

PCNE 6th Working Conference 2009



Workshop 3

Competency and Performance in Pharmaceutical Care Education

Facilitators:

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Pilar Modamio

Graham Davies



Workshop 3

Workshop 3 Members

- Martin Henman
- Pilar Modamio
- Olivier Bugnon
- Margarida Caramona
- Denhard De Smit
- Isabelle De Wulf
- Fernando Fernandez-Llimos
- Ulrika Gillespie
- Nina Griese
- Mara Guerreiro
- Karen Pieters
- Cicely Roche
- Anne Rouault
- Maria Augusta Soares
- Peter Tenni
- Graham Davies



Our Deliverable

- Recommendations for Pharmaceutical Care education that will help both researchers and practitioners deliver their programmes.

Outline

- Wednesday
 - Introduction
 - Competency & its purposes/uses
 - What comprises the expertise of a Community Pharmacist?
- Thursday
 - Community Pharmacist competencies
 - Assessment of Competencies
- Friday
 - Competency and performance
 - Programme to deliver competency and performance education & assessment
- Saturday
 - Presentation

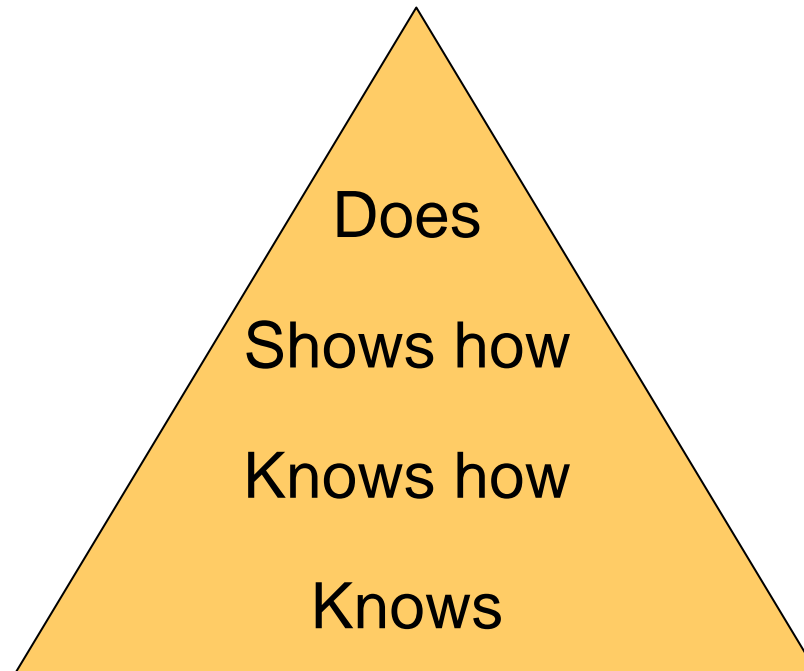
*Competence, like truth,
beauty and contact lenses,
is in the eye of the
beholder*

