

**PRCT 553
COMMUNITY PHARMACY
ADVANCED PHARMACY PRACTICE EXPERIENCE**

Course Description

An advanced practice experiential course designed to provide the student with practical experience in the profession of pharmacy. The course consists of interactions with both patients and healthcare workers across multiple disciplines.

Credit Hours: 5
Prerequisites: B.S. in Pharmaceutical Sciences or equivalent
Meeting times: Monday thru Friday, 8 hours per day, 40 hours per week
Other times as assigned by preceptors or instructors

Locations: Varied depending on rotation site as assigned by course coordinator.

Course Resources

Web site: All announcements related to this course will be posted to the PY4 announcements page. Students are responsible for checking this page daily.

Equipment: Lab coat

Staff Information

Kristopher Harrell, Pharm.D.
Director of Professional Experience Programs
Course Coordinator
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Site Contact (preceptor of record):

Preceptor/faculty contact information can be found on the online rotation management website and will be made available to the student. The student will interact primarily with the preceptor of record; however, students are encouraged to contact Dr. Harrell throughout the rotation via email for specific concerns or to set up individual meetings, if needed.

Course Objectives

General

- Further prepare students for the profession of pharmacy through continuous professional development and promotion of lifelong learning by providing them with supervised practical experience.
- Build upon introductory pharmacy practice rotations and provide students with more direct patient care and related activities specifically in the **community pharmacy** practice setting.

Patient care

- Collect accurate and comprehensive information to be used in monitoring therapeutic outcomes.
- Identify the patient's primary complaint(s) and reason(s) for seeking medical care.
- Identify appropriate information in patient profiles that will affect drug dose and schedule.
- Review patient profiles to determine the adequacy of patient therapeutic self-management.
- Employ clinical and physical assessment skills to determine the adequacy of patient therapeutic self-management and to evaluate therapeutic effectiveness or potential drug-related problems in the patient.
- Interview the patient/caregiver to help determine the adequacy of patient therapeutic self-management.
- Develop a plan to influence patients to effectively manage their therapy.
- Apply knowledge of the pathophysiology of a specific disease to prevent medication-related problems.
- Use appropriate methods of patient education to review indications, adverse effects, dosage, storage, and administration techniques.
- Use effective written, visual, verbal, and nonverbal communication skills when providing medication self-management counseling to patients and/or caregivers.
- Demonstrate proper administration technique for a given drug delivery system or monitoring device.
- Explain any action that should be taken in the event of a missed dose.
- Advise patients on how to avoid potential interactions with other therapies.
- Explain signs and symptoms associated with the common and/or severe adverse reactions to a therapy.
- Explain the significance and frequency of adverse drug reactions and interactions associated with a given therapy.
- Demonstrate the ability to consult with patients regarding selection and use of OTC medications.
- Encourage patients/caregivers to contact the pharmacist for further information or advice regarding therapy.

Distributive component

- Demonstrate knowledge of the basic physical requirements for establishing a pharmacy dispensing area.
- Know the basic legal requirements for establishing and operating a pharmacy dispensing area.
- Understand and apply the basic principles of drug storage.
- Demonstrate ability to receive prescriptions from patients and physicians over the telephone.
- Demonstrate an understanding of and utilize medication profile systems.
- Understand and apply legal requirements associated with the dispensing process.
- Demonstrate ability to accurately perform the activities comprising the prescription medication dispensing function.
- Demonstrate the ability to accurately perform dosage calculations.

Administrative component

- Demonstrate knowledge of the wholesale ordering process.
- Able to prepare and place an order for drugs both by computer order and telephone.
- Able to interact with wholesale and manufacturer representatives.
- Able to receive and process a wholesale order.
- Demonstrate knowledge of the principles of inventory control.
- Demonstrate knowledge of pricing policies.
- Understand principles of accounting associated with operation of a community pharmacy.
- Understand and perform procedures of billing especially third-party reimbursement.
- Demonstrate the ability to provide information solicited from other health care professionals regarding medication.

- Demonstrate the ability to provide unsolicited information to other health care professionals and to the public

Professionalism

- Demonstrate a positive attitude toward practice of pharmacy.
- Use good professional judgment and demonstrate ability to cope with a variety of situations.
- Communicate effectively and appropriately.
- Show initiative.
- Exercise punctuality and maintain expected attendance.

