Pharmacy Technician Practice Assessment Criteria

The following chart outlines the practice criteria used by Practice Advisors (PAs) when conducting an individual Pharmacy Technician assessment. PAs focus on four key areas (domains) taken from the NAPRA Standards of Practice that have been identified as having the greatest potential impact on patient and public safety. Through a combination of observation and discussion, PAs evaluate Technicians in each of these areas with respect to the technical components of drug distribution, compounding, best possible medication history taking, and patient education.

*For each key area (domain), specific performance indicators – which describe the **minimum practice requirements** for all pharmacy technicians, are identified from the Standards of Practice. The guidance section illustrates how pharmacy technicians would apply the standard in practice and provides examples of activities that support each standard. Pharmacy technicians can use the guidance section to better understand and self-evaluate their current practice processes, procedures and behaviours to ensure they are meeting the required standard.*

Domain: Patient Care Support Activities

PERFORMANCE INDICATOR(S)	GUIDANCE
➢ Gathers relevant information from appropriate sources ➢ Prepares product according to approved processes ➢ Ensures product is technically accurate	**Drug Distribution** ☐ I ensure the information I gathered from the patient/order for the patient record/profile is complete and includes all required personal, drug history and billing information, prior to processing a prescription. ☐ When filling a prescription I verify the prescription against the patient profile, review the prescription/order/label for clarity and /or confirm the prescription is authorized ☐ I ensure accurate calculations when preparing a product for dispensing and/or appropriate interchange as per hospital or ODB formulary. I apply my drug knowledge when selecting products ☐ I ensure all steps are complete when undertaking a final technical check of a prescription including verifying the correct drug to the correct patient as well as signature, MD name and address, expiry dates, calculations, dosage form, strength and manufacturer. ☐ I confirm a pharmacist has completed a therapeutic check before releasing the product.

Domain: Patient Care Support Activities - continued

PERFORMANCE INDICATOR(S)	GUIDANCE
➤ Gathers relevant information from appropriate sources ➤ Prepares product according to approved processes ➤ Ensures product is technically accurate	**Compounding** ☐ I ensure sterile and/or non-sterile compounded products are prepared/reconstituted accurately according to formulation instructions, meeting requirements for safety and NAPRA Standards for aseptic technique. ☐ I ensure accurate measurements and calculations when compounding sterile and/or non-sterile preparations, review safety polices and protocols (e.g. review the master formula) and ensure compounding techniques meet NAPRA Standards. ☐ I ensure the label affixed to the sterile/non-sterile product is complete and accurate. Include: active ingredients, beyond-use date, and batch lot number when needed ☐ When undertaking a final check of compounded sterile and/or non-sterile products, I ensure all steps are complete as per NAPRA Standards: Compounding records are complete including double-check signature, active ingredients, DIN, quantity actually weighed, ingredients' lot, manufacturer, expiry date, new beyond-use date etc. Be sure to confirm a pharmacist therapeutic check has been completed, before releasing the product. ☐ I confirm a pharmacist has completed a therapeutic check before releasing the product **Best Possible Medication History (Hospital)** ☐ I ensure I gather information from at least 2 different sources (Hospital only) e.g. patient, patient medical record, drug profile viewer, family member, pharmacy medication list etc. and a complete best possible medication history is obtained (i.e. allergies, current list of medication, prescriptions, OTC, alternative therapies, topicals, eye/ear/nose etc.) ☐ I have a process in place to ensure the product is complete (i.e. comprehensive, signed, included in patient record etc.) ☐ I apply my expertise to ensure the product is accurate. **Patient Education** ☐ I ensure relevant patient information is gathered when providing education to patients (i.e. for a device, compression stockings, etc.) ☐ I apply my expertise to ensure information is technically accurate. (i.e. for a device, compression stockings, etc.)

Domain: Collaboration and Decision Making

PERFORMANCE INDICATOR(S)	GUIDANCE
➤ Identifies issues and opportunities to optimize patient care ➤ Resolves issues ➤ Refers to pharmacist if patient assessment, clinical analysis or application of therapeutic knowledge is needed	☐ I use professional judgement to determine if a pharmacist referral /intervention is required ☐ I use appropriate resources to gather information required to complete the task ☐ I identify and select appropriate options based on patient information, individual needs, issues, procedures, SOPs, NAPRA Standards etc. ☐ I collaborate with Pharmacists, Pharmacy Technicians and other healthcare providers when appropriate regarding decisions/recommendations that need to be made.

