i>
		7.3	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: <ol style="list-style-type: none"> 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 	7.3.1	All medications prescribed with no medical indication are identified	<i>Chart audit of medication therapy problem list.</i>

			<p>9. presence or potential for clinically significant drug-drug, drug-disease, drug-nutrient, or drug-laboratory test interactions</p> <p>10. interference with medical therapy by social, recreational, OTC, or nontraditional medication use by the patient or others</p> <p>11. patient not receiving full benefit of prescribed medication therapy</p> <p>12. problems arising from financial impact of medication therapy on the patient</p> <p>13. patient lacks understanding of medication regimen</p> <p>14. patient not adhering to medication regimen</p>			
				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: <ul style="list-style-type: none"> • 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 	
		7.4	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	<i>Chart review of problems identified in initial prescribed therapy and monitoring plan.</i>

			a home care patient's that integrate patient-specific data, disease-specific and medication-specific information, and ethical and quality-of-life considerations.		relevant patient-specific information	<i>Chart review of medication therapy goal specification.</i>
				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: <ul style="list-style-type: none"> • Written in time to be useful • Follows the organization's policies and procedures, including that entries are signed, dated, timed, legible, and concise 	
		8.3	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	<i>Chart review of medication therapy plan.</i>

				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: <ul style="list-style-type: none"> • 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 	
9.0	Complete the development of monitoring plans, including any modifications, for the medication therapy for home care patients.	9.1	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	<i>Chart review of monitoring plan.</i>

				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: <ul style="list-style-type: none"> • 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 	
10.0	Communicate the pharmacist's care plan prepared for a home care patient.	10.1	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	<i>Chart review of documentation of communication and/or observation of communication process.</i>
				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: <ul style="list-style-type: none"> • Written in time to be useful • Follows the organization's policies and procedures, including that entries are signed, dated, timed, legible, and concise 	
11.0	Implement the pharmacy care plan for a home care patient.	11.1	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	<i>Chart review of initiation of therapy.</i>
				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: <ul style="list-style-type: none"> • Written in time to be useful • Follows the organization's policies and procedures, including that entries are signed, dated, timed, legible, and concise 	
		11.2	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	<i>Chart review of monitoring of monitoring plan implementation.</i>
				11.2.2	Orders are clear and concise	
				11.2.3	Documentation entries exhibit the following characteristics: <ul style="list-style-type: none"> • Written in time to be useful • Follows the health system's policies and procedures, including that entries are signed, dated, timed, legible, and concise 	
12.0	Redesign pharmacy care plans for home care patients based on evaluation of monitoring data and other pertinent patient-specific information.	12.1	Accurately interpret the meaning of each parameter measurement.	12.1.1	Accounts for all patient data specified in the monitoring plan	<i>Chart review of interpretation of monitoring data.</i>
				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: <ul style="list-style-type: none"> • Warrants documentation 	

					<ul style="list-style-type: none"> • Written in time to be useful • Follows the organization's policies and procedures, including that entries are signed, dated, timed, legible, and concise 	
		12.2	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	<i>Chart review of pharmacy care plan redesign.</i>
				12.2.2	See previous design elements	
		12.3	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	<i>Chart review of off-service note.</i>
				12.3.2	Note addresses progress toward medication therapy goals	
				12.3.3	Note addresses reasons why patient goes off-service	
13.0	When appropriate, identify appropriate personnel for managing patients' health care needs.	13.1	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	<i>Chart review of referrals.</i>
				13.1.2	Matches each health care need with the appropriate health care personnel	
14.0	Provide medication-use education to home care patients and/or their caregivers.	14.1	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	14.1.1	Counseling approach reflects an accurate assessment of the patient's or caregiver's special needs	<i>Chart review of documentation of patient counseling and observation of counseling session.</i>

			supplies and medications, how to contact the health care providers, emergency procedures, and care of the infusion access.			
				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: <ul style="list-style-type: none"> • Written in time to be useful • Follows the organization's policies and procedures, including that entries are signed, dated, timed, legible, and concise 	
		14.2	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	<i>Chart review of documentation of counseling session.</i>
15.0	Ensure continuity of pharmaceutical care to and from the home and other patient-care settings.	15.1	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	<i>Chart review of documentation of communication of information.</i>

