

<p style="text-align: center;"><b>PGY1 Required and Elective Educational Objectives 2<sup>nd</sup> Edition Criteria for Measuring Resident Performance</b></p>
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***Outcome R1: Manage and improve the medication-use process.***

Goal R1.1: Identify opportunities for improvement of the organization's medication-use system.

OBJ R1.1.1 (Comprehension) Explain the organization's medication-use system and its vulnerabilities to adverse drug events (ADEs).

- Explanation provides accurate definition of terms associated with adverse drug events
- Explanation of organization's medication-use system is clear and accurate
- Explanation reflects understanding of the health system's medication-use process as a system
- Accurately states sources of information on the design, implementation, and maintenance of safe medication-use systems
- Explanation reflects understanding of system error
- Explanation reflects understanding of human factors error
- Cites the potential contribution of automation and technology to preventing medication misadventures at the departmental and at the organizational levels
- Cites the potential contribution of automation and technology to the occurrence of medication misadventures at the departmental and organizational levels
- Accurately explains the meaning of the term "culture of safety"

*Suggested assessment activity: Resident discussion of the organization's medication-use system and its vulnerabilities to adverse drug events*

OBJ R1.1.2 (Analysis) Analyze the structure and process and measure outcomes of the medication-use system.

- Analyses and measurements reflect clear understanding of the differences between structure, process, and outcomes
- Choices of techniques and tools for analyzing structure and process and measuring outcomes are appropriate
- Structure, process, and outcomes are accurately analyzed

*Suggested assessment activity: Examination of resident's analysis of the organization's medication-use system*

OBJ R1.1.3 (Evaluation) Identify opportunities for improvement in the organization's medication-use system by comparing the medication-use system to relevant best practices.

- Best practices selected for comparison are relevant
- Ideas for improvement have potential to result in significant improvements to the existing process

*Suggested assessment activity: Evaluation of resident's identification of opportunities for improvement in the organization's medication-use system from comparison with best practice*

Goal R1.2: Design and implement quality improvement changes to the organization's medication-use system.

OBJ R1.2.1 (Comprehension) Explain the process for developing, implementing, and maintaining a formulary system.

- Accurately identifies the components of a formulary system
- Accurately describes the approval process for establishing a formulary
- Accurately describes the role of committees in addressing formulary issues
- Accurately describes how formularies are revised and maintained
- Accurately describes the health system's procedures regarding exceptions to the formulary
- Accurately describes the health system's process for making additions and deletions to the formulary
- Accurately describes how pharmacoeconomic principles are used in the formulary decision process
- Accurately describes how the health system communicates formulary decisions to prescribers

*Suggested assessment activity: Resident discussion of the process for developing, implementing, and maintaining a formulary system in his or her health system*

OBJ R1.2.2 (Evaluation) Make a medication-use policy recommendation based on a comparative review (e.g., drug class review, drug monograph).

- Recommendation is based on a thorough review of pertinent literature
- Recommendation is presented in the appropriate format
- Recommendation is objective

*Suggested assessment activity: Direct observation of resident presenting a medication-use policy recommendation based on a comparative review*

OBJ R1.2.3 (Synthesis) Participate in the identification of need for, development of, implementation of, and evaluation of an evidence-based treatment guideline/protocol related to individual and population-based patient care.

- The need identified is an important one for care of the health system's patient population
- Treatment guideline reflects careful consideration of systematically developed best evidence as described in *Clinical Practice Guidelines: Directions for a New Program* published by the Institute of Medicine
- Treatment guideline reflects consideration of new and emerging data

- Treatment guideline reflects consideration of the culture of the health system
- Guideline/protocol is fully implemented
- Outcome information is provided to the prescribers/providers
- Judgment of outcome information is accurate
- Judgment of outcome information gives appropriate weighting to humanistic as well as clinical and economic outcomes

*Suggested assessment activity: Review of a treatment guideline/protocol for which the resident identified the need, made significant contributions to its development, and participated directly in its assessment*

OBJ R1.2.4 (Synthesis) Design and implement pilot interventions to change problematic or potentially problematic aspects of the medication-use system with the objective of improving quality.

- Problem identified for improvement is of significance in the medication-use system
- Design of intervention is practical to implement
- As designed, the intervention offers an approach that can be expected to remedy or minimize the problem
- Plan for implementation is well thought out and includes meeting the concerns of all stakeholders
- Assessment of outcomes of implementation accurately reflects measurement of quality indicators

*Suggested assessment activity: Review of resident design and implementation of a medication-use system quality improvement pilot intervention*

Goal R1.3: Prepare and dispense medications following existing standards of practice and the organization's policies and procedures.

OBJ R1.3.1 (Evaluation) Interpret the appropriateness of a medication order before preparing or permitting the distribution of the first dose.

- Identifies, verifies, and corrects any medication order errors
- Clarifies anything incomplete in the medication order
- Identification of problems reflects consideration of complete patient-specific information
- Identifies all existing or potential drug therapy problems
- Determines an appropriate solution to an identified problem
- Secures consensus from the prescriber for modifications to therapy
- Assures that the solution is implemented
- Changes to medication orders are documented and documentation exhibits the following characteristics:
  1. Written in time to be useful
  2. Follows the health system's policies and procedures, including that entries are signed, dated, timed, legible, and concise

*Suggested assessment activity: Review of documentation of changes in medication orders*

OBJ R1.3.2 (Application) Follow the organization's policies and procedures to maintain the accuracy of the patient's medication profile.

- Works only from the physician's original order or a clear duplicate
- Enters information correctly
- The information is complete according to all applicable standards

*Suggested assessment activity: Review of resident entries in a specific patient's profile*

OBJ R1.3.3 (Application) Prepare medication using appropriate techniques and following the organization's policies and procedures.

- When required, accurately calibrates equipment
- Prepares medications using appropriate technique according to the health system's policies and procedures and applicable professional standards
- Prepares medications so they are appropriately concentrated, without incompatibilities, stable, and appropriately stored
- Adheres to appropriate safety and quality assurance practices
- Prepares labels that conform to the health system's policies and procedures
- Medication contains all necessary and/or appropriate ancillary labels
- Inspects the final medication before dispensing

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

OBJ R1.3.4 (Application) Dispense medication products following the organization's policies and procedures.

- The patient receives the medication(s) as ordered
- Ensures the integrity of medication dispensed
- Provides any necessary written and/or verbal counseling
- Patient receives medication on time
- Documentation of dispensing follows the organization's policies and procedures

*Suggested assessment activity: Observation of dispensing process and review of documentation for dispensing of a specific medication*

Goal R1.4: Demonstrate ownership of and responsibility for the welfare of the patient by performing all necessary aspects of the medication-use system.

OBJ R1.4.1 (Characterization) Display initiative in preventing, identifying, and resolving pharmacy-related patient-care problems.

- Actively works to identify the potential for significant medication-related problems
- Correctly identifies the problem to be solved
- Takes initiative and seeks information to solve the problem
- Accurately identifies appropriate sources of information needed to solve the problem
- Explores logical alternative approaches to solving the problem
- Chooses most appropriate plan for solving the problem
- Initiates alternative plan if the problem is not solved
- Actively pursues all significant existing and potential medication-related problems until satisfactory resolution is obtained

*Suggested assessment activity: Cumulative direct observation of practice*

Goal R1.5: Provide concise, applicable, comprehensive, and timely responses to requests for drug information from patients, health care providers, and the public.

OBJ R1.5.1 (Analysis) Discriminate between the requesters' statement of need and the actual drug information need by asking for appropriate additional information.

- Determines if question is patient-specific
- Secures appropriate background information for question type
- Accurately identifies request urgency

*Suggested assessment activity: Direct observation of resident's communication process for clarification of a specific drug information request*

OBJ R1.5.2 (Synthesis) Formulate a systematic, efficient, and thorough procedure for retrieving drug information.

- Searches the scope of resources that are appropriate to answer the question
- Search strategy matches with the response time required for the request
- Search moves appropriately from the general to the specific

*Suggested assessment activity: Resident discussion of his or her search strategy for a particular information request to occur at the time the strategy is formed but prior to the search itself*

OBJ R1.5.3 (Analysis) Determine from all retrieved biomedical literature the appropriate information to evaluate.

- Selects only potentially pertinent information
- Selects the quantity of information that is appropriate for the depth and time frame of the response

*Suggested assessment activity: Review of resident's selection of literature for review for a particular drug information request to be conducted prior to resident's evaluation of each piece's usefulness*

OBJ R1.5.4 (Evaluation) Evaluate the usefulness of biomedical literature gathered.