Domain: Documentation

PERFORMANCE INDICATOR(S)	GUIDANCE
➤ Documents information gathered or verified ➤ Documents relevant supporting information for activities and decisions	**Drug Distribution** ☐ I document information gathered in a timely manner, including health information in the patient profile/record to ensure continuity of care including, <u>where relevant</u>, indication, medication conditions, patient allergies, prescribed drugs, OTC's, alternative therapy, drug interactions, pregnant, child's weight, and record or update patient's contact information and 3rd party billing as appropriate. ☐ I ensure an accurate and complete record of the prescription information in the patient profile/record. ☐ I document calculations (e.g. Amount to be dispensed, ingredients for compounding, re-Packaging etc.) ☐ I document the final technical check of the product(s) appropriately and clearly ☐ I document accurate and complete information when an issue or medication discrepancy is identified (i.e near misses or medication incidents)

Domain: Documentation-continued

PERFORMANCE INDICATOR(S)	GUIDANCE
➢ Documents information gathered or verified ➢ Documents relevant supporting information for activities and decisions	**Compounding** ☐ I document the required information for all stages in the compounding process. **Best Possible Medication History** ☐ I document all relevant and pertinent information in the patient profile/chart including signing as the R.Ph.T. who completed the BPMH. **Patient Education** ☐ I document relevant and pertinent information in the patient profile/chart

Domain: Communication

PERFORMANCE INDICATOR(S)	GUIDANCE
➢ Communicates verbally in a manner that is appropriate for the audience ➢ Communicates in writing in a manner appropriate for the audience ➢ Provides information to audience within scope ➢ Provides information in a manner that ensures audience understanding	Drug Distribution ☐ I communicate in a manner that promotes audience understanding (e.g. fluency, grammar, vocabulary, tone, volume and modulation of voice, rate of speech, pronunciation and appropriate level of complexity). ☐ I use an effective questioning style (e.g. open-ended questions). ☐ I use active listening skills (e.g. to identify patient needs). ☐ I respond to feelings and needs (e.g. empathy). ☐ My communication is logically organized, focused and coherent (e.g. sequence of questions, avoid confusing the audience). ☐ I ensure my written communication for Pharmacists and/or other healthcare professionals is relevant, professional and organized. ☐ I ensure written communication where appropriate for patients is relevant, professional and organized. ☐ I communicate with Pharmacists when needed. ☐ I use open-ended questions to assess prior knowledge of patient and/or patient understanding. ☐ I determine patient understanding where appropriate, through questioning and non-verbal feedback.

