

COURSE OUTLINE

PROGRAM: National Pharmacy Technician Bridging Education Program

COURSE NAME: Professional Practice – Pharmacy Technician Bridging

COURSE DURATION: 39 hours

PRIOR LEARNING ASSESSMENT AND RECOGNITION:

CH Exam _____ Portfolio _____ N/A X

I. COURSE DESCRIPTION

Students will be prepared for entry to practice in four main areas of focus: ethics and professionalism, legal requirements, scope of practice, and communication skills. Through a variety of learning tools 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	Ethics and Professionalism	15
II	Legislation	9
III	Scope of Practice	6
IV	Communications	6
	Final Exam	3

III. VOCATIONAL LEARNING OUTCOMES

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

1.0 Identify and adhere to ethical principles and standards and professional responsibility appropriate for a regulated healthcare professional.

Elements

- 1.1 Recognize and commit to the professional practice requirements, obligations, values and standards outlined in Code of Ethics and Standards of Practice for regulated pharmacy technicians.
- 1.2 Differentiate law and ethics and the requirements of personal and professional integrity.
- 1.3 Apply critical thinking skills and ethical decision-making to resolve challenges typically encountered in pharmacy practice.

- 1.4 Identify and commit to strategies for maintaining professional competence including self-evaluation and reflection, professional development and lifelong learning.
- 1.5 Define and give examples of professional misconduct and incompetence.
- 1.6 Determine suitable action within “duty to report” requirements and the investigative and disciplinary process established by the pharmacy regulatory authority.
- 1.7 Discuss the accountability and responsibility to patients required in the role of the pharmacy technician with emphasis on:
 - advocating on behalf of the patient,
 - respecting patients’ rights in making their own choices and
 - considering patient-specific circumstances and needs.
- 1.8 Identify strategies for developing and maintaining professional relationships with patients and health care professionals that meet patient health care needs and contribute to positive outcomes.
- 1.9 Demonstrate personal and professional integrity by:
 - resolving potential/actual unsafe, illegal, unethical or unprofessional actions or situations.
 - 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.
 - practising within professional and personal limits of knowledge, skills, and abilities.

2.0 Comply with legislative and other regulatory requirements relevant to pharmacy practice.

Elements

- 2.1 Differentiate the role in pharmacy practice of federal agencies and pharmacy regulatory authorities.
- 2.2 Demonstrate understanding of the application of the National Drug Schedules in pharmacy practice.
- 2.3 Discuss the impact of the *Canada Health Act* on pharmacy practice, and the role of Health Canada.
- 2.4 Identify the various prescription, purchasing and record-keeping requirements for drugs addressed in federal legislation including the *Food and Drugs Act* (and Regulations) and the *Controlled Drugs and Substances Act* (and Regulations).
- 2.5 Discuss the impact on pharmacy practice of legislation related to patient privacy, business and taxes, environmental and disposal issues and workplace safety.
- 2.6 Describe the specific legislation that governs regulated health professionals and the practice of pharmacy in their province or territory.

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

Elements

- 3.1 Differentiate the role of the pharmacy technician and the pharmacist, and identify issues that require referral to the pharmacist.
- 3.2 Discuss the expanded scope of practice for regulated pharmacy technicians as articulated in the **Model Standards of Practice for Pharmacy Technicians** with a focus on expertise in drug distribution; collaboration with the pharmacist and other healthcare professionals in various aspects of pharmacy practice; safety/quality of prescription product preparation and release; and professionalism/ethics.
- 3.3 Discuss the importance of prescription authentication and identify strategies for authenticating written, verbal, faxed and digital prescriptions to ensure completeness, clarity and compliance with legal requirements.
- 3.4 Identify unusual patterns of drug distribution with emphasis on diversion, misuse and fluctuation and strategies for minimizing them.
- 3.5 Identify various patient non-compliance, legal and therapeutic issues and other discrepancies that must be reported to the pharmacist to maintain patient safety and care.
- 3.6 Define medication reconciliation and describe requirements and best practices for completing a medication history.
- 3.7 Discuss challenges associated with receiving verbal prescriptions and prescription transfers.
- 3.8 Describe pharmacy technician responsibilities in the collection, use and disclosure of patient health information, with particular focus on health information custodians, circle of care and consent.

4.0 Communicate effectively with pharmacy stakeholders including members of the pharmacy team, patients, patients' agents, and healthcare providers within the scope of the profession

Elements

- 4.1 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 communication styles appropriate to purpose, setting, situation and patient needs.
- 4.2 Discuss strategies for managing conflict in a professional manner.
- 4.3 Discuss the importance of sensitivity, respect, empathy and confidentiality when communicating with patients, patients' agents and healthcare providers.

- 4.4 Identify the parameters of the pharmacy technician’s actions in response to patients’ questions and requests.
- 4.5 Effectively refer questions and concerns that are outside the pharmacy technician scope of practice and/or personal competency to the pharmacist or other healthcare colleagues.
- 4.6 Discuss the impact of technology on pharmacy practice.
- 4.7 Outline best practices for maintaining confidentiality of patient information and ensuring appropriate communication protocols within the pharmacy and in interactions with patients, patients’ agents, and healthcare providers.

IV. ASSESSMENT OF LEARNING

Assessment Method	% of Final Grade	Associated Outcome(s)	Week Due
Weekly Ethics Logs and Summary	10%	L.O 1	Week 6
Ethical Decision-Making Assignment	10%	L.O 1	Week 4
Learning Record Assignment	7.5%	L.O 1	Week 12
Pharmacy Resources Assignment	7.5%	L.O 2	Week 8
CDSA Assignment	15%	L. O. 2	Week 10
Unit Quizzes	15%	L.O. 1, 2, 3	Weeks 5, 9 and 11
Final Exam*	35%	ALL	Week 13
Tech Talk Assignments	To be graded as Requirements Met/Not Met	L.O. 4.0	Week 12

Important Notes regarding Course Evaluation:

- 1) **Only authorized resources are allowed during the final examination.**
- 2) **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 educational institution delivering this course.**

Grading:

To successfully pass Professional Practice, the student must attain an overall average of 70% with a mark of at least 70% in the Final Exam. All graded assessment items must be submitted to complete the course. 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. Frequent and/or unjustified absence from class may result in a request to withdraw from the course.

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 in the grade assigned. After five days, including weekends and holidays, the assignment or paper will receive a mark of zero. All graded assessments (including those that carry a "Requirements Met/Not Met" designation) must be submitted to complete the course.

Note: Personal illness or family emergency (sick child, death in the family, etc.) is the only reason for granting an extension for the submission of assignments. The request for an extension must be submitted to the instructor within 24 hours of failure to submit the required assignment. These requests must be accompanied by documentation from an appropriate source (e.g. physician, funeral director, etc.)

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.

Additional Project Requirement

Through independent research, students are required to investigate and develop understanding of the specific provincial/territorial legislation and regulations that influence how pharmacies operate and how pharmacy professionals practice. As a condition of registration, students may be expected to demonstrate their knowledge and understanding of this legislation and regulatory structure independently of the final examination included as part of the Professional Practice course. A separate jurisprudence examination may be developed, administered and evaluated by their pharmacy regulatory authority.

This assignment is intended as a self-study project. It will not be submitted to the instructor, and is not part of the evaluation component of the Professional Practice course.

V. REQUIRED TEXTS AND OTHER LEARNING MATERIALS

Students must have Internet access; various websites are identified at intervals throughout the course.