Additional *site-specific rotation objectives* may be assigned by the preceptor in this document, or as an attachment, and will be provided to the student by the first day of the rotation.

Evaluation

The student should be evaluated based on overall performance in meeting the objectives of the rotation. The evaluation should be evidenced-based and involve student self-reflection, as well as constructive preceptor feedback.

The student is expected to complete a self-evaluation of his or her performance of the desired ability-based outcomes providing details of required and other activities performed during the rotation. The **Community Pharmacy Advance Practice Experience Transcript** should be used for this purpose. The preceptor should use the same document to review student performance and provide additional comments or evidence.

The evaluation of the student is to be completed online using the online rotation management system. A **mid-point** evaluation is to be completed and reviewed with the student **between the second and third weeks** of the rotation.

Once the transcript is completed and evidence is documented, the final evaluation is to be entered online. The online evaluation is based on the preceptor evaluation of student (**PEOS-CX**) form. This form can also be found on the preceptor zone of the www.pharmd.org website under “assessment forms” and in the PEP manual located on the same website.

On the **last day** of the rotation the preceptor should assign a **final grade**. The preceptor is to discuss the final evaluation with the student on the last day of the rotation.

Grading Scale:

Z scale (Pass/Fail)

An Incomplete (I) grade is posted for those students for whom evaluations (grades) are not received or if course requirements are incomplete.

Educational Outcomes

This course fosters development in several of the general education abilities and professional education abilities that have been defined as desired outcomes of the School of Pharmacy curriculum. Throughout the rotation period, students will be provided with opportunities to practice these abilities. Please keep in mind these outcome goals as you monitor your progress in this course.

The abilities fostered in this course are stated in the following table.

EDUCATIONAL OUTCOMES FOR PRCT 553		
General Education Abilities	Major outcome of this course	Minor outcome of this course
Critical Thinking, Analysis and Decision-Making "The student can find, understand, analyze, evaluate, and synthesize information and make informed, rational, and responsible decisions."	✓	
Communication Skills "The student can communicate with various audiences by written, verbal, and electronic media for a variety of purposes."	✓	
Mathematical Competence "The student is proficient in the expression of quantitative relationships and can perform the needed mathematical operations to infer their consequences."	✓	
Professional Education Abilities	Major outcome of this course	Minor outcome of this course
1a. Collect and organize patient data, medical records, interviews, and psychomotor evaluations	✓	
1b. Evaluate and interpret patient data	✓	
1c. Apply knowledge of medical terminology and abbreviations	✓	
1d. Apply knowledge of specified drugs and drug classes	✓	
1e. Apply knowledge of specific physiologic systems	✓	
1f. Apply knowledge of specific disease pathology and comorbid conditions	✓	
2a. Apply understanding of indications for pharmacologic and non-pharmacologic therapy	✓	
2b. Apply clinical reasoning skills in drug product selection, chemical entity, dosage formulation based on principles of pharmaceuticals, medicinal and natural product chemistry	✓	
2c. Develop appropriate dosing regimens, which reflect application of knowledge of pharmaceutical calculations, initial dose, dose titration, and dosage adjustments	✓	
2d. Prepare accurate patient-specific pharmaceutical agents, dosage forms and delivery systems	✓	