- Selects studies that have the following characteristics:
  1. Sound design
  2. Utilize appropriate statistics and statistical inference
  3. Conclusions are supported by results
- Selects only literature that has the following characteristics:
  4. Currency
  5. Lacks bias
  6. Reputable source
  7. Pertains to the question
  8. Accuracy
  9. Appropriate referencing

*Suggested assessment activity: Review of the resident's literature review for studies selected for inclusion for a particular drug information request*

OBJ R1.5.5 (Evaluation) Determine whether a study's conclusions are supported by the study results.

- Judgement is accurate

*Suggested assessment activity: Review of conclusions written in response to a particular drug information request*

OBJ R1.5.6 (Synthesis) Formulate responses to drug information requests based on analysis of the literature.

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

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

OBJ R1.5.7 (Synthesis) Provide appropriate responses to drug information questions that require the pharmacist to draw upon his or her knowledge base.

- Response is correct
- When correct response is unknown, indicates appropriately and provides timely follow-up

- Responds confidently

*Suggested assessment activity: Direct observation of communication of a response to a particular unanticipated impromptu drug information request that occurs during the fulfillment of regular practice responsibilities*

OBJ R1.5.8 (Evaluation) Assess the effectiveness of drug information recommendations.

- Assessment of outcome is accurate
- If recommendation is not accepted, can explain reasons why not accepted

*Suggested assessment activity: Discussion of resident of his or her assessment of the outcome of a specific drug information recommendation*

***Outcome R2: Provide evidence-based, patient-centered medication therapy management with interdisciplinary teams.***

Goal R2.1: As appropriate, establish collaborative professional relationships with members of the health care team.

OBJ R2.1.1 (Synthesis) Implement a strategy that effectively establishes cooperative, collaborative, and communicative working relationships with members of interdisciplinary health care teams.

- The relationship reflects mutual respect for the others' professional expertise
- The relationship reflects mutual respect for appropriate delegation of professional responsibilities in providing care for patients
- The relationship reflects appropriate integration of the pharmacist's care with the contributions of other members of the interdisciplinary team
- The pharmacist's work within the team reflects skillful application of group process skills such as negotiation, time management, conflict management, communication, and consensus building

*Suggested assessment activities: Examination of the individual relationship between the resident and a particular physician and health care provider with whom he or she interacts when fulfilling practice responsibilities through a combination of direct observation, anecdotal records, and interviews with staff*

Goal R2.2: Place practice priority on the delivery of patient-centered care to patients.

OBJ R2.2.1 (Organization) Choose and manage daily activities so that they reflect a priority on the delivery of appropriate patient-centered care to each patient.

- Daily activities consistently show a priority placed on the delivery of patient-centered care
- Arranges work activities so that the patient-centered care needs of patients are met

*Suggested assessment activity: Cumulative direct observation of practice; interviews with other staff regarding choice of daily activities*

Goal R2.3: As appropriate, establish collaborative professional pharmacist-patient relationships.

OBJ R2.3.1. (Synthesis) Formulate a strategy that effectively establishes a patient-centered pharmacist-patient relationship.

- Patient evidences acceptance of his or her role and responsibilities in the making of care decisions
- Patient evidences understanding of the pharmacist's role and responsibilities in the making of care decisions
- Roles and responsibilities attributed to patient and pharmacist are appropriate for a patient-centered pharmacist-patient relationship
- Patient displays respect for the professional expertise of the pharmacist
- Pharmacist displays respect for the preferences and expressed needs of the patient
- Relationship reflects trust from both parties

*Suggested assessment activities: Examination of the relationship between the resident and a specific patient in his or her care through direct observation and interviews with staff*

Goal R2.4: Collect and analyze patient information.

OBJ R2.4.1 (Analysis) Collect and organize all patient-specific information needed by the pharmacist to prevent, detect, and resolve medication-related problems and to make appropriate evidence-based, patient-centered medication therapy recommendations as part of the interdisciplinary team.

- Information base contains all information needed (demographic, medical, medication therapy, behavioral/lifestyle, social/economic, and administrative [e.g., physician/prescriber, informed consent, pharmacy])
- Information base does not contain extraneous information
- Sources of information are the most reliable available
- Recording system is functional for subsequent problem solving and decision making

*Suggested assessment activity: Audit of resident's information base for a specific patient or pharmacy department's patient information base*

OBJ R2.4.2 (Analysis) Determine the presence of any of the following medication therapy problems in a patient's current medication therapy:

1. Medication used with no medical indication
2. Patient has medical conditions for which there is no medication prescribed
3. Medication prescribed inappropriately for a particular medical condition

4. Immunization regimen is incomplete
  5. Current medication therapy regimen contains something inappropriate (dose, dosage form, duration, schedule, route of administration, method of administration)
  6. There is therapeutic duplication
  7. Medication to which the patient is allergic has been prescribed
  8. There are adverse drug or device-related events or potential for such events
  9. There are clinically significant drug-drug, drug-disease, drug-nutrient, or drug-laboratory test interactions or potential for such interactions
  10. Medical therapy has been interfered with by social, recreational, nonprescription, or nontraditional drug use by the patient or others
  11. Patient not receiving full benefit of prescribed medication therapy
  12. There are problems arising from the financial impact of medication therapy on the patient
  13. Patient lacks understanding of medication therapy
  14. Patient not adhering to medication regimen
- All medications used with no medical indication are identified
  - All medical conditions for which there is not a medication prescribed are identified
  - All medications inappropriately prescribed for a particular medical condition are identified
  - All missing immunizations are identified
  - Everything inappropriate in the current medication therapy regimen (dose, dosage form, schedule, duration, route of administration, method of administration) is identified
  - All therapeutic duplications are identified
  - All medications in the regimen to which the patient is allergic are identified
  - Any presence or potential for adverse drug events is identified
  - Any presence or potential for clinically significant drug interactions is identified
  - Any interference with medical therapy by social, recreational, nonprescription or nontraditional medication use is identified
  - Any instance of the patient not receiving full benefit of prescribed medication therapy is identified (e.g., system failure, clinical failure)
  - All problems arising from the financial impact of medication therapy on the patient are identified
  - Any lack of patient (or caregiver) understanding of his/her medication therapy is identified
  - Any lack of patient adherence to medication regimen is identified
  - Nothing is identified as a problem that is not a problem
  - If medication-use problems are found, chart documentation exhibits 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: Audit of patient's medical chart, resident's patient information base, or pharmacy department's patient information base*

OBJ R2.4.3 (Analysis) Using an organized collection of patient-specific information, summarize patients' health care needs.

- List of needs is comprehensive
- Identification of health care needs integrates all relevant patient-specific and disease-specific information
- List of needs is concise
- List contains no irrelevant information

*Suggested assessment activity: Audit of patient's medical chart, resident's patient information base, or pharmacy department's patient information base.*

Goal R2.5: When necessary, make and follow up on patient referrals.

OBJ R2.5.1 (Evaluation) When presented with a patient with health care needs that cannot be met by the pharmacist, make a referral to the appropriate health care provider based on the patient's acuity and the presenting problem.

- Referral is the correct option
- Referral is to the most appropriate category of health care professional to meet the patient's health care need
- Referral contains all pertinent information required by the recipient to take appropriate action
- Patient is part of the decision to refer
- Referral is made according to the health system's policies and procedures

*Suggested assessment activities: A combination of direct observation of practice; audit of patient's medical chart, resident's patient information base, or pharmacy department's patient information base; interview of patient who has been referred; and interview of health care professional to whom the resident has referred the patient*

OBJ R2.5.2 (Synthesis) Devise a plan for follow-up for a referred patient.

- Plan specifies what the follow-up activities will be
- Plan provides a schedule for follow-up
- Plan specifies how follow-up information will be integrated into the long-term management plan

*Suggested assessment activity: Review of the resident's plan for follow-up for a specific referred ambulatory care patient*

Goal R2.6: Design evidence-based therapeutic regimens.

OBJ R2.6.1 (Synthesis) Specify therapeutic goals for a patient incorporating the principles of evidence-based medicine that integrate patient-specific data, disease and medication-specific information, ethics, and quality-of-life considerations.

- Goals reflect consideration of all relevant patient-specific information including culture and preferences
- Goals reflect consideration of the goals of other interdisciplinary team members
- Goals reflect consideration of the patient's disease state(s)
- Goals reflect consideration of medication-specific information
- Goals reflect consideration of best evidence
- Goals reflect consideration of ethical issues involved in the patient's care
- Goals reflect consideration of quality-of-life issues specific to the patient
- Goals reflect integration of all the above factors influencing the setting of goals
- Goals are realistic
- Goals are measurable
- Chart documentation exhibits the following characteristics:
  1. Written in time to be useful
  2. Follows the health system's policies and procedures, including that entries are signed, dated, timed, legible, and concise

*Suggested assessment activity: Audit of patient's medical chart, resident's patient information base, or pharmacy department's patient information base*

OBJ R2.6.2 (Synthesis) Design a patient-centered regimen that meets the evidence-based therapeutic goals established for a patient; integrates patient-specific information, disease and drug information, ethical issues and quality-of-life issues; and considers pharmacoeconomic principles.

