

I. COURSE DESCRIPTION:

Professional Practices I will focus on communication within a multi-disciplinary environment. Expertise will be developed in oral, written and interpersonal communications.

Other significant topics will be: customer service in the community setting; use of technology; teaching learning theory; basic medical terminology; documentation and ethical issues.

The history of this occupation will help students understand the current role and responsibilities within both the community and institutional settings. The learners will be introduced to the Standards of Practice; Entry to Practice Competencies; the Code of Ethics and current legislation. Students will receive an orientation to the registration exams for Pharmacy Technicians and the program accreditation. Portfolio development will begin to highlight reflective practice, self-evaluation and life-long learning.

NAPRA Competencies #1, #2, and #7 will be studied. CPTEA Educational Outcomes #1, #2, and #3 will also be studied.

II. LEARNING OUTCOMES AND ELEMENTS OF THE PERFORMANCE:

Upon successful completion of this course, the student will demonstrate the ability to:

1. Understand basic medical terminology (self-study book)
2. Trace the history of pharmacy practice and describe how it evolved from ancient mankind through to the Renaissance Period and finally to the provision of pharmaceutical care.

Potential Elements of the Performance:

- Trace the history of pharmacy practice from ancient humankind through the Renaissance Period
- Describe the responsibilities of a pharmacist and the requirements for obtaining and maintaining licensure
- Describe the role of a certified pharmacy technician and the requirements for obtaining and maintaining licensure
- Define pharmaceutical care and describe the pharmacists' role in providing pharmaceutical care
- Describe the expansion of activities that pharmacy technicians will be performing
- Describe how the responsibilities of the pharmacy technician contrast the responsibilities of the pharmacy assistant
- State which tasks must not yet be performed by a pharmacy technician

3. Build a framework for the operation of a community pharmacy setting.

Potential Elements of the Performance:

- Describe the layout and organization of a retail pharmacy
- List the types of products are located in a retail pharmacy and describe where and how they are stored
- Identify the various areas and equipment used in the pharmacy including pill counters, telephones, fax machines and computers
- List the daily responsibilities of the pharmacy technician in the community pharmacy setting
- Discuss how prescriptions are received, processed, checked, and delivered to the patient or patient's agent
- Define medication errors
- List the risk factors for medication errors
- List the practices to lower the risk of medication errors and how to apply error prevention strategies
- Describe how to report medication errors
- Define negligence and malpractice

4. Use effective communication skills.

Potential Elements of the Performance:

- Demonstrate appropriate verbal, non-verbal, and listening skills
- Display clear, concise, and effective writing skills
- Select appropriate communication techniques for use with patients, co-workers and other health care professionals
- Establish and maintain rapport by using effective communication techniques including verbal, non-verbal, and/or written communications, active listening skills and appropriate language/terminology
- Describe the importance of written communication in the retail setting when delivering a message, taking oral prescriptions or noting on patient profiles
- Define a professional and discuss the professional characteristics of pharmacy technicians
- Define teaching learning theory
- Describe negative communication, defense mechanisms and dealing with conflict
- Describe the elements of nonverbal communication and how they transmit information
- List barriers to communication and consider ways to eliminate these barriers

5. Communicate and educate patients and patients' agents.

Potential Elements of the Performance:

- List the various types of customers in retail and institutional settings
- Describe customer service
- Integrate the elements of verbal and nonverbal communication into customer service in the retail setting
- Describe professional telephone technique
- Define confidentiality and how to ensure confidentiality
- Protect patient confidentiality according to applicable federal and provincial/territorial privacy legislation
- Define breaches in confidentiality
- Assist patients in selecting and using drug administration devices, diagnostic and monitoring devices, home health aides, and other non-drug measures

6. Collaborate with the pharmacist and members of the healthcare team

Potential Elements of the Performance:

- Develop collaborative relationships with pharmacists and other health care professionals
- Participate in the circle of care to promote patient health and wellness
- Participate as an active member of a pharmacy team within the scope of practice of the pharmacy technician
- Promote and contribute to the patient's health and well-being within the scope of practice of the pharmacy technician
- Refer patients to other health care professionals when required
- Collaborate with the pharmacist to identify the most appropriate health care provider for referral
- Recognize and refer situations requiring the knowledge, skills, and abilities of a pharmacist to the pharmacist

7. Assume legal, ethical, and professional responsibilities.

Potential Elements of the Performance:

- Comply with legal requirements including federal and provincial/territorial legislation, policies, by-laws, and standards applicable to pharmacy practice
- Apply current and applicable drug schedules, categories and legislation when processing prescriptions, including prescription, non-prescription, restricted access and natural health products.
- Demonstrate the ability to practice within the scope of practice for pharmacy technicians and in compliance with the legislation governing this profession
- Conduct oneself in compliance with the code of ethics for members of the Ontario College of Pharmacists

- Demonstrate personal and professional integrity
 - Promote understanding of the pharmacy technician role and its relationship to the roles of other health care providers
 - Demonstrate knowledge of the required reference library for the pharmacy
8. Register with OCP and list the steps to obtain licensure.

Potential Elements of the Performance:

- Describe the role and structure of the Ontario College of Pharmacists (OCP) as outlined in the Regulated Health Professions Act (RHPA).
 - Navigate the OCP website to gain current and relevant information including issues of Pharmacy Connection.
 - Define Professional Competencies for Canadian Pharmacy Technicians at Entry to Practice
 - List the Standards of Practice and Code of Ethics
 - Describe the process of registration as a Pharmacy Technician and the accompanying fee schedule
 - Identify the need for personal professional liability insurance and how to obtain it
 - Describe Structured Practical Training (SPT) and what is expected of the candidate
 - List all qualifying licensing exams and how to register, prepare and pay for these exams
9. Create a Learning Portfolio and maintain competency.

Potential Elements of the Performance:

- Navigate the Learning Portfolio User's Manual
- Create a Learning Portfolio
- Develop and implement strategies for ongoing self-evaluation and reflective practice by maintaining a Learning Portfolio
- Develop a professional development plan for maintaining current knowledge and competence
- Define continuing education and requirements to maintain licensure.

III. TOPICS

1. History of Pharmacy Practice
2. Community Pharmacy Setting
3. Effective Communication
4. Communication and Education
5. Professional Collaboration and Teamwork
6. Legal, Ethical, and Professional Responsibilities
7. Registration and Licensure with the Ontario College of Pharmacists
8. Portfolio Development and Continuing Education

IV. REQUIRED RESOURCES/TEXTS/MATERIALS:

Atlas, Marie and Faris, Audrey. *Community Pharmacy Practices For Pharmacy Technicians*, 22nd Edition. Pharmacy Tech Consultants, 2010. ISBN: 978-0-9810411-0-0

V. EVALUATION PROCESS/GRADING SYSTEM:

Assignments (4 at 10% each)	40%
Quizzes (2 at 15% each)	30%
Final Exam	30%
Total	100%

1. The pass mark for the course is 60%. The total grade is composed of marks accumulated as indicated above.
2. All policies and procedures as outlined in the current Student Success Guide related to submitting assignments, scholarly work/academic honesty, tests and examinations.
3. **No supplements** will be provided for tests.

The following semester grades will be assigned to students:

<u>Grade</u>	<u>Definition</u>	<u>Grade Point Equivalent</u>
A+	90 – 100%	4.00
A	80 – 89%	3.00
B	70 - 79%	2.00
C	60 - 69%	1.00
D	50 – 59%	0.00
F (Fail)	49% and below	
CR (Credit)	Credit for diploma requirements has been awarded.	
S	Satisfactory achievement in field /clinical placement or non-graded subject area.	
U	Unsatisfactory achievement in field/clinical placement or non-graded subject area.	

X	A temporary grade limited to situations with extenuating circumstances giving a student additional time to complete the requirements for a course.
NR	Grade not reported to Registrar's office.
W	Student has withdrawn from the course without academic penalty.

Note: For such reasons as program certification or program articulation, certain courses require minimums of greater than 50% and/or have mandatory components to achieve a passing grade.

A minimum of a “C” grade is required to be successful in all PTN coded courses.

It is also important to note, that the minimum overall GPA required in order to graduate from a Sault College program remains 2.0.

VI. SPECIAL NOTES:

Attendance:

Sault College is committed to student success. There is a direct correlation between academic performance and class attendance; therefore, for the benefit of all its constituents, all students are encouraged to attend all of their scheduled learning and evaluation sessions. This implies arriving on time and remaining for the duration of the scheduled session.

VII. COURSE OUTLINE ADDENDUM:

The provisions contained in the addendum located on the portal form part of this course outline.