2e. Develop rational plans for monitoring therapeutic outcomes	✓	
2f. Develop rational plans for monitoring and managing adverse events	✓	
2g. Develop plans for anticipating, avoiding, and resolving drug interactions, drug-drug interactions, drug-food interactions, drug-disease interactions, drug-lab interactions, and drug-procedure interactions	✓	
2h. Develop plans for patient education on drug therapy and therapeutic lifestyle changes	✓	
2i. Document recommendations and services accurately and comprehensibly	✓	
4a. Appropriately manage resources to maximize economic, clinical and humanistic outcomes for patients, and effectively manage financial, personnel, time, and technology resources	✓	
4b. Appropriately manage safe, accurate and time-sensitive medication distribution	✓	
4c. Apply ethics and professional principles to assure efficient utilization of resource management and effective treatment choices		✓
4d. Assure that medication use systems minimize medication errors and optimize patient outcomes	✓	
4f. Practice in accordance with state and federal regulations and statutes	✓	
5a. Employ communication styles and techniques appropriate to the audience.	✓	
5b. Work effectively within a multidisciplinary/interdisciplinary environment	✓	
5c. Include patient and caregiver as integral parts of a treatment plan.	✓	
7a. Display empathy in patient interactions	✓	
7b. Display sensitivity to differences in ethnicity, gender, values, or belief systems (cultural competency)	✓	
7c. Apply understanding of contemporary and historical social and economic factors that influence health and health care, including health literacy and health care disparities.	✓	
8a. Serve as reliable and credible source of drug information	✓	
8b. Effectively educate patients utilizing all appropriate communication modalities (verbal, written, other).	✓	
9b. Demonstrate understanding of the influences of legislation on pharmacy practice	✓	
10a. Engage in health-related community outreach activities.	✓	
11a. Take responsibility for gathering new knowledge.		✓

Expectations

1. Students are assigned eight advanced pharmacy practice experience rotations, four required and four electives. The four required rotations are adult medicine, ambulatory care, community practice, and institutional practice. Of the remaining elective rotations, two must involve patient care, and these are assigned based on student preferences and preceptor availabilities. Students are notified of rotation assignments during the Spring semester of the third professional year. Should any changes be necessary students will be notified in writing in advance of the rotation.

2. Students will be expected to spend forty hours per week at the practice sites. These hours will be counted toward pharmacist licensure requirement in accordance with regulations of the Mississippi State Board of Pharmacy.
3. Students will be expected to send their assigned preceptors a cover letter and a copy of their curriculum vita two weeks before the beginning of the rotations. They should then follow up with their assigned preceptors via phone or email one week prior to rotation start dates. The phone numbers and email addresses for the preceptors are listed online at the rotation management website. Students may be asked to provide certain documentation to the school or practice site prior to the rotation. For more specific information about rotation administrative and health requirements, refer to the PEP Manual. The subsequent meeting times and expectations of the student should be outlined by the preceptors during the first meeting.
4. Students are expected to be punctual. If absences occur for any reason, the students must contact the preceptor. More than one unexcused absence results in course failure. Should a student miss more than 4 days of a given rotation, the student will have to repeat the rotation before receiving credit for the course. For more information about absences, refer to the PEP Manual.
5. Students will be expected to complete all required activities, as well as site-specific activities assigned by the preceptor. The following required activities for this course must be completed and documented on the online management system at least once during the rotation:
 - a. Asthma Management
 - b. Community Medication Management
 - c. Cultural Competency Activity
 - d. Drug Information Question
 - e. Health Literacy Activity
 - f. Medication Intervention
 - g. Medication Therapy Management
 - h. New Patient Profile
 - i. Non Rx Consult
 - j. Novel Pharmacy Plan
 - k. Order Management/Appropriate Storage Exercise
 - l. Pediatric Antibiotic Dosing Exercise
 - m. Public Health Activity
 - n. Rx Transfer
 - o. Rx Verification
 - p. Telephone Rx Order
 - q. Warfarin Management
6. Students will be expected to complete the transcript and evaluation of his or her preceptor on the online rotation management website by the last day of the rotation.

Failure to submit any single item by the end of the rotation will result in an “incomplete” grade, which can then become an “F” per University policy. For more information students should refer to the PEP Manual for general rotation policies.

Student attire: Compliance with the dress code is expected. Various practice sites will have different requirements for dress, and students will be expected to comply with those requirements at the discretion of the preceptor. I.D. badges are required, and during practice rotations, lab coats are as well.

Students with disabilities: It is the responsibility of any student with a disability who requests a reasonable accommodation to contact the Office of Student Disability Services (662-915-7128). SDS will then contact the instructor through the student by means of an Instructor Notification of Classroom Accommodations form. The Instructor will then be happy to work with the student so that a reasonable accommodation for a disability can be made. This contact with SDS should be made as soon as possible after classes begin such that the appropriate preparation for the student may be planned.

If necessary, the syllabus may be modified at any point during the rotation period. Students taking the course will be notified in writing of any changes.

