

## Example Activities for the 2014 Competencies, Goals, and Objectives

The example activities below are intended as a guide to help preceptors generate ideas for activities. Activities for each objective must reflect activities that residents will be performing.

Competency Area R1: Patient Care		
Goal R1.1: In collaboration with the health care team, provide safe and effective patient care to a diverse range of patients, including those with multiple co-morbidities, high-risk medication regimens, and multiple medications following a consistent patient care process.		
Objective Number	Objective	Example Activities
1.1.1	(Applying) Interact effectively with health care teams to manage patients' medication therapy.	<ul style="list-style-type: none"> <li>• While on rounds, be prepared to identify medication-related problems and make evidence-based recommendations for solutions to the team.</li> <li>• Participate in daily rounds with assigned team and provide recommendations on assigned patients and answer drug information questions in a timely manner.</li> <li>• Work with physicians and nurses to resolve issues found when reconciling patients' medications prescribed on admission with medications taken as outpatient. Contact prescribing physician to resolve issues found when verifying medication orders.</li> <li>• Work with nurses and other health care providers to resolve missing doses and other medication distribution issues brought to your attention while staffing.</li> </ul>
1.1.2	(Applying) Interact effectively with patients, family members, and caregivers.	<ul style="list-style-type: none"> <li>• Assess patients' and/or caregivers' understanding of medication therapy and address educational needs through counseling.</li> <li>• Provide medication education to patients, their families, and/or care-givers for all patients on assigned floor to be discharged on anticoagulants.</li> <li>• Perform any needed discharge counseling for patients, their families, and/or care-givers as part of medication reconciliation duties for patients on assigned floors.</li> <li>• Perform medication histories on assigned patients.</li> </ul>
1.1.3	(Analyzing) Collect information on which to base safe and effective medication therapy	<ul style="list-style-type: none"> <li>• Collect pertinent information on each assigned patient from medical record, patient's nurse, and patient (as applicable) every morning prior to rounds and record pertinent data on a patient monitoring form.</li> <li>• Review INR's, medical record, and interview patients before altering warfarin therapy</li> <li>• Perform a medication history, review medical record, and contact patient's pharmacy or prescribing physician as needed when performing medication reconciliation. Record discrepancies found and recommendations on medication reconciliation form.</li> <li>• Conduct a medication profile review daily on assigned patients, including a review of medical record and patient</li> </ul>

		<p>interview as needed.</p> <ul style="list-style-type: none"> <li>• Gather all pertinent patient-specific information in an organized manner and be prepared to discuss recommendations with preceptor and interdisciplinary team during rounds and daily preceptor meetings.</li> <li>• When verifying orders, review patient's profile, medical record (as needed), and interview patient, if necessary, to help assess potentially problematic medication orders.</li> </ul>
1.1.4	(Analyzing) Analyze and assess information on which to base safe and effective medication therapy.	<ul style="list-style-type: none"> <li>• Identify any issues with medication therapy and be prepared to discuss issues identified with preceptor by assigned time daily.</li> <li>• Based on information collected while performing medication reconciliation, assess whether any issues need to be addressed.</li> <li>• Analyze assigned patient-specific profiles, medication administration records, and pertinent clinical data / documentation records on a daily basis.</li> <li>• Actively question orders in real time to determine the appropriateness of drug orders (<i>e. g.</i>, indication, dose, route, frequency, rate of administration, drug interactions, compliance, cost, <i>etc.</i>)</li> </ul>
1.1.5	(Creating) Design or redesign safe and effective patient-centered therapeutic regimens and monitoring plans (care plans).	<ul style="list-style-type: none"> <li>• Start patient on a dosing regimen designed to achieve target levels. Determine when levels or other appropriate labs need to be ordered and collect other information from medical record, as applicable, to assess response to therapy and monitor for adverse reactions. Revise regimen as necessary.</li> <li>• Be prepared to discuss recommendations for addressing medication therapy issues with preceptor prior to rounds with the interdisciplinary team.</li> <li>• Start clinic patient on a dosing regimen designed to achieve target levels or make changes to current regimen as necessary. Communicate plan with patient and schedule follow-up visit. Document recommended changes to the regimen and monitoring plan in the electronic medical record and discuss with appropriate clinic staff when a situation may require more immediate means of communication.</li> <li>• Contact prescribing/primary physician with recommended changes to medications or monitoring plans if determine changes are needed based on clinical informatics alerts.</li> </ul>
1.1.6	(Applying) Ensure implementation of therapeutic regimens and monitoring plans (care plans) by taking appropriate follow-up actions.	<ul style="list-style-type: none"> <li>• Document recommended changes to the regimen and monitoring plan in the electronic medical record and discuss with appropriate clinic staff when a situation may require more immediate means of communication.</li> <li>• Discuss recommendations for addressing medication therapy issues with interdisciplinary team on rounds. After rounds, ensure agreed upon medication changes have been ordered and verified.</li> </ul>
1.1.7	(Applying) Document direct	<ul style="list-style-type: none"> <li>• For pharmacy consults, write an initial consult note and then</li> </ul>