- Regimen reflects the therapeutic goals established for the patient
- Regimen reflects the patient's and caregiver's specific needs
- Regimen reflects consideration of compliance
- Regimen is appropriate to the disease states being treated
- Regimen reflects consideration of any pertinent pharmacogenomic or pharmacogenetics
- Regimen reflects consideration of best evidence
- Regimen reflects consideration of pertinent ethical issues
- Regimen reflects consideration of pharmacoeconomic components (patient, medical, and systems resources)
- Regimen reflects consideration of culture and/or language differences
- Regimen adheres to the health system's medication-use policies
- Chart documentation exhibits the following characteristics:
  1. Written in time to be useful
  2. Follows the health system's policies and procedures, including that entries are signed, dated, timed, legible, and concise
  3. Recommended plan is clearly presented

*Suggested assessment activity: Audit of patient's medical chart, resident's patient information base, or pharmacy department's patient information base*

Goal R2.7: Design evidence-based monitoring plans.

OBJ R2.7.1 (Synthesis) Design a patient-centered, evidenced-based monitoring plan for a therapeutic regimen that effectively evaluates achievement of the patient-specific goals.

- Parameters are appropriate measures of therapeutic goal achievement
- Plan reflects consideration of best evidence
- Selects the most reliable source for each parameter measurement
- Value ranges selected are appropriate for the patient
- Parameters measure efficacy
- Parameters measure potential adverse drug events
- Parameters are cost-effective
- Measurement of the parameters specified is obtainable
- Plan reflects consideration of compliance
- If plan is for an ambulatory patient, plan includes strategy for assuring patient returns for needed follow-up visit(s)
- When applicable, plan reflects preferences and needs of the patient
- Chart documentation exhibits the following characteristics:
  1. Written in time to be useful
  2. Follows the health system's policies and procedures, including that entries are signed, dated, timed, legible, and concise
  3. Recommended plans are clearly presented

*Suggested assessment activity: Audit of patient's medical chart, resident's patient information base, or pharmacy department's patient information base*

Goal R2.8: Recommend or communicate regimens and monitoring plans.

OBJ R2.8.1 (Application) Recommend or communicate a patient-centered, evidence-based therapeutic regimen and corresponding monitoring plan to other members of the interdisciplinary team and patients in a way that is systematic, logical, accurate, timely, and secures consensus from the team and patient.

- Recommendation is persuasive
- Presentation of recommendation accords patient's right to refuse treatment
- If patient refuses treatment, resident exhibits responsible professional behavior
- Creates an atmosphere of collaboration
- Skillfully defuses negative reactions
- Communication conveys expertise
- Communication is assertive, but not aggressive
- Where the patient has been directly involved in the design of the plans, communication appropriately reflects previous collaboration
- Chart documentation exhibits the following characteristics:

1. Written in time to be useful
2. Follows the health system's policies and procedures, including that entries are signed, dated, timed, legible, and concise
3. Recommended plans are clearly presented

*Suggested assessment activity: Audit of patient's medical chart, resident's patient information base, or pharmacy department's patient information base where recommendation to the caregiver is done in writing; direct observation of communication process to a specific patient*

Goal R2.9: Implement regimens and monitoring plans.

OBJ R2.9.1 (Application) When appropriate, initiate the patient-centered, evidence-based therapeutic regimen and monitoring plan for a patient according to the organization's policies and procedures.

- Activity complies with the health system's policies and procedures
- Therapy corresponds with the recommended regimen
- Regimen is initiated at the appropriate time
- Medication orders are clear and concise
- Activity complies with the health system's policies and procedures
- Tests correspond with the recommended monitoring plan
- Tests are ordered and performed at the appropriate time
- Test orders are clear and concise
- Chart documentation follows the health system's policies and procedures including that entries are signed, dated, timed, and legible

*Suggested assessment activity: Audit of patient's medical chart, resident's patient information base, or pharmacy department's patient information base for initiation of therapy and ordering of tests for a specific patient*

OBJ R2.9.2 (Application) Use effective patient education techniques to provide counseling to patients and caregivers, including information on medication therapy, adverse effects, compliance, appropriate use, handling, and medication administration.

- Session appropriately reflects the designed plan for patient counseling
- Clearly conveys the purpose of the counseling session
- Demonstrates skill in execution of each teaching method employed during the counseling session
- During the session, adjusts the instruction to appropriately accommodate the patient's or caregiver's previous knowledge of the medication
- During the session, adjusts the instruction to appropriately accommodate the patient's or caregiver's responses
- Assures that the information or skills required are learned before ending the session

*Suggested assessment activity: Direct observation of resident counseling session with a specific patient and/or caregiver*

Goal R2.10: Evaluate patients' progress and redesign regimens and monitoring plans.

OBJ R2.10.1 (Evaluation) Accurately assess the patient's progress toward the therapeutic goal(s).

- Accounts for all patient data specified in the monitoring plan
- Interprets each monitoring parameter measurement accurately
- Accounts for the patient's current status
- Properly judges the reliability of data (e.g., timing or site of collection, differences in test sites)
- Where monitoring data are incomplete, makes sound judgments in determining if there are sufficient data upon which to base a conclusion
- Conclusions drawn reflect consideration of any significant trends in laboratory values or clinical endpoints
- Conclusions drawn reflect consideration of the safety and effectiveness of the current medication therapy
- Conclusions drawn reflect consideration of any ineffectiveness in patient counseling
- Overall conclusions about reasons for patient's progress or lack of progress toward each stated goal is appropriate
- Chart documentation exhibits the following characteristics:
  1. Warrants documentation
  2. Written in time to be useful
  3. Follows the health system's policies and procedures, including that entries are signed, dated, timed, legible, and concise

*Suggested assessment activity: Audit of patient's medical chart, resident's patient information base, or pharmacy department's patient information base for resident's interpretation of monitoring data for a specific patient*

OBJ R2.10.2 (Synthesis) Redesign a patient-centered, evidence-based therapeutic plan as necessary based on evaluation of monitoring data and therapeutic outcomes.

- (See criteria above for building the information base, designing therapeutic regimens, and designing monitoring plans)
- Modifications to the plan are effectively communicated to the patient, caregivers, prescriber, and other relevant health care professionals in a timely manner
- Conditions of urgency for communicating results to the prescriber are honored

*Suggested assessment activity: Audit of patient's medical chart, resident's patient information base, or pharmacy department's patient information base for resident communication of modifications to a specific patient's plan*

Goal R2.11: Communicate ongoing patient information.

OBJ R2.11.1 (Application) When given a patient who is transitioning from one health care setting to another, communicate pertinent pharmacotherapeutic information to the receiving health care professionals.

- Conveys all necessary data in a timely manner
- Transfers information to all concerned health professionals
- Is available to clarify any related issues
- If a chart entry is made, it exhibits the following characteristics:
  1. Warrants documentation
  2. Written in time to be useful
  3. Follows the health system's policies and procedures, including that entries are signed, dated, timed, legible, and concise

*Suggested assessment activity: Direct observation of resident communication of continuity of care information of a specific patient and, if chart entry is made, review of documentation of communication of information*

OBJ R2.11.2 (Application) Ensure that accurate and timely medication-specific information regarding a specific patient reaches those who need it at the appropriate time.

- Information conveyed at the time it is needed
- Information conveyed is accurate
- Information conveyed in a format that is usable by the receiver
- Information is transmitted by means that are accessible to the receiver

*Suggested assessment activity: Review of resident's communication of patient-specific information at various stages of a patient's care*

Goal R2.12: Document direct patient care activities appropriately.

OBJ R2.12.1 (Analysis) Appropriately select direct patient-care activities for documentation.

- Activity selected for documentation is one that will effectively contribute to establishing direct patient care outcomes
- All patient care activities that should be documented are documented

*Suggested assessment activity: Review of resident documentation of his or her direct patient care activities for a specific period of time*

OBJ R2.12.2 (Application) Use effective communication practices when documenting a direct patient-care activity.

