

## COURSE OUTLINE

**PROGRAM:** Pharmacy Technician Bridging Education Program

**COURSE NAME:** Professional Practice – Pharmacy Technician Bridging

**COURSE DURATION:** 45 hours

**PRIOR LEARNING ASSESSMENT AND RECOGNITION:**

CH Exam \_\_\_\_\_ Portfolio \_\_\_\_\_ N/A  X

### I. COURSE DESCRIPTION

Students will be prepared for entry to practice in five main areas of focus: legal requirements, scope of practice, ethical principles, professionalism and communication skills. Through a variety of learning tools such as interactive case studies, assignments, quizzes and group work, the student will enhance his/her ability to practice competently within the professional practice framework.

### II. COURSE OVERVIEW

Unit Number	Unit Name	Time in Hours
I	Legislation	12
II	Scope of Practice	9
III	Communications	7.5
IV	Ethics	7.5
V	Professionalism	9

### III. VOCATIONAL LEARNING OUTCOMES

On completion of this course, participants will have reliably demonstrated the ability to:

**1.0 Comply with federal and provincial legislation and other regulatory requirements relevant to the area of pharmacy practice.**

#### Elements

- 1.1 Differentiate federal and provincial pharmacy regulatory agency responsibilities including an awareness of the role of Health Canada, the importance of the *Canada Health Act* for Canadian citizens and how it relates to pharmacy practice.
- 1.2 Distinguish between the various prescription, purchasing and record-keeping requirements for drugs by applying federal legislation including the *Food and Drugs Act* (and Regulations) and the *Controlled Drugs and Substances Act* (and Regulations).

- 1.3 Demonstrate an understanding of the application of the national drug schedules in pharmacy practice and their relation to the federal and provincial pharmacy legislation.
- 1.4 Describe the specific legislation that governs regulated health professionals in BC including the controlled acts and those specific to pharmacy practice.
- 1.5 Demonstrate an understanding of self-governing professions whose members adhere to applicable legislation including the *Health Professions Act (HPA)* and bylaws pursuant to the *HPA* that govern the College of Pharmacists of BC.
- 1.6 Demonstrate an understanding of the provisions of the *Pharmacy Operations and Drug Scheduling Act (PODSA)* and bylaws pursuant to the *PODSA* that govern the practice and operation of pharmacies in BC.
- 1.7 Demonstrate an understanding of the application of product selection and pricing for prescriptions as per the provisions of the drug interchangeability and the PharmaCare Program.
- 1.8 Demonstrate an awareness of how other legislation may affect pharmacy practice in BC including but not limited to legislation related to patient privacy, business and taxes, environmental and disposal issues and workplace safety.

## **2.0 Act within the scope of practice for pharmacy technicians, in compliance with legislation and established policies and procedures**

### **Elements**

- 2.1 Authenticate prescriptions/medication orders received for clarity, completeness and compliance within legal requirements including prescriber eligibility, visual signs of prescription tampering and potential drug therapy related problems.
- 2.2 Recognize unusual patterns of drug distribution including diversion, drug misuse and fluctuations in use.
- 2.3 Identify and report to the pharmacist:
  - Prescriptions that do not meet legal requirements.
  - Changes/discrepancies in the drug, dosage, quantity, dosage form, directions, the patient profile or health record, and where provided, the diagnosis or medical conditions
  - Known allergies, alert flags for drug allergies, drug or disease interactions, patient non-compliance or other therapeutic issues and considerations, and/or discrepancies.
- 2.4 Create and maintain the patient profile or health record.
  - Collect and/or update patients' demographics, current health histories, allergies, use of non-prescription products, and third party information.

- Confirm and update demographic, third party, and prescription data entered into the record and compare data against information received before processing the prescription.
- 2.5 Apply the legislative requirements when transferring a prescription (refill) to and/or receiving a prescription transfer from another pharmacy or hospital
- 2.6 Provide patient's prescription, medication, or health information to authorized recipients such as the patient, the patient's agents and/or health care providers in accordance with relevant policy and privacy legislation.
- 2.7 Describe the importance of efficient data management skills when entering, updating, accessing, retrieving and storing electronic information and/or paper based records.
- 3.0 Communicate effectively with pharmacy stakeholders including members of the pharmacy team, patients, patients' agents, and healthcare providers within the scope of the profession**

### Elements

- 3.1 Demonstrate appropriate verbal, non-verbal communication and listening skills:
- Recognize facilitators of and challenges to communication.
  - Use appropriate communication techniques.
  - Use appropriate language/terminology
  - Use oral and written language and communication style appropriate to purpose, setting, and situation that meet the needs of diversity
  - Conduct interpersonal interactions and manage conflict, in a professional manner
  - Use interpersonal skills when interacting with patients, patients' agents, and healthcare providers.
  - Demonstrate sensitivity, respect and empathy when communicating
  - Respect confidentiality of all communication
- 3.2 Prepare effective and appropriate business correspondence including letters and memoranda as required
- 3.3 Identify the parameters of the pharmacy technician's actions in response to patients' questions.
- 3.4 Recognize and effectively communicate to the pharmacist questions and concerns that are outside the pharmacy technician scope of practice and/or personal competency.
- 3.5 Use established communication policies, procedures, or protocols within the pharmacy and when interacting with the patients, the patients' agents, and healthcare providers.
- 3.6 Provide appropriate patient information materials where specified by the pharmacist or in accordance with established policy when informing or demonstrating to patients or patient's agents the technical aspects of the use of point-of-care home monitoring products, drug delivery devices, supplies and medical equipment.