	patient care activities appropriately in the medical record or where appropriate.	<p>a follow-up note whenever drug level results are reported by the lab or the regimen is changed. Document in the medical record, at minimum, every 3 days even thereafter. Enter all orders into the informatics system as “per protocol”.</p> <ul style="list-style-type: none"> <li>• Document a patient care note in the medical record every time a patient is seen by you in clinic.</li> <li>• Document any identified adverse drug events into the system’s incident reporting system.</li> </ul>
1.1.8	(Applying) Demonstrate responsibility to patients.	<ul style="list-style-type: none"> <li>• Prioritize patient problems. Work to resolve all existing or potential medication therapy issues before leaving for the day.</li> <li>• Communicate any medication therapy issues not resolved by the end of the day to the appropriate evening shift pharmacist.</li> <li>• Ensure patients have information and/or access to resources to obtain prescribed medication therapy.</li> </ul>
<b>Goal R1.2: Ensure continuity of care during patient transitions between care settings.</b>		
<b>Objective Number</b>	<b>Objective</b>	<b>Example Activities</b>
1.2.1	(Applying) Manage transitions of care effectively.	<ul style="list-style-type: none"> <li>• Complete admission medication reconciliation for all assigned patients daily.</li> <li>• Complete discharge medication reconciliation and medication education for all assigned patients daily.</li> <li>• When patients are transferred from critical care to a medical/surgical unit, communicate any necessary information to the pharmacist assigned to the medical/surgical unit.</li> <li>• For patients going home on parenteral nutrition support, communicate nutrition support regimen and other pertinent information to the home health care company who will be assuming responsibility for parenteral nutrition support.</li> <li>• When patients on anticoagulation discharged from hospital are to be followed by ambulatory anticoagulation clinic, provide inpatient monitoring form to clinic.</li> </ul>
<b>Goal R1.3: Prepare, dispense, and manage medications to support safe and effective drug therapy for patients.</b>		
<b>Objective Number</b>	<b>Objective</b>	<b>Example Activities</b>
1.3.1	(Applying) Prepare and dispense medications following best practices and the organization’s policies and procedures.	<ul style="list-style-type: none"> <li>• Perform order verification, check IV solutions prepared by technicians, and check other patient-specific medications prior to dispensing.</li> <li>• Serve as the 1<sup>st</sup> or 2<sup>nd</sup> pharmacist verification for chemotherapy orders.</li> <li>• Compound extemporaneous oral and topical products as needed.</li> <li>• In the case where “patient’s own drug” is prescribed, verify identity of medication and document identification in medical record prior to dispensing.</li> </ul>