- Chart documentation exhibits the following characteristics:
  1. Warrants documentation
  2. Written in time to be useful
  3. Follows the health system's policies and procedures, including that entries are signed, dated, timed, legible, and concise
  4. Content includes pertinent subjective and objective data

5. Assessment reflects accurate interpretation of the objective and subjective data
6. Recommended plans are clearly presented and relate to the conclusion

- Reports of medication-related problems (e.g., ADRs, medication errors, drug interactions) adhere to the health system's policies and procedures

*Suggested assessment activity: Review of resident documentation of his or her direct patient care activities and of reports of medication-related problems for a specific period of time*

OBJ R2.12.3 (Comprehension) Explain the characteristics of exemplary documentation systems that may be used in the organization's environment.

- Discussion reflects a grasp of the significance of documentation
- Discussion reflects clear understanding of all relevant criteria

*Suggested assessment activity: Discussion by resident of documentation systems*

***Outcome R3: Exercise leadership and practice management skills.***

Goal R3.1: Exhibit essential personal skills of a practice leader.

OBJ R.3.1.1 (Characterization) Practice self-managed continuing professional development with the goal of improving the quality of one's own performance through self-assessment and personal change.

- Makes accurate, criteria-based assessments of own ability to perform practice tasks
- Routinely seeks applicable new learning when performance does not meet expectations
- Sets realistic expectations of performance
- Regularly integrates new learnings into subsequent performances of a task until expectations are met
- Documentation of the ability to perform a practice tasks is concise and readily interpretable by a peer
- Evidences the assumption of responsibility for work quality
- System for staying current with literature includes review of literature pertinent to the area of practice
- System for arranging and storing pertinent literature is efficient and effective

*Suggested assessment activity: Cumulative direct observation of practice*

OBJ R3.1.2 (Characterization) Demonstrate pride in and commitment to the profession through appearance, personal conduct, and association membership.

- Stays clean and well-groomed
- Dresses to meet the expectations of other professionals and patients
- Dress meets health and safety requirements
- Dress conforms to the health system's and department's dress code
- Maintains control of own emotions
- Is a member of and actively participates in the local pharmacy association
- Is a member of and actively participates in one or more state pharmacy associations
- Is a member of and actively participates in one or more national pharmacy associations
- In discussion offers an accurate comparison of the benefit's to own practice of active participation in the array of associations at each level
- In discussion accurately identifies the benefits to own practice of publishing in the professional literature

*Suggested assessment activity: Cumulative direct observation of practice*

OBJ R3.1.3 (Characterization) Act ethically in the conduct of all job-related activities.

- When presented in practice with an ethical dilemma, chooses a course of action that reflects accepted ethical standards for pharmacists
- Can explain the course of ethical reasoning that led to the ethical decision made
- All work prepared for publication is properly attributed

*Suggested assessment activity: Direct observation of practice when an ethical decision is required or interview with other staff regarding choice of action when ethical decision required and preceptor not present*

Goal R3.2: Contribute to departmental leadership and management activities.

OBJ R3.2.1 (Synthesis) Participate in the pharmacy department's planning processes.

- Actively participates to the planning process
- Contributions reflect understanding of effective planning principles for the type of planning engaged in

*Suggested assessment activity: Direct observation of resident's contributions during a departmental planning meeting; review of any written contributions prepared by the resident*

OBJ R3.2.2 (Comprehension) Explain the effect of accreditation, legal, regulatory, and safety requirements on practice.

- States current regulatory and safety requirements
- Describes the importance of these regulations and safety requirements
- Discusses how the regulations and safety requirements affect practice

- Discusses the process by which the regulations and safety requirements are implemented
- States which agencies are responsible for regulating these requirements

*Suggested assessment activity: Resident discussion of the effect of accreditation, legal, regulatory, and safety requirements on practice*

OBJ R3.2.3 (Comprehension) Explain the principles of financial management of a pharmacy department.

- Accurately describes the elements of a departmental financial plan
- Accurately explains the purposes of and how to access multiple sources of reimbursement
- Accurately explains the data elements of a productivity matrix (e.g., clinical activities, budgets, FTE justification)
- States current regulatory and safety requirements
- Accurately explains the implications for pharmacy reimbursement of the current health care environment (regulatory issues, manpower shortages, Medicare Modernization Act, quality mandates)
- Accurately explains sources of revenue for the pharmacy and health system

*Suggested assessment activity: Resident discussion of reimbursement, revenue, and productivity*

OBJ R3.2.4 (Synthesis) Prioritize the work load, organize the work flow, and check the accuracy of the work of pharmacy technical and clerical personnel or others.

- Needed work is accomplished in the time available
- Work load is properly prioritized
- After review by the resident, all work performed by support personnel is accurate

*Suggested assessment activity: Direct observation of the resident's use of pharmacy technical and clerical personnel during a specified time period; review of accuracy of work performed by support personnel under the direct supervision of the resident*

Goal R3.3: Exercise practice leadership.

OBJ R3.3.1 (Synthesis) Use knowledge of an organization's political and decision-making structure to influence accomplishing a practice area goal.

- Efforts obtain consensus to pursue the proposed course of action

*Suggested assessment activity: Direct observation of the resident's strategy in achieving a practice area goal that requires policy-maker approval*

OBJ R3.3.2 (Comprehension) Explain various leadership philosophies that effectively support direct patient care and pharmacy practice excellence.

- Fully describes two or more approaches to managing practice that facilitate interdisciplinary patient-centered care and pharmacy practice excellence

*Suggested assessment activities: Resident discussion of leadership philosophies supporting direct patient care and pharmacy practice excellence*

OBJ R3.3.3 (Application) Use group participation skills when leading or working as a member of a committee or informal work group.

- When leader keeps the group focused on meeting its purpose and responsibilities
- When the leader prepares an effective agenda for meeting
- When the leader meets the site needs for the meeting
- When the leader writes effective minutes or notes
- When the leader supplies information from the meeting to appropriate individuals
- When the leader when needed, uses consensus-building skills as follows:
  1. Assesses the desirability of group input
  2. Identifies the type of decision needed (debatable, exploratory, negotiated, routine, emergency decisions)
  3. Selects appropriate tools for group action (i.e., brainstorming, procedure setting, individual polling, etc.)
  4. Provides a clear definition of the problem (What is the problem? How did we get here? What are the effects of the problem?)
  5. Communicates a clear understanding of who has the responsibility for the decision
  6. Uses effective communication and open-ended questions for producing ideas (What results do we want? What solutions can we think of?)
  7. Selects an appropriate size of group for decision making
  8. Provides a means for effectively testing different alternatives relative to the problem (What decision is best for us?)
  9. Elicits ideas from others on how to make change go smoothly
  10. Facilitates commitment to the decision
  11. Presents an honest commitment to the group decision-making process (Who will do what by when? Where? How?)
  12. Obtains agreement on the procedures and methods for decision making prior to deliberation of the issue
  13. Offers ideas
  14. Asks key or clarifying questions
  15. Keeps the group focused on the task
  16. Summarizes the discussion and decisions
- When the leader manages group dynamics
- When a member participates actively and positively in the meeting

- When a member makes required decisions appropriately and without hesitation
- When a member remains focused on the main issues
- When a member does one's share of the work

*Suggested assessment activities: Direct observation of resident leading a committee and/or workgroup; direct observation of resident at work in a specific committee or informal work group; interview with other members of the committee or informal work group*

OBJ R3.3.4 (Application) Use knowledge of the principles of change management to achieve organizational, departmental, and/or team goals.

- Assures that the practice environment is arranged to be conducive to the desired change
- Assures that staff have the opportunity to acquire any necessary new knowledge or skills in order to accommodate the change
- Assures that those involved in the change are motivated to exercise their roles
- Follows through by monitoring the progress of the planned change
- Keeps others informed of progress on the implemented change

*Suggested assessment activities: Direct observation of resident performance when tasked with a significant change to be planned and executed; review of outcome of the task ---success or failure of change effort*

***Outcome R4: Demonstrate project management skills.***

Goal R4.1: Conduct practice-related investigations using effective project management skills.

OBJ R4.1.1: (Synthesis) Identify a topic for a practice-related project of significance for pharmacy practice.

- Choice of project is practice-related
- Choice of project warrants investigation
- Project can be completed in time available

*Suggested assessment activity: Review of resident's proposed project topic*

OBJ R4.1.2: (Synthesis) Formulate a feasible design for a practice-related project.

- Project proposal contains all customary elements of a proposal
- Each proposal element contains all necessary information
- Project proposal includes identification of all key stakeholders who must approve
- Project timeline milestones, if adhered to, would result in project completion by agreed-upon date

*Suggested assessment activity: Review of resident's project design*

OBJ R4.1.3: (Synthesis) Secure any necessary approvals, including IRB and funding, for one's design of a practice-related project.

