



Australian Government

Department of Education, Employment and Workplace Relations

HLTPH417B Support pharmacists by collecting and presenting workplace data and information

Release: 1

HLTPH417B Support pharmacists by collecting and presenting workplace data and information

Modification History

Not Applicable

Unit Descriptor

Descriptor

This unit of competency describes the skills and knowledge required for pharmacy technicians to collect data and information in the workplace to support the pharmacist

Application of the Unit

Application

The application of knowledge and skills take place around standards (particularly the SHPA Standards of Practice for Clinical Pharmacy), guidelines, policies and procedures and under the supervision of a qualified pharmacist

Work performed requires a range of well developed skills where some discretion and judgement is required and individuals may take responsibility for their own outputs

Application of this unit should be contextualised to reflect specific legal and ethical requirements and issues relevant to the workplace, role and function

Licensing/Regulatory Information

Not Applicable

Pre-Requisites

Not Applicable

Employability Skills Information

Employability Skills

This unit contains Employability Skills

Elements and Performance Criteria Pre-Content

Elements define the essential outcomes of a unit of competency.

The Performance Criteria specify the level of performance required to demonstrate achievement of the Element. Terms in italics are elaborated in the Range Statement.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

1. Identify and address requirements for data and information collection

- 1.1 Obtain and clarify *instructions* from pharmacist to ensure correct understanding
- 1.2 Identify purpose and audience of the *data/information* to be collected
- 1.3 Clarify appropriate *sources of data/information*
- 1.4 Establish timeframe for data/information collection
- 1.5 Collect data/information to address identified requirements

2. Prepare data/information for use

- 2.1 *Check* data/information *for completeness and accuracy*
- 2.2 Analyse data/information to address identified purpose and audience according to workplace standards and/or procedures
- 2.3 Collate data/information in a logical manner and prepare for presentation

ELEMENT

3. Present workplace data/information

PERFORMANCE CRITERIA

- 3.1 Explain data/information to others as required to support its application to workplace operations
- 3.2 Answer questions about the data/information collected and clarify appropriately within scope of practice
- 3.3 Present data/information to client and/or pharmacist in accordance with workplace procedures
- 3.4 Record and store data/information in accordance with workplace procedures

Required Skills and Knowledge

REQUIRED SKILLS AND KNOWLEDGE

This describes the essential skills and knowledge and their level required for this unit.

Essential knowledge:

The candidate must be able to demonstrate essential knowledge required to effectively do the task outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the identified work role

This includes knowledge of:

- Client unit record number
- Knowledge and purpose of biochemical, haematological and microbiology tests
- Knowledge and understanding of how to identify and access client data
- Knowledge and purpose of therapeutic drug monitoring
- Organisation clinical information system
- Organisation clinical policies and procedures
- Role of the drug information pharmacist and when to utilise them
- Standard references including MIMs, AMH and Micromedex
- The drugs that require therapeutic drug monitoring
- The form for reporting Adverse Drug Reactions
- Understand the abbreviations used in biochemical, haematological and microbiology tests
- Understand how to ensure client data retrieved is for the correct client
- Understand the order of referencing ie primary, secondary, tertiary references
- Understand the meaning of Adverse Drug Reaction
- Understand the purpose of reporting Adverse Drug Reactions and the data required
- Understand the concept of Drug Utilisation Evaluation and the data reported
- Understand concept of key performance indicators and data reported
- Understanding of the concept of reference range.
- Understanding of the concept of therapeutic range

Essential skills:

It is critical that the candidate demonstrate the ability to effectively do the task outlined in elements and performance criteria of this unit, manage the task and manage contingencies in the context of the identified work role

REQUIRED SKILLS AND KNOWLEDGE

This includes the ability to:

- Arrange information and present it in a form appropriate for the organisation's work practices
- Collate biochemical, haematological and microbiology tests into format for distribution to the pharmacist
- Identify the information requested by the pharmacist
- Identify specific client data
- Identify information needed to interpret drug levels
- Locate and access biochemical, haematological and microbiology tests
- Locate and access drug levels
- Retrieve information about medicines
- Retrieve organisation clinical policies and procedures
- Retrieve and collate any preparatory information required for reporting Adverse Drug Reactions
- Screen biochemical, haematological and microbiology tests for abnormal results and to notify the pharmacist
- Take into account opportunities to address waste minimisation, environmental responsibility and sustainable practice issues
- Use literacy, written and oral communication skills required to fulfil the position in a safe manner as specified by the health care industry
- Use numeracy skills required to accurately interpret and record findings
- Use technology appropriately, including computers

Evidence Guide

EVIDENCE GUIDE

The evidence guide provides advice on assessment and must be read in conjunction with the Performance Criteria, Required Skills and Knowledge, the Range Statement and the Assessment Guidelines for this Training Package.

Critical aspects for assessment and evidence required to demonstrate this competency unit:

- The individual being assessed must provide evidence of specified essential knowledge as well as skills
- Observation of performance in the workplace or a simulated workplace is essential for assessment of this unit
- Assessment must contain both theoretical and practical components and examples covering a range

EVIDENCE GUIDE

of workplace situations

- Evidence of workplace performance over time and covering a range of workplace situations must be obtained to inform a judgement of competence
- Where, for reasons of safety, space, or access to equipment and resources, assessment takes place away from the workplace, the assessment environment should represent workplace conditions as closely as possible

Context of and specific resources for assessment:

- Resource requirements may include:
 - Relevant guidelines, standards and procedures

Method of assessment may include:

- Observation in the work place
- Written assignments/projects or questioning should be used to assess knowledge
- Case study and scenario as a basis for discussion of issues and strategies to contribute to best practice.
- Questioning verbal and written
- Simulation
- Supporting statement of workplace supervisor

Access and equity considerations:

- All workers in the health industry should be aware of access and equity issues in relation to their own area of work
- All workers should develop their ability to work in a culturally diverse environment
- In recognition of particular health issues facing Aboriginal and Torres Strait Islander communities, workers should be aware of cultural, historical and current issues impacting on health of Aboriginal and Torres Strait Islander people
- Assessors and trainers must take into account relevant access and equity issues, in particular relating to factors impacting on health of Aboriginal and/or Torres Strait Islander clients and communities

Range Statement

RANGE STATEMENT

The Range Statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Add any essential operating conditions that may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts.

Instructions may include:

- Verbal
- Written
- By phone
- Via electronic means

Data and information may include:

- Consumer Medicine Information (CMI)
- Laboratory results, including drug levels
- Manufacturers instructions
- Safety audit data
- Data for drug utilisation reviews and evaluations (DUE)
- Data for reporting adverse drug reactions (ADRs)
- Key performance indicator data
- Admission information

Sources of data/information may include:

- Manufacturer's instructions
- Workplace operating procedures and policies
- Workplace computer files
- Electronic databases
- Pharmacy computer system
- Communications technology - facsimile, phone, email
- Client medication profiles

RANGE STATEMENT

Checks for completeness and accuracy may include:

- Client UR number and name
- Specific laboratory results requested
- Appropriate date and time of laboratory results
- Specific CMI for client's own medication or treatment

Unit Sector(s)

Not Applicable