1.3.2	(Applying) Manage aspects of the medication-use process related to formulary management.	<ul style="list-style-type: none"> <li>Review non-formulary drug requests to determine if meet criteria for approval.</li> <li>When a non-formulary or “patient’s own drug” is prescribed, ensure bar-coding of the medication is completed before dispensing.</li> <li>Recommend formulary therapeutic alternatives for non-formulary medications, as appropriate.</li> </ul>
1.3.3	(Applying) Manage aspects of the medication-use process related to oversight of dispensing.	<ul style="list-style-type: none"> <li>Work with other pharmacists on shift to check all products prepared by technicians</li> <li>Ensure a copy of the patient’s consent is documented in the medical records and dispense a medical information sheet with the initial dose for any investigational medications dispensed.</li> </ul>
<b>Competency Area R2: Advancing Practice and Improving Patient Care</b>		
<b>Goal R2.1: Demonstrate ability to manage formulary and medication-use processes, as applicable to the organization.</b>		
<b>Objective Number</b>	<b>Objective</b>	<b>Example Activities</b>
2.1.1	(Creating) Prepare a drug class review, monograph, treatment guideline, or protocol.	<ul style="list-style-type: none"> <li>Prepare assigned drug class review/monograph for presentation at the Pharmacy and Therapeutics Committee</li> <li>Revise assigned treatment guideline for consideration by appropriate stakeholders.</li> </ul>
2.1.2	(Applying) Participate in a medication-use evaluation.	<ul style="list-style-type: none"> <li>Perform a medication use evaluation (MUE) of select medication or medication class based upon identified formulary opportunities or challenges.</li> <li>Participate in a medication-use evaluation by developing criteria for use, participating in data collection, and/or analyzing data.</li> </ul>
2.1.3	(Analyzing) Identify opportunities for improvement of the medication-use system.	<ul style="list-style-type: none"> <li>Compare assigned aspect of the hospital’s medication-use system to best practice utilizing ASHP best practice documents or other sources (e.g., ISMP, ASPEN, NCCN). Identify opportunities for improvement, and discuss with preceptor</li> <li>Review the Institute of Safe Medication Practices (ISMP) publication of safety reports to identify potential weaknesses in organization’s medication use process and provide report on potential recommendations to the Medication Safety Committee.</li> <li>Identify 3 opportunities for improvement of the medication-use system during rotation and provide recommendations for potential changes at weekly pharmacy operations meeting.</li> </ul>

2.1.4	(Applying) Participate in adverse drug event reporting and monitoring.	<ul style="list-style-type: none"> <li>• Prepare and deliver summary of incident reports involving medication errors at the monthly Medication Safety Committee meeting.</li> <li>• Review medication safety reports documented in adverse event reporting system for potential trends and issues related to medication management.</li> <li>• Aggregate adverse drug reaction data for previous year/quarter and evaluate trends.</li> <li>• Participate in the monthly analysis of adverse drug events via membership and active participation in the medication safety committee.</li> </ul>
<b>Goal R2.2: Demonstrate ability to evaluate and investigate practice, review data, and assimilate scientific evidence to improve patient care and/or the medication use system.</b>		
<b>Objective Number</b>	<b>Objective</b>	<b>Example Activities</b>
2.2.1	(Analyzing) Identify changes needed to improve patient care and/or the medication-use systems.	<ul style="list-style-type: none"> <li>• Determine if a potential project topic is of significance to the practice setting and related to best practices.</li> </ul>
2.2.2	(Creating) Develop a plan to improve the patient care and/or medication-use system.	<ul style="list-style-type: none"> <li>• Develop project proposal and seeking necessary approvals (e.g. IRB, Pharmacy and Therapeutics Committee)</li> </ul>
2.2.3	(Applying) Implement changes to improve patient care and/or the medication-use system.	<ul style="list-style-type: none"> <li>• Collect data for project. Implement any changes proposed/pilot projects, after gathering necessary approvals. [project]</li> </ul>
2.2.4	(Evaluating) Assess changes made to improve patient care or the medication-use system.	<ul style="list-style-type: none"> <li>• Analyze data and assess impact of project.</li> </ul>
2.2.5	(Creating) Effectively develop and present, orally and in writing, a final project report.	<ul style="list-style-type: none"> <li>• Present project within organization and/or to external audiences</li> <li>• Write a report of the project using an accepted manuscript style suitable for publication in the professional literature.</li> </ul>
<b>Competency Area R3: Leadership and Management</b>		
<b>Goal R3.1: Demonstrate leadership skills.</b>		
<b>Objective Number</b>	<b>Objective</b>	<b>Example Activities</b>
3.1.1	(Applying) Demonstrate personal, interpersonal, and teamwork skills critical for effective leadership.	<ul style="list-style-type: none"> <li>• Create agenda and lead assigned meeting,</li> <li>• Develop relationships with physicians, nurses, co-workers, and students you interact with during the learning experience.</li> </ul>
3.1.2	(Applying) Apply a process of on-going self-evaluation and personal performance improvement.	<ul style="list-style-type: none"> <li>• Complete a summative evaluation by the end of the learning experience or by the date specified by preceptor using summative self-assessment form in PharmAcademic.</li> <li>• Complete a self-assessment of strengths and opportunities for improvement by assigned date using specified formative evaluation format.</li> </ul>