Community Pharmacy Advance Practice Experience Transcript

Student name _____

Preceptor Name _____

UM Professional Ability-Based Outcomes	<i>Course Objectives</i>	Required Activities /Additional Evidence
1a. Collect and organize patient data, medical records, interviews, and psychomotor evaluations	<i>Collect accurate and comprehensive information to be used in monitoring therapeutic outcomes; Identify the patient's primary complaint(s) and reasons for seeking medical care</i>	<input type="checkbox"/> New Patient Profile
1b. Evaluate and interpret patient data	<i>Identify the patient's primary complaint(s) and reasons for seeking medical care; Identify appropriate information in patient profiles that will affect drug dose and schedule</i>	<input type="checkbox"/> Non Rx Consult
1c. Apply knowledge of medical terminology and abbreviations	<i>Demonstrate ability to receive prescriptions from patients and physicians over the telephone</i>	<input type="checkbox"/> Telephone Rx <input type="checkbox"/> Rx Transfer
1d. Apply knowledge of specified drugs and drug classes	<i>Employ clinical and physical assessment skills to determine the adequacy of patient therapeutic self-management and evaluate therapeutic effectiveness or potential drug-related problems in the patient</i>	<input type="checkbox"/> Community Medication Management
1e. Apply knowledge of specific physiologic systems	<i>Apply knowledge of the pathophysiology of a specific disease to prevent medication-related problems</i>	<input type="checkbox"/> Medication Therapy Management Exercise
1f. Apply knowledge of specific disease pathology and comorbid conditions	<i>Apply knowledge of the pathophysiology of a specific disease to prevent medication-related problems</i>	<input type="checkbox"/> Medication Therapy Management Exercise
2a. Apply understanding of indications for pharmacologic and non-pharmacologic therapy	<i>Review patient profiles to determine the adequacy of patient therapeutic self-management; Use appropriate methods of patient education to review indications, adverse effects, dosage, storage, and administration techniques</i>	<input type="checkbox"/> New Patient Profile
2b. Apply clinical reasoning skills in drug product selection, chemical entity, dosage formulation based on principles of pharmaceutics, medicinal and natural product chemistry	<i>Employ clinical and physical assessment skills to determine the adequacy of patient therapeutic self-management and evaluate therapeutic effectiveness or potential drug-related problems in the patient</i>	<input type="checkbox"/> Community Medication Management <input type="checkbox"/> Rx Verification
2c. Develop appropriate dosing regimens, which reflect application of knowledge of pharmaceutical calculations, initial dose, dose titration, and dosage adjustments	<i>Demonstrate the ability to accurately perform dosage calculations</i>	<input type="checkbox"/> Pediatric Antibiotic Dosing Exercise
2d. Prepare accurate patient-specific pharmaceutical agents, dosage forms and delivery systems	<i>Demonstrate ability to accurately perform the activities comprising the prescription medication dispensing function</i>	<input type="checkbox"/> Rx Verification
2e. Develop rational plans for monitoring therapeutic outcomes	<i>Employ clinical and physical assessment skills to determine the adequacy of patient therapeutic self-management and evaluate therapeutic effectiveness or</i>	<input type="checkbox"/> Patient Counseling