						<i>reports, complaint logs, on-call logs.</i>
				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: <ul style="list-style-type: none"> • Written in time to be useful • Follows the organization's policies and procedures, including that entries are signed, dated, timed, legible, and concise 	
19.0	Assume responsibility for the organization's ongoing adherence to its medication-use policies.	19.1	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	<i>Cumulative direct observation of practice.</i>
				19.1.2	Deals effectively with obstacles in obtaining adherence	
20.0	Provide concise, applicable, and timely responses to requests for drug information from health care providers and home care patients.	20.1	Accurately identifies the requester's drug information need.	20.1.1	Accurately identifies requester	<i>Direct observation of clarification of a drug information request or review of documentation of drug information response.</i>
				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	

		20.2	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	<i>Direct observation of formulation of a search strategy for a particular information request.</i>
				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	
		20.3	Determine from all retrieved biomedical literature the appropriate information to evaluate.	20.3.1	Selects only potentially pertinent information	<i>Direct observation of literature selected for evaluation for a particular drug information request.</i>
				20.3.2	Selects the quantity of information that is appropriate for the depth and time frame of the response	
		20.4	Evaluate the usefulness of biomedical literature gathered.	20.4.1	Selects studies that have the following characteristics: <ul style="list-style-type: none"> • Sound design • Utilize appropriate statistics and statistical inference • Conclusions are supported by results 	<i>Direct observation of the results of an evaluation of a selected group of drug literature for a particular drug information request.</i>
				20.4.2	Selects only that literature that has the following characteristics: <ul style="list-style-type: none"> • Currency • Lacks bias • Comes from a reputable source • Pertains to the question • Accuracy • Appropriate referencing 	
		20.5	Formulate responses to drug information requests based on analysis of the literature.	20.5.1	Draws logical and accurate conclusions	<i>Direct observation of communication of a response to a particular drug information request.</i>
				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	
21.0	Identify a core library appropriate for a home care pharmacy practice setting.	21.1	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	<i>Review of the list of suggested acquisitions.</i>
				21.1.2	Selection is appropriately distributed among tertiary, secondary, and primary sources	
				21.1.3	List reflects what can be reasonably acquired	
22.0	Provide inservice education to physicians, nurses, pharmacy technicians, and other practitioners on home care pharmacy-related issues.	22.1	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	<i>Review of design of a specific inservice education program.</i>
				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	
		22.2	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	<i>Direct observation of delivery of an inservice presentation.</i>
				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	
23.0	Work through the political and decision-making structure to accomplish one's day-by-day practice obligations.	23.1	Use knowledge of an organization's political and decision-making structure to influence accomplishing one's day-by-day practice	23.1.1	Efforts obtain consensus to pursue the proposed course of action	<i>Cumulative observation of pharmacist's strategy and success in accomplishing practice obligations.</i>

			obligations.			
24.0	Contribute to the achievement of the organization's goals through effectively participating in or leading committees and informal work groups.	24.1	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	<i>Direct observation of a committee and/or workgroup performance.</i>
				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	<p>When needed, uses consensus-building skills as follows:</p> <ul style="list-style-type: none"> • 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?) 	

					<ul style="list-style-type: none"> • 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	
		24.2	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	<i>Direct observation of a committee and/or workgroup performance.</i>
				24.2.2	Makes required decisions appropriately and without hesitation	
				24.2.3	Remains focused on the main issues	
25.0	In all activities comply with accreditation, legal, regulatory, and safety requirements.	25.1	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	<i>Cumulative observation of practice activities that require adherence to regulatory or safety requirements.</i>
26.0	Participate in the home care practice's performance improvement program.	26.1	Effectively apply the guidelines of the home care practice's performance improvement process.	26.1.1	Accurately identifies opportunities for improvement	<i>Review of records of data collection. Direct observation of any activity identified in the organization's performance improvement program.</i>
				26.1.2	When requested, collects data relevant for the indicators	
				26.1.3	Complies with the corrective action plan	

27.0	Manage the use of investigational drug products according to established regulations and the home care practice's policies and procedures.	27.1	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	<i>Review of investigational drug records.</i>
				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	
28.0	Utilize pharmacy support personnel effectively.	28.1	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	<i>Cumulative observation of work flow under the control of the pharmacist.</i>
				28.1.2	Work load is properly prioritized	
		28.2	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	<i>Review of incident reports, on-call logs, complaint logs.</i>