Dr Laurence J Peter



Competence versus Performance

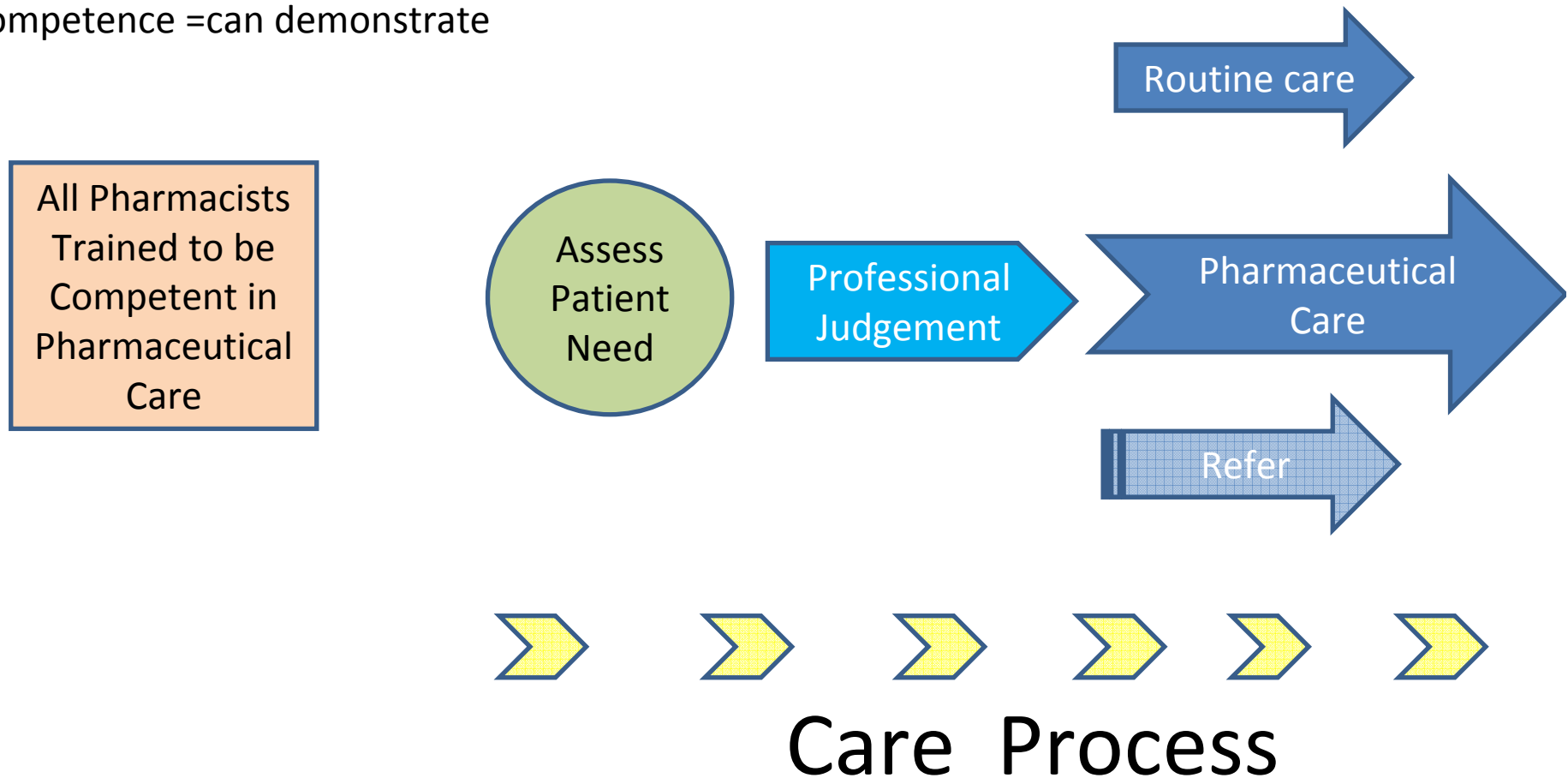
Acceptability – patients & Professionals