	<i>potential drug-related problems in the patient</i>	
2f. Develop rational plans for monitoring and managing adverse events	<i>Employ clinical and physical assessment skills to determine the adequacy of patient therapeutic self-management and evaluate therapeutic effectiveness or potential drug-related problems in the patient</i>	<input type="checkbox"/> Patient Counseling
2g. Develop plans for anticipating, avoiding, and resolving drug interactions, drug-drug interactions, drug-food interactions, drug-disease interactions, drug-lab interactions, and drug-procedure interactions	<i>Employ clinical and physical assessment skills to determine the adequacy of patient therapeutic self-management and evaluate therapeutic effectiveness or potential drug-related problems in the patient</i>	<input type="checkbox"/> Patient Counseling
2h. Develop plans for patient education on drug therapy and therapeutic lifestyle changes	<i>Use appropriate methods of patient education to review indications, adverse effects, dosage, storage, and administration techniques</i>	<input type="checkbox"/> Patient Counseling
2i. Document recommendations and services accurately and comprehensibly	<i>Use effective written, visual, verbal, and nonverbal communication skills when providing medication self-management counseling to patients and/or caregivers</i>	<input type="checkbox"/> Patient Counseling <input type="checkbox"/> Medication Intervention
4a. Appropriately manage resources to maximize economic, clinical and humanistic outcomes for patients, and effectively manage financial, personnel, time, and technology resources	<i>Demonstrate knowledge of basic physical requirements for establishing a pharmacy dispensing area; Demonstrate knowledge of the wholesale ordering process; Able to prepare and place an order for drugs by computer and telephone; Able to receive and process a wholesale order; Demonstrate the principles of inventory control; Demonstrate knowledge of pricing policies; Understand principles of accounting associated with operation of a community pharmacy; Understand and perform procedures of billing especially third-party reimbursement</i>	<input type="checkbox"/> Novel Pharmacy Plan <input type="checkbox"/> Order Management/Appropriate Storage Exercise
4b. Appropriately manage safe, accurate and time-sensitive medication distribution	<i>Demonstrate ability to accurately perform the activities comprising the prescription medication dispensing function; Understand and apply the basic principles of drug storage</i>	<input type="checkbox"/> Order Management/Appropriate Storage Exercise
4c. Apply ethics and professional principles to assure efficient utilization of resource management and effective treatment choices	<i>Use good professional judgment and demonstrate ability to cope with a variety of situations</i>	
4d. Assure that medication use systems minimize medication errors and optimize patient outcomes	<i>Demonstrate the understanding of and utilize medication profile systems</i>	<input type="checkbox"/> Medication Intervention
4f. Practice in accordance with state and federal regulations and statutes	<i>Understand and apply legal requirements associated with the dispensing process</i>	<input type="checkbox"/> Novel Pharmacy Plan
5a. Employ communication styles and techniques appropriate to the audience.	<i>Interview the patient/caregiver to help determine the adequacy of patient therapeutic knowledge; Use appropriate methods of patient education to review indications, adverse effects, dosage, storage, and administration techniques; Demonstrate a positive attitude toward the practice of pharmacy</i>	<input type="checkbox"/> Patient Counseling <input type="checkbox"/> Non Rx Consult

5b. Work effectively within a multidisciplinary/interdisciplinary environment	<i>Demonstrate ability to receive prescriptions from patients and physicians over the telephone; Able to interact with wholesale and manufacturer representatives</i>	<input type="checkbox"/> Telephone Rx Order <input type="checkbox"/> Transfer Rx
5c. Include patient and caregiver as integral parts of a treatment plan.	<i>Develop a plan to influence patients to effectively manage their therapy; Encourage patients/caregivers to contact the pharmacist for further information regarding therapy</i>	<input type="checkbox"/> Patient Counseling <input type="checkbox"/> Non Rx Consult
7a. Display empathy in patient interactions	<i>Use effective written, visual, verbal, and nonverbal communication skills when providing medication self-management counseling to patients and/or caregivers</i>	<input type="checkbox"/> Patient Counseling <input type="checkbox"/> Non Rx Consult
7b. Display sensitivity to differences in ethnicity, gender, values, or belief systems (cultural competency)	<i>Use effective written, visual, verbal, and nonverbal communication skills when providing medication self-management counseling to patients and/or caregivers</i>	<input type="checkbox"/> Cultural Competency Activity
7c. Apply understanding of contemporary and historical social and economic factors that influence health and health care, including health literacy and health care disparities.	<i>Use effective written, visual, verbal, and nonverbal communication skills when providing medication self-management counseling to patients and/or caregivers</i>	<input type="checkbox"/> Health Literacy Activity
8a. Serve as reliable and credible source of drug information	<i>Demonstrate the ability to provide information solicited from other health care professionals regarding medication; Demonstrate the ability to provide unsolicited information to other health care professionals</i>	<input type="checkbox"/> Drug Information Question
8b. Effectively educate patients utilizing all appropriate communication modalities (verbal, written, other).	<i>Use effective written, visual, verbal, and nonverbal communication skills when providing medication self-management counseling to patients and/or caregivers; Demonstrate proper administration technique for a given drug delivery system or monitoring device; Explain any action that should be taken in the event of a missed dose; Advise patients on how to avoid potential interactions with other therapies; Explain signs and symptoms associated with the common and/or severe adverse reactions to a therapy; Explain the significance and frequency of adverse drug reactions and interactions associated with a given therapy; Demonstrate the ability to consult with patients regarding selection and use of OTC medications</i>	<input type="checkbox"/> Patient Counseling <input type="checkbox"/> Warfarin Management <input type="checkbox"/> Asthma Management
9b. Demonstrate understanding of the influences of legislation on pharmacy practice	<i>Know the basic legal requirements for establishing and operating a pharmacy dispensing area</i>	<input type="checkbox"/> Novel Pharmacy Plan
10a. Engage in health-related community outreach activities.	<i>Demonstrate the ability to provide unsolicited information to other health care professionals and the public</i>	<input type="checkbox"/> Public Health Activity
11a. Take responsibility for gathering new knowledge.	<i>Show initiative</i>	