- Appropriate strategies designed and implemented for gaining cooperation of all individuals affected by conduct of the project
- If required, IRB approval secured

*Suggested assessment activity: Review of resident's project implementation strategy and documentation of approvals/agreements*

OBJ R4.1.4: (Synthesis) Implement a practice-related project as specified in its design.

- Project complete on time
- During conduct of project, project materials well-maintained for accessibility and efficient retrieval
- Project process appropriately documented
- Project materials well organized and maintained with documentation of the project's ongoing implementation

*Suggested assessment activity: Review of resident's implementation strategy and project files*

OBJ R4.1.5: (Synthesis) Effectively present the results of a practice-related project.

- Secures audience attention at the beginning
- Style of the speech is appropriate to presentation of a practice-related project report
- Portrays credibility
- Does not distract with physical mannerisms
- Does not distract with verbal habits
- Presentation is well organized
- Uses appropriate transitions when proceeding from one topic to another
- Summarizes key points at the close
- Appears poised
- Uses body language to add interest
- Pauses appropriately to emphasize points
- Displays energy and enthusiasm
- Accurately reads the audience's body language and adjusts the presentation accordingly
- Answers questions with ease and confidence

*Suggested assessment activity: Direct observation of resident's presentation of completed project*

OBJ R4.1.6: (Synthesis) Successfully employ accepted manuscript style to prepare a final report of a practice-related project.

- Project presentation utilizes appropriate manuscript style and meets criteria for writing with use of that style

*Suggested assessment activity: Review of resident's completed project report*

OBJ R4.1.7: (Evaluation) Accurately assess the impact, including sustainability if applicable, of the residency project.

- Assessment accurately reflects impact on the organization
- Assessment accurately reflects consideration of all elements that would determine sustainability

*Suggested assessment activity: Review of resident's assessment of the sustainability of the residency project.*

***Outcome R5: Provide medication and practice-related education/training.***

Goal R5.1 Provide effective medication and practice-related education, training, or counseling to patients, caregivers, health care professionals, and the public.

OBJ R5.1.1 (Application) Use effective educational techniques in the design of all educational activities.

- Choice of content for instruction is based on an accurate assessment of the learner's needs
- Activities are based on behaviorally stated educational objectives
- Selection of teaching method is based on the type of learning required (cognitive, psychomotor, affective)
- Content selected for instruction is matched with the intent of the stated educational objectives
- Content of instructional materials is accurate
- Content selected for instruction is complete
- Instruction is properly organized and sequenced
- Written instructional materials are matched to the learner's reading level
- Design of instruction includes use of visual aids when appropriate

*Suggested assessment activity: Review of resident written plan and written instructional materials for delivery of a specific education or training program or other learning activity*

OBJ R5.1.2 (Synthesis) Design an assessment strategy that appropriately measures the specified objectives for education or training and fits the learning situation.

- Plan for assessment will accurately measure the participants' attainment of the educational objectives

*Suggested assessment activities: Review of resident assessment instrument(s) designed to accompany a specific education or training program; review of data collected by the resident through use of the assessment instruments and the resident's conclusions about the level of achievement of learners on the stated objectives*

OBJ R5.1.3 (Application) Use skill in the four preceptor roles employed in practice-based teaching (direct instruction, modeling, coaching, and facilitation).

- Provides effective, focused direct instruction when warranted
- Models problem solving by talking out loud about problem-solving process
- Coaches according to the learner's current need for degree of intensity
- Selects appropriate problem-solving situations for independent work by the learner
- Moves with ease between the four preceptor roles as learner needs change

*Suggested assessment activity: Cumulative direct observations of resident when engaged in practice-based teaching*

OBJ R5.1.4 (Application) Use skill in case-based teaching.

- Case selection is accurately matched with learner needs
- Case development reflects accurate identification of critical decision points for learner problem-solving
- Delivery of instruction employs effective use of open-ended and probing questioning strategies
- Delivery of instruction includes ongoing assessment of learner understanding and corresponding adjustment in instruction

*Suggested assessment activity: Cumulative direct observations of resident when engaged in case-based teaching*

OBJ R5.1.5 (Application) Use public speaking skills to speak effectively in large and small group situations.

- Secures audience attention at the beginning
- Style of the speech is matched to its intent (persuasion, information giving, entertainment)
- Relates remarks to those of previous speakers (if appropriate)
- Portrays credibility
- Does not distract with physical mannerisms
- Does not distract with verbal habits
- Speech is well organized
- Uses appropriate transitions when proceeding from one topic to another
- Summarizes key points at the close
- Uses phrases, facts, or stories to increase audience interest
- Paints mental images or pictures to increase audience understanding
- Uses humor appropriately
- Appears poised
- Uses body language to add interest
- Pauses appropriately to emphasize points
- Displays energy and enthusiasm

- Accurately reads the audience's body language and adjusts the speech accordingly
- Answers questions with ease and confidence

*Suggested assessment activity: Direct observation of a resident presentation to a large group; direct observation of a resident presentation to a small group*

OBJ R5.1.6 (Application) Use knowledge of audio-visual aids and handouts to enhance the effectiveness of communications.

- Uses visual aids when appropriate
- Operates equipment skillfully
- Uses visual aids of an acceptable quality for the situation
- Follows accepted conventions for designing visual aids

*Suggested assessment activities: Direct observation of resident during a formal presentation; direct observation of resident during an informal presentation*

***Outcome R6: Utilize medical informatics.***

Goal R6.1: Use information technology to make decisions and reduce error.

OBJ R6.1.1 (Comprehension) Explain security and patient protections such as access control, data security, data encryption, HIPAA privacy regulations, as well as ethical and legal issues related to the use of information technology in pharmacy practice.

- Explanation includes reasons for security and patient protections of patient information
- Explanation includes how access control, data security, data encryption, and HIPAA privacy regulations work to ensure security of patient information
- Explanation includes description of ethical issues related to use of information technology in pharmacy practice
- Explanation includes description of legal issues related to use of information technology in pharmacy practice

*Suggested assessment activity: Resident discussion of security and patient protections*

OBJ R6.1.2 (Application) Exercise skill in basic use of databases and data analysis software.

- Accurate conclusion drawn about the significance of information derived from statistical analysis
- Appropriate databases drawn upon to answer question posed

*Suggested assessment activity: Review of analytical work performed by resident plus resident discussion of resources used in performing analysis*

OBJ R6.1.3 (Evaluation) Successfully make decisions using electronic data and information from internal information databases, external online databases, and the Internet.

- Decision utilizes only valid and reliable electronic sources
- Only pertinent resources are utilized
- Decisions made are appropriate and based on data/information accessed

*Suggested assessment activity: Review of multiple resident decisions involving individuals and populations in which the resident has used electronic data and information from internal information databases, external online databases, and/or the internet*

## **Electives**

### ***Outcome E1: Conduct pharmacy practice research.***

Goal E1.1: Design, execute, and report results of investigations of pharmacy practice-related issues.

OBJ E1.1.1 (Analysis) Identify potential practice-related issues that need to be studied.

- Topic is relevant to pharmacy practice
- Topic is sufficiently focused to be manageable for study

*Suggested assessment activity: Review of resident's written topic statement*

OBJ E1.1.2 (Application) Use a systematic procedure for performing a comprehensive literature search.

- Literature search is comprehensive
- Methods used to conduct search are efficient
- Methods used to conduct search are effective

*Suggested assessment activity: Review of resident literature search and resident explanation of search strategy employed*

OBJ E1.1.3 (Analysis) Draw appropriate conclusions based on a summary of a comprehensive literature search.

- Interpretation of the literature is correct
- Conclusion is applicable to the requester's question

*Suggested assessment activity: Review of written conclusions drawn by the resident from literature search*

OBJ E1.1.4 (Synthesis) Generate a research question(s) to be answered by an investigation.

- Investigation question(s) is/are appropriate for the hypothesis
- Suggested assessment activity: Review of resident's written investigation questions*

OBJ E1.1.5 (Synthesis) Develop specific aims and design study methods that will answer the question(s) identified.

- Study methodology is appropriate
- Design is adequate to answer the questions
- Complexity of design is equal to executor's expertise
- Design specifies the type of data to be collected
- Study schedule identifies each step and accurately estimates the amount of time, personnel, and resources needed
- Investigation can be completed in the time allotted
- Obtains appropriate approvals

*Suggested assessment activity: Review of resident's written description of investigation methodology*

OBJ E1.1.6 (Application) Use a systematic procedure to collect and analyze data.

- Study designs specifies a systematic procedure for data collection
- Data collected reflects adherence to procedure specified

*Suggested assessment activities: Review of resident's written procedure for data collection; inspection of data collected for evidence of adherence to specified procedure*

OBJ E1.1.7 (Evaluation) Draw valid conclusions through evaluation of the data.