Miller 1990

Competence & Care

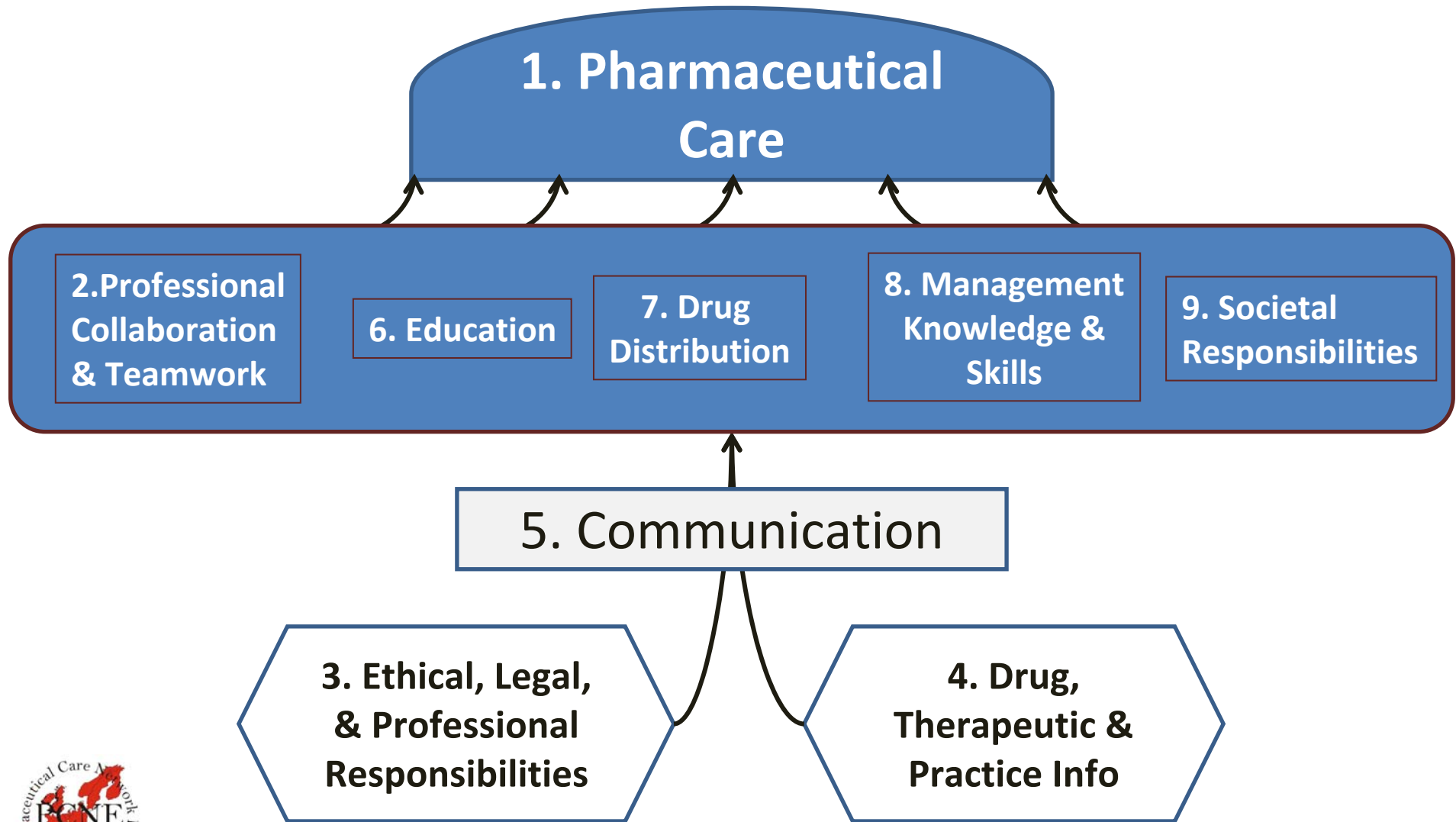
Competence = can demonstrate



Agreed List of Competencies for a Community Pharmacist

1. Patient Care
2. Professional Collaboration and Team work
3. Ethical, Legal and Professional Responsibilities
4. Drug, Therapeutic and Practice information
5. Communication
6. Education
7. Drug Distribution
8. Management Knowledge and Skills
9. Population/Societal responsibilities

