

Community Pharmacy

Element	Example Learning Objectives or Activities*	Comments
Pharmacist Patient Care (PPC)		
<p>PPC 1. Efficiently and appropriately optimize patient-specific outcomes using the Pharmacist Patient Care Process (PPCP) in the community pharmacy setting, including collaboration with other healthcare professionals.</p>	<ul style="list-style-type: none"> • Collect patient information and interpret it based on results of monitoring parameters to support improved patient outcomes • Perform disease state management services • Conduct formal MTM process • Assess and resolve problems identified as part of prospective or retrospective drug utilization review. • Make recommendations and/or modify care plans to address patient specific needs • When possible, initiate/change drug therapy to address patient specific needs • Perform CMR when appropriate and make recommendations/changes accordingly • Prepare and deliver a patient case presentation 	<p>Preferred that this competency include Disease State Management (DSM) AND/OR Medication Therapy Management (MTM) so that this experience is an advanced community experience as opposed to the introductory community experience.</p> <p>We have split out disease state management (DSM) from MTM, because in reality it is a different process. DSM refers to collaborative practice, which varies site-to-site and state-to-state, where as MTM is a specific reimbursed service/process.</p> <p>Recognizing that MTM is delivered in many ways and may vary with plans, we did not specify "Perform a CMR" as the competency itself but provided some flexibility in demonstrating this competency.</p>
<p>PPC 2. Proactively identify and resolve drug-related problems including patient-specific barriers to medication adherence.</p>	<ul style="list-style-type: none"> • Perform effective prospective, concurrent, and retrospective drug utilization review 	<p>This element can be accomplished through a variety of tasks (formal and informal) in the course of identifying and resolving drug related problems for patients. This could be</p>

	<ul style="list-style-type: none"> • Create and implement care plans to resolve identified potential or existing drug therapy problems • Identify medication adherence concerns and construct patient-specific interventions to improve adherence • Conduct formal MTM process • Perform CMR when appropriate and make recommendations/changes accordingly • Prepare and deliver a patient case presentation 	accomplished as part of MTM and/or preparing a patient case presentation. The responsibilities will need to be made site specific.
PPC 3. Educate patients about self-care and medication self-administration including making recommendations regarding medications (prescription and OTC) and non-drug therapy alternatives.	<ul style="list-style-type: none"> • Provide appropriate OTC counseling/consulting. • Perform self-care consults. 	This could be accomplished as part of MTM.
PPC 4. Triage and refer patients to other members of the health care team to meet a specific patient's health needs.	<ul style="list-style-type: none"> • Perform an assessment including History of Present Illness (HPI) to determine the appropriate level of care • Match patient health needs to the roles and responsibilities of other healthcare professionals • Make recommendations and/or modify care plans to address patient specific needs 	
Communication and Education (C&E)		
C&E 1. Proactively perform patient-centered counseling and medication education using	<ul style="list-style-type: none"> • Provide medication education on all new prescriptions 	

<p>the most current and relevant information.</p>	<ul style="list-style-type: none"> • Provide medication education on refills when appropriate • Proactively perform patient-tailored counseling and medication education using the most current and relevant information. 	
<p>C&E 2. Adjust communication styles and techniques (e.g. motivational interviewing, coaching, counseling/education) in response to patient specific needs and individual social determinants of health (e.g. culture, religion, health literacy, literacy, disabilities, and cognitive impairment).</p>	<ul style="list-style-type: none"> • Implement motivational interviewing techniques to improve patient adherence • Alter prescription counseling strategies based on patient or caregiver needs • Assess effectiveness of counseling or other communication using the teach back method and re-adjust technique until understanding is confirmed 	<p>This could be included in the process of MTM, prescription filling, or OTC consults. Consider including communicating with other health care providers as part of this element.</p>
<p>Population Health (PH)</p>		
<p>PH 1. Provide patients with health and wellness strategies including provision of community screening and education services when indicated.</p>	<ul style="list-style-type: none"> • Provide patients with health and wellness strategies including provision of community screening and education services when indicated. • Deliver preventative disease screening services. • Participate in immunization services. • Participate in point-of-care testing services. • Accurately provide OTC counseling/consulting. • Participate in health fairs. 	

	<ul style="list-style-type: none"> • Prepare and deliver a patient case presentation. 	
Dispensing System and Safety Management (D&S)		
D&S 1. Accurately apply the prescription verification process (e.g. legitimate prescription, appropriate dose, interactions, DUR).	<ul style="list-style-type: none"> • Accurately fill prescriptions while operating within the workflow of the practice site. 	
D&S 2. Use a computerized pharmacy management system and best practices related to safe medication use in distribution of medications to patients.	<ul style="list-style-type: none"> • Accurately fill prescriptions while operating within the workflow of the practice site. 	
Practice Management (PM)		
PM 1. Demonstrate the role of a pharmacist in managing legal, human, financial, technological and/or physical resources for day-to-day operations in the pharmacy.	<ul style="list-style-type: none"> • Identifies situations requiring the intervention and management of the pharmacist in the community pharmacy setting. • Identifies strengths and areas for improvement within the practice or business model, considering alternatives and potential strategies. • Discusses site's budget and financial projections. • Identifies opportunities for staff training and creates a training plan. • Provides an in-service to pharmacy staff. • Given a human resources conflict, describes perspectives of all involved. • Completes a needs assessment regarding technology at the site. 	

	<ul style="list-style-type: none"> • Examines the pros and cons of the site’s physical layout and develops an improvement plan. • Conducts an inventory analysis and creates a plan to increase turnover. • Writes a report about strategies to manage drug shortages. • Contrasts pharmacist and pharmacy technician activities at the site and makes recommendations to improve workflow. • Reviews the drug storage policies to ensure proper drug storage. 	
<p>PM 2. Participate in continuous quality improvement techniques to optimize the medication use process.</p>	<ul style="list-style-type: none"> • Apply the CQI process within the site’s procedures for quality improvement. • Evaluate CQI data to determine improvement opportunities. • Create a report recommending potential improvements based on site data. • 4. Participate in the reporting of quality-related events. 	<p>While CQI is often emphasized in hospital practice, it is important in the outpatient setting too. Students should have opportunity to engage in these activities in the community pharmacy to see how they occur in this setting.</p>

*Example learning objectives are provided as additional information but are neither comprehensive nor expected of all schools or students.