- Data analysis is accurate
- Data analysis is efficient
- Conclusions are based on the results
- Results of statistical analysis are accurately interpreted

*Suggested assessment activities: Review of resident's written results; review of resident's written conclusions*

OBJ E1.1.8 (Synthesis) Use effective communication skills to report orally and in writing the results and recommendations of an investigation into a pharmacy practice-related issue.

- Report is effectively written
- Report is effectively delivered orally

*Suggested assessment activities: Review of resident's final written report of investigation; direct observation of resident's oral delivery of investigation*

Goal E1.2 Participate in clinical, humanistic and economic outcomes analyses.

OBJ E1.2.1 (Evaluation) Contribute to a prospective clinical, humanistic and/or economic outcomes analysis.

- Perspective of the study is appropriate for the study's intended use
- Study design is appropriate for answering the research questions
- Data collection adheres to the plan specified in the study design
- Presentation of data analysis is clear and understandable
- Conclusions drawn are appropriate for the data collected and the analysis performed

*Suggested assessment activity: Review of a prospective outcomes study to which the resident contributed*

OBJ E1.2.2 (Evaluation) Contribute to a retrospective clinical, humanistic, and/or economic outcomes analysis.

- Perspective of the study is appropriate for the study's intended use
- Study design is appropriate for answering the research questions
- Data collection adheres to the plan specified in the study design
- Presentation of data analysis is clear and understandable
- Conclusions drawn are appropriate for the data collected and the analysis performed

*Suggested assessment activity: Review of a retrospective outcomes study to which the resident contributed*

***Outcome E2: Exercise added leadership and practice management skills.***

Goal E2.1: Contribute to the development of a new pharmacy service or to the enhancement of an existing service.

OBJ E2.1.1 (Evaluation) Appraise a current pharmacy service or program to determine if it meets the stated goals.

- Accurately identifies if stated goals are being met by a service or program
- Accurately identifies the effectiveness with which goals are being met
- Accurately judges the efficiency of delivery

*Suggested assessment activity: Review of resident's written appraisal of the effectiveness of a specific pharmacy service or program*

OBJ E2.1.2 (Synthesis) Participate in the writing of a proposal for a marketable, new or enhanced pharmacy service.

- Proposal identifies the components that are essential to the new service
- Proposal identifies necessary stake holders in the new service
- Proposal identifies how to assess the effectiveness of and value of the new service for the department, health system, and patients

*Suggested assessment activity: Review of a proposal for a new or enhanced pharmacy service to which the resident has contributed*

OBJ E2.1.3 (Synthesis) Formulate an effective strategy for promoting a proposal for a new service.

- Proposal is accepted

*Suggested assessment activity: Review of the result of implementation of a promotion plan for a new or enhanced pharmacy service to which the resident has contributed*

Goal E2.2: Understand the pharmacy procurement process.

OBJ E2.2.1 (Comprehension) Explain the processes and contractual relationships that form the structure of the department's medication procurement system.

- Explanation includes an accurate description of the role of wholesalers and GPOs in the supply of medications
- Explanation includes an accurate description of the role of competitive contracting
- Explanation includes an accurate description of inventory management
- Explanation includes an accurate description of special procedures for unique drug entities (e.g., controlled substances, refrigerated medications)
- Explanation includes accurate description of issues surrounding the return or disposal of medications

*Suggested assessment activity: Resident discussion of processes and contractual relationships for structure the medication procurement process*

Goal E2.3: Manage the use of investigational drug products (medications, devices, and biologicals).

OBJ E2.3.1 (Application) Manage the use of investigational drug products (medications, devices, and biologicals) according to regulatory requirements, established protocols and the organization's policies and procedures.

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

*Suggested assessment activity: Direct observation of the resident's management of the use of a specific investigational drug product*

Goal E2.4: Understand the principles of a systematic approach to staff development in pharmacy practice.

OBJ E2.4.1 (Comprehension) Explain the steps in a systematic approach to staff development.

- Accurately describes each of the steps in systematic staff development

*Suggested assessment activity: Resident discussion of the principles of a systematic approach to staff development*

OBJ E2.4.2 (Comprehension) Explain the importance of approaching staff development systematically.

- Reflects understanding of the use of a systematic approach as critical to doing a good job

*Suggested assessment activity: Resident discussion of the principles of a systematic approach to staff development*

Goal E2.5: Resolve conflicts through negotiation.

OBJ E2.5.1 (Application) Use effective negotiation skills to resolve conflicts.

- Negotiation focuses on intended purpose
- Negotiation includes consideration of the other person's position
- Negotiator separates feelings about the people or the situation from the problem
- Position is based on objective criteria
- Opinions are expressed positively and without making accusations
- Negotiator suggests options that lead to mutual gain
- Settlement is acceptable to both sides

*Suggested assessment activity: Direct observation of resident negotiating process occurring during the fulfillment of a specific practice responsibility*

Goal E2.6: Understand the process of managing the practice area's human resources.

OBJ E2.6.1 (Comprehension) Explain recruitment strategies for a specific position.

- Describes how to determine the duties of a specific position
- Discusses how to advertise for a new position, whether it is to be filled by an internal or external candidate
- Discusses factors to consider when determining the individual's qualifications for a position
- Discusses factors to consider when deciding to hire internally versus externally
- Describes the information to be included in an advertisement for a position
- Discusses the health system's policy regarding EEO/Affirmative Action
- Describes how to decide where to advertise and for how long
- Discusses the impact of the Americans with Disabilities Act on interviews

*Suggested assessment activity: Resident discussion of recruitment strategies for a*

*specific position*

- OBJ E2.6.2 (Comprehension) Explain the process used to interview and recommend personnel for employment.
- Describes the health system's and department's policies and procedures for screening and interviewing applicants
  - Discusses considerations in determining how many times to interview an applicant
  - Discusses what should be discussed and not discussed in an interview
  - Discusses considerations in determining with whom candidates should interview
  - Discusses considerations in determining how many candidates to interview
  - Discusses actions to pursue when none of the candidates interviewed is acceptable
  - Discusses considerations of how many references to require and how to check references
  - Describes information to be included in an "offer to hire" letter

*Suggested assessment activity: Resident discussion of the health system's process to interview and recommend personnel for employment*

- OBJ E2.6.3 (Comprehension) Explain the importance of orientation and training for practice area personnel.
- Describes the purposes of orientation and training
  - Discusses the roles of the health system and of the department in orientation and training
  - Describes the subjects that should be covered in the department's orientation
  - Describes the subjects that should be covered in training for a specific position
  - Discusses how to determine the length of training for a specific position
  - Describes an effective measure for determining that a new employee is sufficiently trained for his/her position
  - Describes the health system's probationary period

*Suggested assessment activity: Resident discussion of the importance of orientation and training for practice area personnel and how it is handled in the resident's health system*

- OBJ E2.6.4 (Comprehension) Explain the components of an employee performance evaluation system.
- Describes the performance standards for a specific position
  - Discusses effective methods for communicating performance standards and evaluation of performance to employees

- Describes effective ways to measure work against performance standards
- Discusses the role of subjective criteria in evaluating performance

*Suggested assessment activity: Resident discussion of the components of an employee performance evaluation system*

OBJ E2.6.5 (Comprehension) Explain the principles and application of a progressive discipline process.

- Describes the components of the progressive discipline process
- Describes the benefits of the progressive discipline process to the employer and the employee

*Suggested assessment activity: Resident discussion of the principles and application of a progressive discipline process*

Goal E2.7: Understand the process of establishing a pharmacy residency program.

OBJ E2.7.1 (Comprehension) Explain the steps involved in establishing a pharmacy residency program at a particular site.

- Accurately identifies the resources required to establish a pharmacy practice residency program
- Accurately describes each of the steps in establishing a pharmacy practice residency program
- Accurately describes the residency accreditation process

*Suggested assessment activity: Resident discussion of how to establish a pharmacy practice residency program*

***Outcome E3: Demonstrate knowledge and skills particular to generalist practice in the home care practice environment.***

Goal E3.1: Understand the scope of services that might be provided in a typical home care practice.

OBJ E3.1.1 (Comprehension) Compare and contrast the scope of services that might be provided by a typical home care practice for a variety of health systems or stand-alone organizations.

- Explanation of scope of services is comprehensive
- Explanation of nature of services is accurate

*Suggested assessment activity: Discussion by resident of scope of home care services*

OBJ E3.1.2 (Comprehension) Explain the relationship between the scope of services offered by a home care practice and the applicable legal, regulatory, and accreditation issues.