Pharmaceutical Care Process & Competencies



Assessing Competence

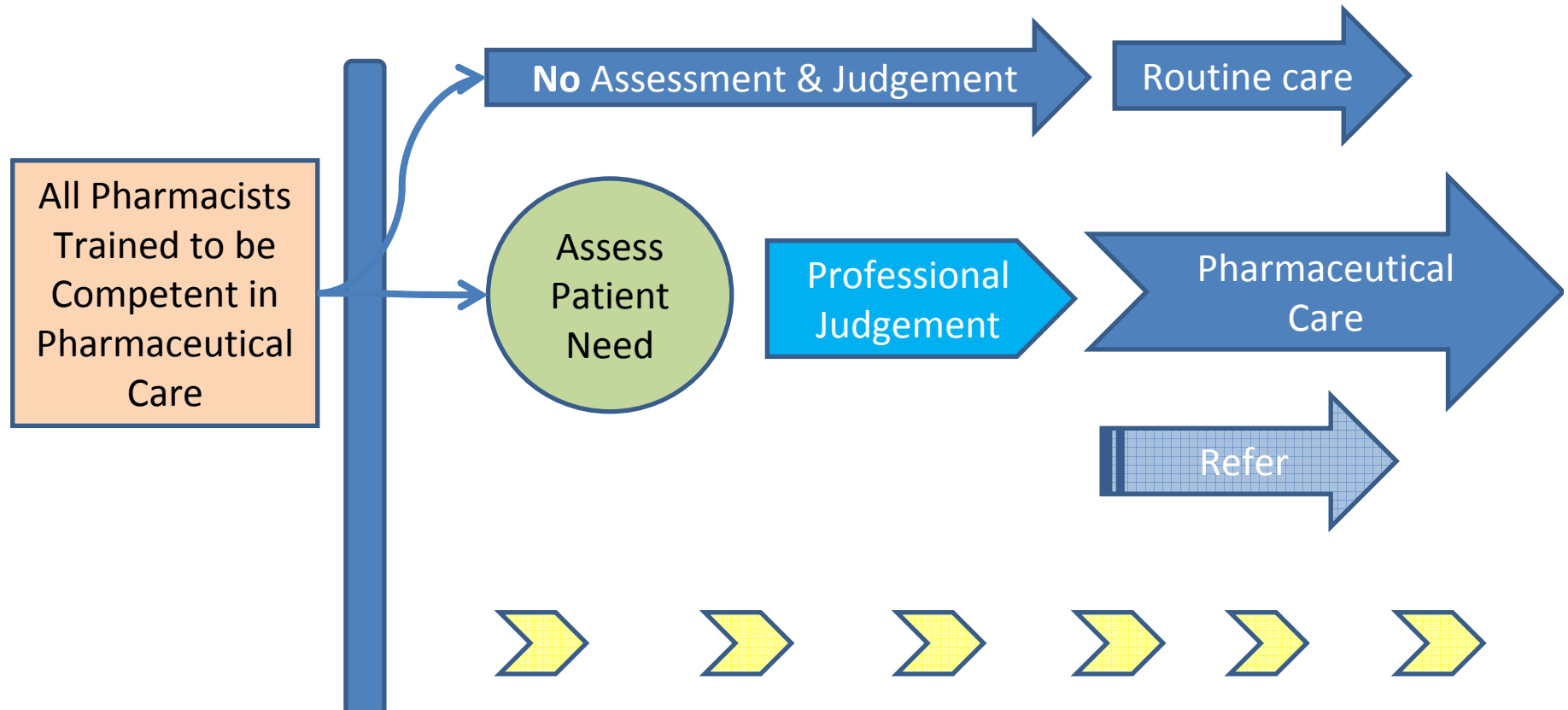
- What? How? Who?

Competency Type	Knowledge	Method	Attitude
Needs feedback from Patient or other 'carers'	MCQ	OSCE & OSATS	
Does not need feedback	Essay		
	Oral		
	Case Study		

OSCE: Objective Structured Clinical Examination

OSATS: Objective Structured Assessment of Technical Skills

Competence & Care



INFLUENCES
May prevent competent Pharmacist from performing Pharmaceutical Care
Individual System

Care Process

INFLUENCES

Individual

- Attitude
- Relationships
 - Prescribers
 - Pharmacists
 - Patients
 - Non-professional staff
- Change Preparedness
- Social Acknowledgement
- Clinical Education

System

- Workload
- Practice Facilities
- Business Style
- Reimbursement
 - Pharmacy or Pharmacist?
- University Curricula

ADDITIONAL COMPETENCIES



ADDITIONAL COMPETENCIES

- Change Management
- Continuous Quality Improvement
- Marketing



Why Measure performance

Patient outcomes improvement

- Practitioners development
- Professional development
 - Political dimension
 - Business

How

What

Why

What

- Knowledge, skills, method and attitude of the professionals
- Understanding, knowledge, skills of the patients

Selfassessment
reflection

Peer review

Why

How

- Feedback by practitioners
- Feedback by patients
- Feedback by other health professionals
- Outcome data