PRECEPTOR EVALUATION OF COMMUNITY PHARMACY PRACTICE STUDENT (Form PEOS-CX)

This form may be used a guide to complete the online evaluation.

Instructions: Evaluate the student on each item. Using the scale below, note the score achieved by the student in each performance category. If a student receives any score less than 3 on any item, it must be addressed in the comments section.

- 0 = Not assessed
- 1 = Poorest Anticipated Performance
- 2 = Less than Expected Performance
- 3 = Minimum Expected Performance
- 4 = Better than Expected Performance
- 5 = Best Anticipated Performance

Ability Based Outcome and Corresponding Objectives	Evaluation Score
1a. Collect and organize patient data, medical records, interviews, and psychomotor evaluations <i>Collect accurate and comprehensive information to be used in monitoring therapeutic outcomes Identify the patient's primary complaint(s) and reasons for seeking medical care</i>	
1b. Evaluate and interpret patient data <i>Identify the patient's primary complaint(s) and reasons for seeking medical care Identify appropriate information in patient profiles that will affect drug dose and schedule</i>	
1c. Apply knowledge of medical terminology and abbreviations <i>Demonstrate ability to receive prescriptions from patients and physicians over the telephone</i>	
1d. Apply knowledge of specified drugs and drug classes <i>Employ clinical and physical assessment skills to determine the adequacy of patient therapeutic self management and evaluate therapeutic effectiveness or potential drug-related problems in the patient</i>	
1e. Apply knowledge of specific physiologic systems <i>Apply knowledge of the pathophysiology of a specific disease to prevent medication-related problems</i>	
2a. Apply understanding of indications for pharmacologic and non-pharmacologic therapy <i>Review patient profiles to determine the adequacy of patient therapeutic self-management; Use appropriate methods of patient education to review indications, adverse effects, dosage, storage, and administration techniques</i>	
2b. Apply clinical reasoning skills in drug product selection, chemical entity, dosage formulation based on principles of pharmaceuticals, medicinal and natural product chemistry <i>Employ clinical and physical assessment skills to determine the adequacy of patient therapeutic self-management and evaluate therapeutic effectiveness or potential drug-related problems in the patient</i>	
2c. Develop appropriate dosing regimens, which reflect application of knowledge of pharmaceutical calculations, initial dose, dose titration, and dosage adjustments <i>Demonstrate the ability to accurately perform dosage calculations</i>	
2d. Prepare accurate patient-specific pharmaceutical agents, dosage forms and delivery systems <i>Demonstrate ability to accurately perform the activities comprising the prescription medication dispensing function</i>	
2e. Develop rational plans for monitoring therapeutic outcomes <i>Employ clinical and physical assessment skills to determine the adequacy of patient therapeutic self-management and evaluate therapeutic effectiveness or potential drug-related problems in the patient</i>	
2f. Develop rational plans for monitoring and managing adverse events <i>Employ clinical and physical assessment skills to determine the adequacy of patient therapeutic self-management and evaluate therapeutic effectiveness or potential drug-related problems in the patient</i>	
2g. Develop plans for anticipating, avoiding, and resolving drug interactions, drug-drug interactions, drug-food interactions, drug-disease interactions, drug-lab interactions, and drug-procedure interactions <i>Employ clinical and physical assessment skills to determine the adequacy of patient therapeutic self-management and evaluate therapeutic effectiveness or potential drug-related problems in the patient</i>	
2h. Develop plans for patient education on drug therapy and therapeutic lifestyle changes <i>Use appropriate methods of patient education to review indications, adverse effects, dosage, storage, and administration techniques</i>	