- Explanation accurately identifies the scope of regulatory, legal, and accreditation issues affecting home care services

- Accurately identifies how each of these issues affects the availability and delivery of home care services

*Suggested assessment activity: Discussion by resident of legal, regulatory, and accreditation issues applicable to home care services*

Goal E3.2: Determine the suitability of individual patients for home care.

OBJ E3.2.1 (Analysis) Collect and organize all patient-specific information needed by the home care pharmacist to determine the suitability of individual patients for home care.

- In addition to standard information required, information base contains additional information needed for home care patients

*Suggested assessment activity: Audit of resident's information base for a specific patient or pharmacy department's patient information base*

OBJ E3.2.2 (Evaluation) Assess patients' suitability for home care.

- All patients who are suitable for home care are selected

All patients who are not suitable for home care are not selected

*Suggested assessment activity: Audit of resident's selection of patients as suitable for home care and of those not designated as suitable*

Goal E3.3: Understand unique aspects of providing evidence-based, patient-centered medication therapy management with interdisciplinary teams in the home care environment.

OBJ E3.3.1: (Comprehension) Explain those aspects of providing evidence-based, patient-centered medication therapy management with interdisciplinary teams that are unique to the home care environment.

- Explanation accurately describes the rights and responsibilities of a home care patient.
- Explains effective strategies for getting information from unwilling or inaccessible participants.
- Explains concerns with compliance, cost, route of administration, and vascular access and medication devices when making decisions on medication regimens for home care patients.
- Explains how to determine whether the first dose of medication should be administered at home or in a controlled-care setting.
- States customary monitoring parameters for the effects of the use of access and administration devices.

*Suggested assessment activity: Discussion by resident of unique aspects of providing medication therapy management to home care patients*

Goal E3.4: Understand unique aspects of preparing and dispensing medications for home care patients.

- OBJ E3.4.1: (Comprehension) Explain those aspects of preparing and dispensing medications that are unique to the home care environment.
- Explains an effective method for selecting appropriate supplies for the patient's method of administration, access device and medication.
  - Explains appropriate technique for care of a catheter and a catheter site.
  - Explains procedures for administering medications used in the home care environment.
  - Explains procedures for managing complications resulting from the administration of medications.
  - Explains various alternative delivery methods for getting supplies and medications to the home of a home care patient.

*Suggested assessment activity: Discussion by resident of unique aspects of preparing and dispensing medication in the home care environment*

Goal E3.5: Understand unique aspects of participating in the management of medical emergencies occurring in the home care environment.

OBJ E3.5.1 (Comprehension) Explain those aspects of participating in the management of medical emergencies that are unique when the medical emergency occurs in a home care setting.

- Explains what constitutes a medical emergency in the home care setting.
- Explains differences in strategy that must be used in the management of a medical emergency that occurs in the home.

*Suggested assessment activity: Discussion by resident of unique aspects of the management of a medical emergency occurring in the home care environment*

Goal E3.6: Manage the use, maintenance, and troubleshooting of medication administration equipment and medication-related equipment used in the management of home care patients.

OBJ E3.6.1 (Synthesis) Solve operational problems related to the use and maintenance of medication administration equipment and medication-related equipment used in the management of home care patients.

- Resident resolves problems efficiently and effectively
- Resident successfully performs maintenance functions

*Suggested assessment activity: Direct observation of resident solving operational difficulties and performing maintenance of medication administration equipment and medication-related equipment; repeated for different types of equipment*

OBJ E3.6.2 (Analysis) Participate in the development of criteria for selection of medication administration and medication-related equipment.

- Resident contributions reflect an understanding of the equipment's capabilities and the specific needs of home care patients

*Suggested assessment activity: Direct observation of resident participation in working sessions in which the purpose is to develop criteria for selection of medication administration and medication-related equipment*

Goal E3.7: Understand the appropriate relationship between the home care pharmacist and home care suppliers.

OBJ E3.7.1 (Comprehension) Explain the role of the home care pharmacist in establishing policies for working with the pharmaceutical industry.

- Evidences understanding of the department's and health system[s policies for working with the pharmaceutical industry]
- Articulates the importance of establishing policies and procedures for working with the pharmaceutical industry
- Accurately describes the principles put forth in the ASHP Guideline on Pharmacists' Relationships with Industry
- Describes an appropriate working relationship with the pharmaceutical industry, including ethical considerations

*Suggested assessment activity: Resident discussion of the role of the home care pharmacist in establishing policies for working with the pharmaceutical industry*

OBJ E3.7.2 (Comprehension) Explain the role of the home care pharmacist in establishing policies for working with the manufacturers of medication-use related equipment and supplies used in home care.

- Evidences understanding of the department's and health system's policies for working with manufacturers of medication-use related equipment and supplies used in home care
- Articulates the importance of establishing policies and procedures for working with the pharmaceutical-related equipment and supplies manufacturers
- Accurately describes the principles put forth in the ASHP Guideline on Pharmacists' Relationships with Industry
- Describes an appropriate working relationship with the suppliers of medication-use-related equipment and supplies used in home care including ethical considerations

*Suggested assessment activity: Resident discussion of the role of the home care pharmacist in establishing policies for working with the manufacturers of medication-use-related equipment and supplies used in home care*

Goal E3.8: Appreciate the complexity of the financial environment of home care practice.

OBJ E3.8.1 (Comprehension) Explain various factors that affect the financial environment of home care practice.

- Accurately describes how various factors affect financing home care services

*Suggested assessment activity: Resident discussion of factors affecting the home care financial environment*

- OBJ E3.8.2 (Comprehension) Explain the different types of payers in home care and the effect of that mix on the finances of the home care practice
- Accurately identifies payers for home care services
  - Accurately describes how having a mix of payers affects the finances of home care

*Suggested assessment activity: Resident discussion of home care payers and their affect on home care service financing*

- OBJ E3.8.3 (Comprehension) Explain the ethical and pharmaceutical issues involved in providing home care to patients with little or no insurance coverage.
- Explain potential ethical dilemmas that may arise when a home care patient has little or no insurance
  - Accurately identify pharmaceutical issues for patients with little or no insurance

*Suggested assessment activity: Resident discussion of ethical and pharmaceutical issues arising when patients have little or no insurance*

- OBJ E3.8.4 (Comprehension) Explain the effect of patient mix (therapy type) on profitability.
- Accurately explains how the mix of home care patients receiving different types of therapy affects profitability

*Suggested assessment activity: Resident discussion of home care patient mix and profitability*

- OBJ E3.8.5 (Knowledge) Identify resources for financial and reimbursement advice when working in the home care environment.
- List of resources is complete
  - List of resources is accurate

*Suggested assessment activity: Resident statement of resources for financial and reimbursement advice for home care pharmacy*

Goal E3.9: Conduct ethical informational and marketing visits to payers, potential referral sources, and patients of the home care organization.

- OBJ E3.9.1 (Synthesis) Formulate effective strategies for conducting ethical informational and marketing visits to payers, potential referral sources, and patients of the home care organization.
- Strategy developed observes applicable home care business ethics

- Implementation of strategy is effective in achieving desired ends  
*Suggested assessment activity: Review of resident's strategy for a specific informational and marketing visit to a payer, potential referral sources, or patient of the home care organization*

OBJ E3.9.2 (Application) Use effective presentation techniques to conduct ethical informational or marketing visits to payers, potential referral sources, and patients of the home care organization.

- Presentation is well-organized
- Presentation style is suited to the audience
- Presentation manner is professional

*Suggested assessment activity: Direct observation of resident conducting and informational and marketing visit to a payer, potential referral source, or patient of the home care organization*

***Outcome E4: Demonstrate knowledge and skills particular to generalist practice in the managed care practice environment.***

Goal E4.1: Maintain confidentiality of patient and proprietary business information.

OBJ E4.1.1 (Application) Observe legal and ethical guidelines for safeguarding the confidentiality of patient information.

- Handling of patient information follows ethical guidelines
- Handling of patient information follows legal guidelines

*Suggested assessment activity: Cumulative direct observation of resident handling of patient information*

OBJ E4.1.2 (Application) Observe health system policy for the safeguarding of proprietary business information.

- Handling of proprietary business information follows health system policy

*Suggested assessment activity: Cumulative direct observation of resident handling of proprietary business information*

Goal E4.2: Understand the interrelationship of the pharmacy benefit management company, the health plan, and the delivery system functions of managed care.

OBJ E4.2.1 (Comprehension) Explain the health-plan functions of managed care, including benefit design and management, co-pay, formulary coverage, prior authorization, access, and contract negotiations (medication acquisition and/or network pharmacy).