<b>Goal R3.2: Demonstrate management skills.</b>		
<b>Objective Number</b>	<b>Objective</b>	<b>Example Activities</b>
3.2.1	(Understanding) Explain factors that influence departmental planning.	<ul style="list-style-type: none"> <li>Participate in monthly discussions with pharmacy director on assigned topics including basic principles of management; financial management of a pharmacy; accreditation, legal, regulatory, and safety requirements applicable to the site; facilities design; culture of the organization; the organization's political and decision-making structure; and the strategic planning process. Complete required readings prior to assigned topic discussions.</li> </ul>
3.2.2	(Understanding) Explain the elements of the pharmacy enterprise and their relationship to the healthcare system.	<ul style="list-style-type: none"> <li>Participate in monthly discussions with pharmacy director on assigned topics which include topics such as governance of the healthcare system and leadership roles; quality metrics; changes to laws and regulations as related to medication use; and keeping current on trends in pharmacy and healthcare. Complete required readings prior to assigned topic discussions.</li> </ul>
3.2.3	(Applying) Contribute to departmental management.	<ul style="list-style-type: none"> <li>Serve as a pharmacy department representative/member for the _____ committee during residency year. Participate in the department's strategic planning meetings as assigned.</li> <li>Participate in the weekly pharmacy management meetings for assigned period.</li> </ul>
3.2.4	(Applying) Manages one's own practice effectively.	<ul style="list-style-type: none"> <li>Correctly prioritize patients / activities within the structure of the day and; complete consults/projects in a timely manner; meet deadlines.</li> </ul>
<b>Competency Area R4: Teaching, Education, and Dissemination of Knowledge</b>		
<b>Goal R4.1: Provide effective medication and practice-related education to patients, caregivers, health care professionals, students, and the public (individuals and groups).</b>		
<b>Objective Number</b>	<b>Objective</b>	<b>Example Activities</b>
4.1.1	(Applying) Design effective educational activities.	<ul style="list-style-type: none"> <li>Design a smoking cessation education program for patients on your unit.</li> <li>Prepare an evidence-based inservice on assigned topic for pharmacy staff and then re-design inservice on same topic for nursing staff.</li> <li>Prepare an evidence-based grand rounds presentation for house staff.</li> </ul>
4.1.2	(Applying) Use effective presentation and teaching skills to deliver education.	<ul style="list-style-type: none"> <li>Conduct medication education for patients on assigned patient care units.</li> <li>As part of teaching certificate program, give lectures to assigned topics to Pharm.D. candidates.</li> <li>Provide an inservice to nurses on assigned topic.</li> <li>Present at grand rounds to house staff.</li> <li>Lead a journal club discussion.</li> <li>Provide a talk on pharmacy to high school students.</li> <li>Present at assigned Pharmacy and Therapeutic Committee meetings.</li> </ul>

4.1.3	(Applying) Use effective written communication to disseminate knowledge.	<ul style="list-style-type: none"> <li>• Write a newsletter article for the pharmacy department or health-system newsletter.</li> <li>• Prepare a formulary monograph.</li> <li>• Prepare a written summary of assigned journal club.</li> <li>• Prepare a written response to a drug information question.</li> </ul>
4.1.4	(Applying) Appropriately assess effectiveness of education.	<ul style="list-style-type: none"> <li>• Lead topic discussions with students and verbally assess their understanding of assigned topics.</li> <li>• Write test questions as part of participation in a teaching certificate</li> <li>• Develop an assessment form to gather feedback for a presentation you will be giving.</li> <li>• Review feedback and self-reflect on performance for areas of improvement.</li> </ul>
<b>Objective R4.1.2: (Applying) Use effective presentation and teaching skills to deliver education.</b>		
<b>Objective Number</b>	<b>Objective</b>	<b>Example Activities</b>
4.2.1	(Analyzing) When engaged in teaching, select a preceptors' role that meets learners' educational needs.	<ul style="list-style-type: none"> <li>• Differentiate the pharmacy learner's level of knowledge and the level of preceptorship needed.</li> </ul>
4.2.2	(Applying) Effectively employ preceptor roles, as appropriate.	<ul style="list-style-type: none"> <li>• Based on your analysis, implement the appropriate preceptor role for a variety of pharmacy learners on rotation.</li> </ul>