Domain: Communication - continued

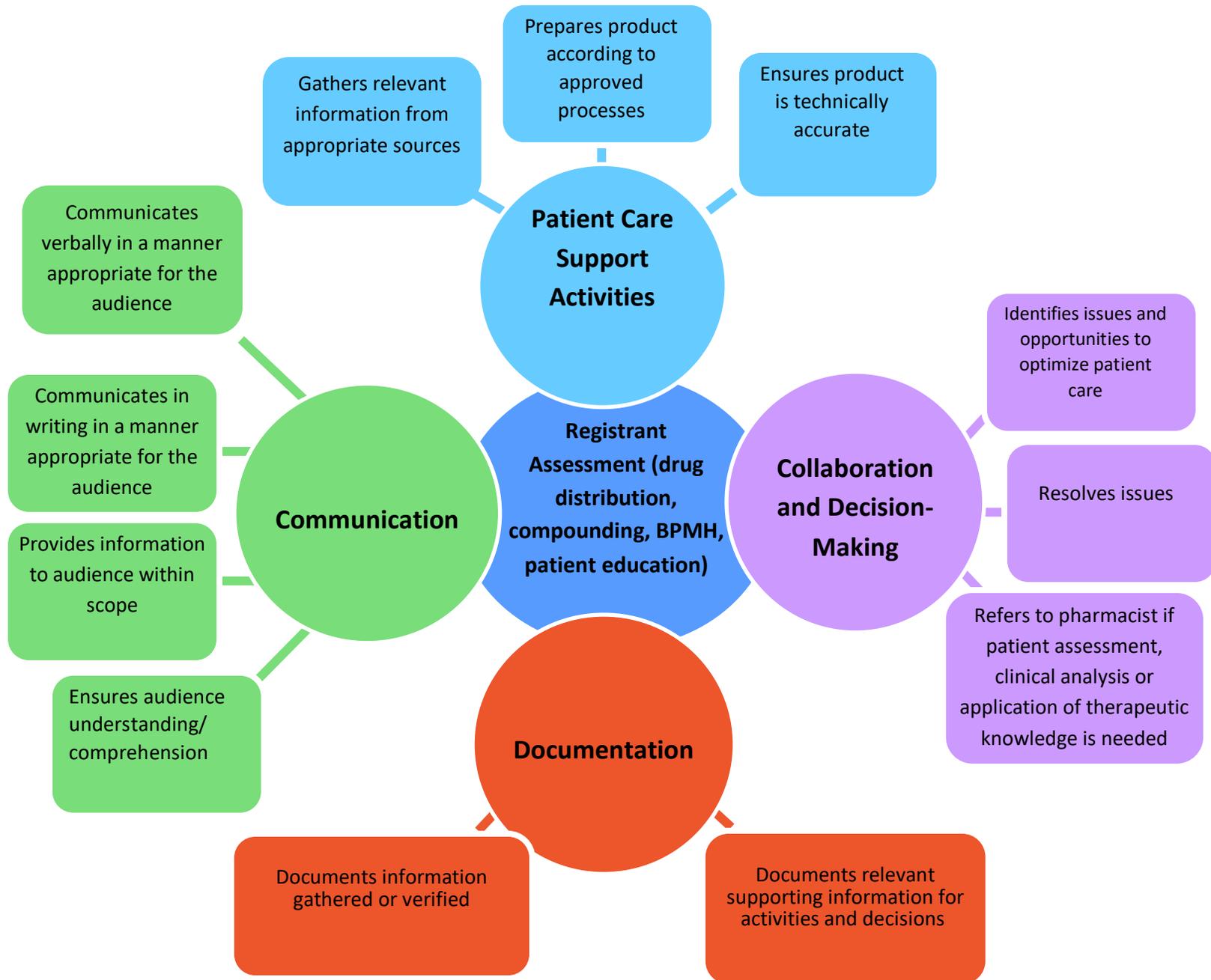| PERFORMANCE INDICATOR(S)	GUIDANCE
➢ Communicates verbally in a manner that is appropriate for the audience ➢ Communicates in writing in a manner appropriate for the audience ➢ Provides information to audience within scope ➢ Provides information in a manner that ensures audience understanding	**Compounding** ☐ I communicate in a manner that promotes audience understanding (e.g. fluency, grammar, vocabulary, tone, volume and modulation of voice, rate of speech, pronunciation and appropriate level of complexity). ☐ I use an effective questioning style (e.g. open-ended questions). ☐ I use active listening skills (e.g. to identify patient needs). ☐ My communication is logically organized, focused and coherent (e.g. sequence of questions, avoid confusing the audience). ☐ I ensure my written communication for Pharmacists and/or other healthcare professionals is relevant, professional and organized ☐ I communicate with Pharmacists when needed. **Best Possible Medication History** ☐ I communicate in a manner that promotes audience understanding (e.g. fluency, grammar, vocabulary, tone, volume and modulation of voice, rate of speech, pronunciation and appropriate level of complexity). ☐ I use an effective questioning style (e.g. open-ended questions). ☐ I use active listening skills (e.g. to identify patient needs). ☐ I engage my audience (e.g. eye contact, gesture, posture, use of silence, etc.). ☐ I respond to feelings and needs (e.g. empathy). ☐ My communication is logically organized, focused and coherent (e.g. sequence of questions, avoid confusing the audience). ☐ I ensure my written communication for Pharmacists and/or other healthcare professionals is relevant, professional and organized. ☐ I ensure written communication for patients is relevant, professional and organized.

Domain: Communication - continued

PERFORMANCE INDICATOR(S)	GUIDANCE
➢ Communicates verbally in a manner that is appropriate for the audience ➢ Communicates in writing in a manner appropriate for the audience ➢ Provides information to audience within scope ➢ Provides information in a manner that ensures audience understanding	☐ I provide appropriate patient education. ☐ I communicate with Pharmacists when needed. ☐ I use open-ended questions to assess prior knowledge of patient and/or patient understanding. ☐ I use an interactive approach (e.g. a dialogue vs. a monologue). ☐ I determine patient understanding through questioning and non-verbal feedback **Patient Education** ☐ I communicate in a manner that promotes audience understanding (e.g. fluency, grammar, vocabulary, tone, volume and modulation of voice, rate of speech, pronunciation and appropriate level of complexity). ☐ I use an effective questioning style (e.g. open-ended questions). ☐ I use active listening skills (e.g. to identify patient needs). ☐ I engage my audience (e.g. eye contact, gesture, posture, use of silence, etc.). ☐ I respond to feelings and needs (e.g. empathy). ☐ My communication is logically organized, focused and coherent (e.g. sequence of questions, avoid confusing the audience). ☐ I ensure my written communication for Pharmacists and/or other healthcare professionals is relevant, professional and organized. ☐ I ensure written communication for patients is relevant, professional and organized. ☐ I provide appropriate patient education (i.e. for a device, compression stockings, etc.). ☐ I communicate with Pharmacists when needed. ☐ I use open-ended questions to assess prior knowledge of patient and/or patient understanding. ☐ I use an interactive approach (e.g. a dialogue vs. a monologue). ☐ I determine patient understanding through questioning and non-verbal feedback.