2i. Document recommendations and services accurately and comprehensibly <i>Use effective written, visual, verbal, and nonverbal communication skills when providing medication self-management counseling to patients and/or caregivers</i>	
4a. Appropriately manage resources to maximize economic, clinical and humanistic outcomes for patients, and effectively manage financial, personnel, time, and technology resources <i>Demonstrate knowledge of basic physical requirements for establishing a pharmacy dispensing area; Demonstrate knowledge of the wholesale ordering process; Able to receive and place an order for drugs by computer and telephone; Able to receive and process a wholesale order; Demonstrate the principles of inventory control; Demonstrate knowledge of pricing policies; Understand principles of accounting associated with operation of a community pharmacy; Understand and perform procedures of billing especially third-party reimbursement</i>	
4b. Appropriately manage safe, accurate and time-sensitive medication distribution <i>Demonstrate ability to accurately perform the activities comprising the prescription medication dispensing function; Understand and apply the basic principles of drug storage</i>	
4c. Apply ethics and professional principles to assure efficient utilization of resource management and effective treatment choices <i>Use good professional judgment and demonstrate ability to cope with a variety of situations</i>	
4d. Assure that medication use systems minimize medication errors and optimize patient outcomes <i>Demonstrate the understanding of and utilize medication profile systems</i>	
4f. Practice in accordance with state and federal regulations and statutes <i>Understand and apply legal requirements associated with the dispensing process</i>	
5a. Employ communication styles and techniques appropriate to the audience. <i>Interview the patient/caregiver to help determine the adequacy of patient therapeutic knowledge; Use appropriate methods of patient education to review indications, adverse effects, dosage, storage, and administration techniques; Demonstrate a positive attitude toward the practice of pharmacy</i>	
5b. Work effectively within a multidisciplinary/interdisciplinary environment <i>Demonstrate ability to receive prescriptions from patients and physicians over the telephone; Able to interact with wholesale and manufacturer representatives</i>	
5c. Include patient and caregiver as integral parts of a treatment plan. <i>Develop a plan to influence patients to effectively manage their therapy; Encourage patients/caregivers to contact the pharmacist for further information regarding therapy</i>	
7a. Display empathy in patient interactions <i>Use effective written, visual, verbal, and nonverbal communication skills when providing medication self-management counseling to patients and/or caregivers</i>	
7b. Display sensitivity to differences in ethnicity, gender, values, or belief systems (cultural competency) <i>Use effective written, visual, verbal, and nonverbal communication skills when providing medication self-management counseling to patients and/or caregivers</i>	
7c. Apply understanding of contemporary and historical social and economic factors that influence health and health care, including health literacy and health care disparities. <i>Use effective written, visual, verbal, and nonverbal communication skills when providing medication self-management counseling to patients and/or caregivers</i>	
8a. Serve as reliable and credible source of drug information <i>Demonstrate the ability to provide information solicited from other health care professionals regarding medication; Demonstrate the ability to provide unsolicited information to other health care professionals</i>	
8b. Effectively educate patients utilizing all appropriate communication modalities (verbal, written, other). <i>Use effective written, visual, verbal, and nonverbal communication skills when providing medication self-management counseling to patients and/or caregivers; Demonstrate proper administration technique for a given drug delivery system or monitoring device; Explain any action that should be taken in the event of a missed dose; Advise patients on how to avoid potential interactions with other therapies; Explain signs and symptoms associated with the common and/or severe adverse reactions to a therapy; Explain the significance and frequency of adverse drug reactions and interactions associated with a given therapy; Demonstrate the ability to consult with patients regarding selection and use of OTC medications</i>	
9b. Demonstrate understanding of the influences of legislation on pharmacy practice <i>Know the basic legal requirements for establishing and operating a pharmacy dispensing area</i>	
10a. Engage in health-related community outreach activities. <i>Demonstrate the ability to provide unsolicited information to other health care professionals and the public</i>	
11a. Take responsibility for gathering new knowledge. <i>Show initiative</i>	