Intervention
records

Pseudo
customer

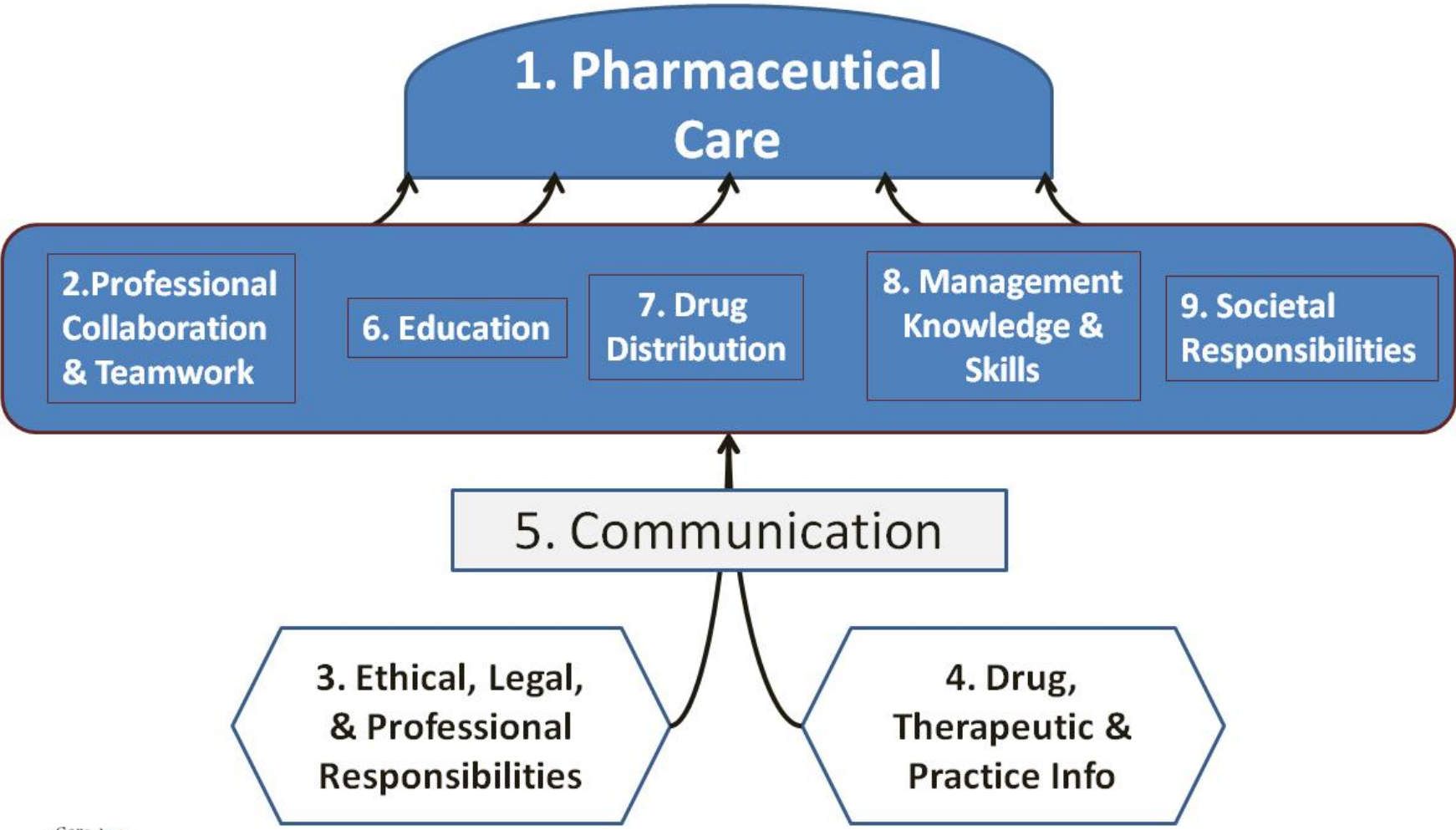
Patient survey

Revised List of Competencies for a Community Pharmacist

1. Patient Care
2. Professional Collaboration and Team work
3. Ethical, Legal and Professional Responsibilities
4. Drug, Therapeutic and Practice information
5. Communication
6. Education
7. Drug Distribution
8. Management Knowledge and Skills
9. Population/Societal responsibilities
10. Performance Evaluation



Pharmaceutical Care Process & Competencies



Recommendations

- Disseminate competence & performance, concepts & issues to pharmacy stakeholder
- Pharmacists in each country should develop & agree & publish competencies for patient care
- Undergraduate curricula should be assessed to determine extent to which they meet these competency criteria to entry level
- Postgraduate programmes should meet these criteria to attain higher levels of competency and link to continuous quality management programmes and to enable progression to specialist competency
- Research on the assessment of pharmacist competencies and on the transformation of competence into performance in pharmaceutical education, practice and care