Pharmacy Technician Practice Assessment

Ontario College of Pharmacists
Putting patients first since 1871

Patient Care Support Activities

Gathers relevant information from appropriate sources

Prepares product according to approved processes

Ensures product is technically accurate

Communication

Communicates verbally in a manner appropriate for the audience

Communicates in writing in a manner appropriate for the audience

Provides information to audience within scope

Ensures audience understanding/comprehension

Registrant Assessment (drug distribution, compounding, BPMH, patient education)

Collaboration and Decision-Making

Identifies issues and opportunities to optimize patient care

Resolves issues

Refers to pharmacist if patient assessment, clinical analysis or application of therapeutic knowledge is needed

Documentation

Documents information gathered or verified

Documents relevant supporting information for activities and decisions

LEGAL AUTHORITY FOR SCOPE OF PRACTICE/AUTHORIZED ACTS

PHARMACIST (R.Ph,) in Part A	PHARMACY TECHNICIAN (R.Ph.T)
Provide info & educate patients	Not if clinical or therapeutic
Dispense, sell & compound drugs	Can perform technical check for product release. R.Ph responsible for therapeutics.
Accept verbal Rx	Cannot accept verbal Rx for narcotics, controlled drugs, benzodiazepines or other targeted substances.
Authorize Rx transfers (narcotics & controlled drugs cannot be transferred; benzodiazepines & other targeted substances can only be transferred once; refer to Prescription Transfers)	✓ Cannot authorize transfers for benzodiazepines or other targeted substances
Delegate a Controlled Act	✗
Accept delegation of a Controlled Act *(refer to the Medical Directives and the Delegation of Controlled Acts Policy)*	✓
Supervision of a Pharmacy	✗
Prescribe specified drug products for smoking cessation only	✗
Renew & Adapt Prescriptions (alter dose, dosage form, regimen, or route of administration) (Excludes narcotics, controlled, targeted and monitored substances, No therapeutic substitution)	✗
Perform a procedure on tissue below dermis (piercing with a lancet-type device)	Under direction of a R.Ph in Part A (who is physically present)
Administer a substance* by injection or inhalation for the purpose of education and demonstration (*specified in the Pharmacy Act Regulation *with approved training only)	✗
Administer an authorized vaccine* to patients (five years of age or older) (*specified in the Pharmacy Act Regulation, *with approved training only)	✗

Key Points When Providing Patient Care:

DISPENSING

Verifying and documenting patient age, weight, allergies, medications and changes to medications, indication and medical conditions allows the pharmacist to assess appropriateness of therapy

Establish a system for ensuring the pharmacist's assessment is complete and documented prior to prescription release

Know when it is appropriate to refer patients and HCP's to the pharmacist

Take responsibility to perform final prescription checks to ensure the right drugs are dispensed and properly labelled

COMPOUNDING
(Sterile and Non- Sterile)

Ensure sterile and non-sterile compounding products are prepared or reconstituted accurately, according to the master formula, including complete documentation, meeting NAPRA Standards

Establish a system for ensuring compounding preparation techniques are consistent and meet NAPRA Standards

BEST POSSIBLE MEDICATION HISTORY

Introduction – identify yourself as a pharmacy technicin; explain why ou are speaking with the patient

Gather information – do they have their medication vials, confirm what and how they take their medications, including indication where possible.

Verify medications from 2 different sources in addition to speaking with your patient

Obtain a complete medication list – Rx's OTC's Vitamins/supplements, samples, eye/ear/nose, and topicals (inhalers, patches, creams, ointments, injectables)

PATIENT EDUCATION

Provide device training and answer questions that do not require therapeutic knowledge, clinical analysis, or patient assessment

Know when it is appropriate to refer to a pharmacist