- Accurately explains benefit design and management
- Accurately explains co-pay
- Accurately explains formulary coverage
- Accurately explains prior authorization

- Accurately explains access
- Accurately explains contract negotiations

*Suggested assessment activity: Resident discussion of health plan functions of managed care*

OBJ E4.2.2 (Comprehension) Explain the effect that the health plan has on the delivery functions of managed care.

- Accurately explains how the health care plan affects delivery functions of managed care

*Suggested assessment activity: Resident discussion of health care plans and delivery functions*

OBJ E4.2.3 (Comprehension) Explain the interrelationship of the health plan and the delivery system functions of managed care.

- Accurately explains the interrelationship of the health plan and the delivery system functions of managed care

*Suggested assessment activity: Resident discussion of the interrelationship of the health care plan and delivery system functions of managed care*

Goal E4.3: Understand unique aspects of providing evidence-based, patient-centered medication therapy management with interdisciplinary teams in the managed care environment.

OBJ E4.3.1 (Comprehension) Explain ways in which the provision of medication therapy management may differ when occurring in the managed care environment.

- Explanation includes differences when care is provided in an integrated health care plan
- Explanation includes differences when care is provided by a health plan
- Explanation includes differences when care is provided by a patient benefits management (PBM) company

*Suggested assessment activity: Resident discussion of the provision of medication therapy management may differ when occurring in the managed care environment*

***Outcome E5: Participate in the management of medical emergencies.***

Goal E5.1: Participate in the management of medical emergencies.

OBJ E5.1.1 (Evaluation) Exercise skill as a team member in the management of medical emergencies according to the organization's policies and procedures.

- Responds to emergency call immediately

- Recommendations reflect application of ACLS guidelines
- Locates needed medications quickly and easily
- Locates needed equipment quickly and easily
- Calculates doses, concentrations, and rates correctly
- Prepares and labels medication appropriately
- Assures accurate documentation of patient-care team activities and patient response
- Performs additional functions as warranted by the situation (e.g., medication administration, CPR)

*Suggested assessment activity: Direct observation of resident while he or she is participating on a team handling a medical emergency*

**Outcome E6: Provide drug information to health care professionals and/or the public.**

Goal E6.1 Identify a core library, including electronic media, appropriate for a specific practice setting.

OBJ E6.1.1 (Application) Use knowledge of standard resources to select a core library of primary, secondary, and tertiary references appropriate for a specific practice setting.

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

*Suggested assessment activity: Review of the list of suggested core medical and drug information resources prepared by the resident for a specific practice setting*

Goal E6.2: Design and deliver programs that contribute to public health efforts.

OBJ E6.2.1 (Comprehension) Explain the pharmacist's role in public health, including specific contributions to public health efforts that can be made by health-system pharmacists.

- Accurately describes the overall role of pharmacists in public health
- Accurately describes specific contributions that can be made to public health by health system pharmacists

*Suggested assessment activity: Discussion by resident of pharmacist's role in public health*

OBJ E6.2.2 (Synthesis) Design and deliver programs for health care consumers that center on disease prevention and wellness promotion.

- Topic is appropriate to the needs of the target audience
- Objectives are matched to the learning needs of the target audience
- Content development matches objectives
- Instruction is matched to the audiences' level of health literacy

- Delivery reflects choice of appropriate educational methods

*Suggested assessment activity: Review of a resident-designed and delivered disease prevention and wellness promotion program*

OBJ E6.2.3 (Synthesis) Participate in the development of organizational plans for emergency preparedness.

- Resident contributions reflect understanding of essential needs in emergency situations
- Resident contributions reflect efficient deployment of resources in emergency situations
- Resident contributions reflect understanding of internal and external resources that would be available in emergency situations

*Suggested assessment activity: Direct observation of resident participation in organizational planning for emergencies*

***Outcome E7: Demonstrate additional competencies that contribute to working successfully in the health care environment.***

Goal E7.1: Use approaches in all communications that display sensitivity to the cultural and personal characteristics of patients, caregivers, and health care colleagues.

OBJ E7.1.1 (Organization) Demonstrate sensitivity to the perspective of the patient, caregiver, or health care colleague in all communications.

- Communications with the patient reflects awareness of cultural differences
- Communications with the patient reflects skill in the use of a pattern of communication that is effective with the patient's culture
- Communications with the patient are adjusted as needed for the patient's level of health literacy

*Suggested assessment activity: Cumulative direct observation of resident when communicating with patients from other cultures and of patients with varying degrees of health literacy*

Goal E7.2: Communicate effectively.

OBJ E7.2.1 (Analysis) Use an understanding of effectiveness, efficiency, customary practice and the recipient's preferences to determine the appropriate type of, and medium and organization for, communication.

- Choice of method reflects consideration of efficiency
- Choice of method reflects consideration of any requirements for documentation
- Choice of method reflects consideration of customary practice
- Choice of method reflects consideration of recipient's preferences

*Suggested assessment activities: Direct observation of communication as it occurs during practice; review of a written communication generated as part of practice duties*

OBJ E7.2.2 (Complex Overt Response) Speak clearly and distinctly in grammatically correct English or the alternate primary language of the practice site.

- Voice quality is appropriate to the situation
- Volume is appropriate
- Sentence breaks are distinct
- Words are pronounced correctly
- Speed of delivery is appropriate

*Suggested assessment activity: Direct observation of oral communication as it occurs in practice*

OBJ E7.2.3 (Application) Use listening skills effectively in performing job functions.

- Accurately paraphrases the speaker's ideas
- Responses show respect for the speaker's attitudes and feelings
- Maintains eye contact with the speaker
- Body language reflects an open and nonjudgmental attitude

*Suggested assessment activity: Direct observation of resident in a practice activity that requires listening*

OBJ E7.2.4 (Application) Use correct grammar, punctuation, spelling, style, and formatting conventions in preparing all written communications.

- Style is appropriate for the audience
- Punctuation, spelling and formatting conventions are observed in written communication
- Correct grammar is employed in written or oral communication

*Suggested assessment activities: Direct observation of oral communication as it occurs in practice; review of a written communication generated as part of practice duties*

Goal E7.3: Balance obligations to oneself, relationships, and work in a way that minimizes stress.

OBJ E8.3.1 (Synthesis) Devise an effective plan for minimizing stress while attending to personal needs, maintaining relationships, and meeting professional obligations.

- Sets realistic expectations for self when confronted by unrealistic expectations from others

- Behavior demonstrates use of stress management techniques research has proven to be effective
- Seeks counsel of others (e.g., mentor, preceptor, employee assistance programs) if needed
- Behavior reflects understanding of expectations placed on self
- Practices “time for self” on a routine basis

*Suggested assessment activity: Direct observation of juggling of practice and residency obligations and of activities and relationships in personal life during a designated time period*

Goal E7.4: Manage time effectively to fulfill practice responsibilities.

OBJ E7.4.1 (Application) Use time management skills effectively to fulfill practice responsibilities.

- When insufficient time is available to meet all practice responsibilities, gives preference to those of the highest priority
- Meets work responsibilities within the confines of a reasonable workday

*Suggested assessment activity: Direct observation of job performance for a specific time period*

Goal E7.5: Make effective use of available software and information systems.

OBJ E7.5.1 (Application) Successfully search, retrieve, and manage electronic data from internal information databases, external online databases, and the Internet.

- Conducts efficient and effective searches for specific needed information of various electronic databases and the Internet
- Uses an efficiently organized system for storage of electronic information retrieved from electronic resources
- Readily retrieves from storage information gathered for use from electronic resources

*Suggested assessment activity: Review of the resident’s storage of electronically retrieved information; discussion with resident of steps taken to search for specific information; review of the resident’s collection of electronic information for a specific information need*

OBJ E7.5.2 (Application) Exercise skill in the use of the organization’s word-processing, spreadsheet, and presentation software.

- Test documents are efficiently created, properly aligned, and correctly spelled
- Spreadsheets are used for appropriate purposes and present accurate data in proper format
- Visuals created using presentation software are attractive and suit the purpose

*Suggested assessment activities: Review of resident-created text documents; review of resident-created spreadsheets; review of resident-created visuals for presentations created using software*

OBJ E7.5.3 (Comprehension) Explain how an effectively functioning organizational information system is structured.

- Correctly explains the meaning of various terms necessary for communicating with those involved in the design of information systems
- Accurately explains the concept of interface as it relates to various informatics tools within the organization
- Correctly explains the use of standards in the evolution of informatics tools
- Correctly explains how the introduction of a new informatics tools can affect policies and procedures

*Suggested assessment activity: Resident discussion of how an effectively functioning organizational information system is structure*