#### **4.0 Demonstrate ethical principles appropriate to the role of pharmacy technician.**

##### **Elements**

- 4.1 Differentiate between ethics, law, opinion and morals.
- 4.2 Describe the principles and values expressed in the Code of Ethics for registrants of the College of Pharmacists of BC.
- 4.3 Demonstrate professional integrity by resolving potential / actual unsafe, illegal, unethical or unprofessional actions or situations.
- 4.4 Discuss the accountability and responsibility to patients required in the role of the pharmacy technician with emphasis on:
  - advocating on behalf of the patient,
  - involving patients in decision making,
  - respecting patients' rights in making their own choices and
  - considering patient-specific circumstances.
- 4.5 Define and give examples of what constitutes professional misconduct and incompetence and determine suitable action for reporting an incapacitated colleague.

#### **5.0 Maintain professional responsibility consistent with the ethics and standards of the profession and as a member of the health team.**

##### **Elements**

- 5.1 Demonstrate personal and professional integrity by:
  - accepting responsibility and accountability for actions and decisions.
  - showing sensitivity to and respect for the patient's dignity, values and diversity.
  - maintaining appropriate professional boundaries
  - practicing within a professional and personal limits of knowledge, skills, and abilities.
- 5.2 Develop professional relationships with patients and health care professionals that meet patient health care needs and positive outcomes.
- 5.3 Use critical thinking and problem solving skills in every aspect of practice.
- 5.4 Demonstrate the ability to professionally handle a medication incident.
  - Recognize common causes of medication incidents in pharmacy practice
  - Identify preventative strategies for the common causes of medication incidents
- 5.5 Develop professional relationships with other healthcare professionals in reducing and preventing medication errors and discrepancies.

- 5.6 Demonstrate the ability to respond to performance appraisals, feedback, and constructive criticism to enhance professional development
- 5.7 Recognize and commit to life long learning that includes self-evaluation and professional development as a strategy for maintaining professional competence.

#### **IV. ASSESSMENT OF LEARNING**

<b>Assessment Method</b>	<b>% of Final Grade</b>	<b>Associated Outcome(s)</b>	<b>Week Due</b>
Portfolio Assignment	15%	L.O. 5.0	Week 13
Journal	15%	ALL	3 Submissions Determined by Instructor
Personal Outcomes	10%	ALL	Weekly
Ethics Assignment	10%	L.O. 4.0	Week 14
Legislation Take Home Exercises (4)	10%	L.O. 1.0	Week 1 - 4
Professional Practice Prescribing Authority Assignment	2.5%	L.O. 2.0	Week 6
E-Mail Etiquette Assignment	2.5%	L.O. 3.0	Week 7
Tech Talk Assignments: Communication	2.5%	L.O. 3.0	Week 8
Aging Population	2.5%		Week 9
Final Exam*	30%	ALL	Week 15

#### **Important Notes:**

- 1) The final exam will include a minimum of 100 multiple choice and short answer questions. Three hours will be allotted for the exam.**
- 2) Students are allowed only 2 resources for the final exam: the CPBC Prescription Regulations Chart and the NAPRA List.**
- 3) Cheating and/or plagiarism will not be tolerated. It should be noted that sharing information or seeking advance notice from colleagues about the content and format of tests, examinations or assignments is a clear example of academic dishonesty. Instances of academic dishonesty are subject to the policies and penalties established by the college delivering this course.**

## Grading:

To successfully pass Professional Practice, the student must attain an average of 70% in all course assignments as well as a mark of at least 70% in the Final Exam. No supplemental examinations will be provided. This practice is consistent across the Pharmacy Technician Bridging Program and overrides individual college policies regarding provision of supplemental examinations.

Attendance is mandatory

Assignments must be submitted directly to the instructor and are due at the beginning of class on the scheduled due date. Late submission of assignments or papers, without the professor's consent will result in 20% per day reduction. After five working days, including weekends and holidays, the assignment or paper will receive a mark of zero. All assignments must be submitted to complete the course.

**Note to Instructor: It is important that students understand how assignments and tests are evaluated before they begin working on them. Please make certain to discuss the marking scheme and expectations for assignment/tests as they are assigned.**

## V. REQUIRED TEXTS AND OTHER LEARNING MATERIALS

Students must have Internet access; a list of websites will be made available at the beginning of the course.

Rantucci, M., Stewart, C., Stewart, I., **Focus on Safe Medication Practices**, 2008, Lippincott Williams & Wilkins, Philadelphia, PA  
ISBN 978-0-7817-7078