



**Australian Government**

# **HLTPHA019 Coordinate communication processes in a hospital or health services pharmacy setting**

**Release: 1**

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## Modification History

Not applicable.

## Application

This unit of competency describes the performance outcomes, skills and knowledge required to coordinate staff communication processes and team effectiveness to achieve work outcomes in a hospital or health services pharmacy setting.

It applies to hospital or health services pharmacy supervisors.

The skills in this unit must be applied in accordance with Commonwealth and State or Territory legislation, Australian standards and industry codes of practice.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

## Pre-requisite Unit

Nil

## Competency Field

Pharmacy

## Unit Sector

Health

## Elements and Performance Criteria

### ELEMENTS

*Elements describe the essential outcomes*

1. Plan to achieve daily outcomes in a hospital or health services pharmacy setting.

### PERFORMANCE CRITERIA

*Performance criteria describe the performance needed to demonstrate achievement of the element.*

- 1.1. Collaborate with appropriate personnel to ensure all hospital or health services work areas are appropriately staffed.
- 1.2. Assign work activity to ensure daily goals relating to dispensary, aseptic, non-aseptic, procurement, imprest or other work areas are met.
- 1.3. Support team members to complete their administrative and patient care tasks.

- 2. Monitor staff performance in a hospital or health services pharmacy setting.
  - 2.1. Check staff members' work processes to ensure that they are meeting scheduled work requirements.
  - 2.2. Ensure breaks are taken at appropriate times for workflow and staff wellbeing.
  - 2.3. Model expected performance in line with organisational policy.
  - 2.4. Encourage team members to take responsibility for their own work and to consider their team members' needs and work pressures.
  - 2.5. Provide both positive and constructive feedback to staff regarding performance in a timely manner.
- 3. Review staff performance.
  - 3.1. Review workload throughout the day and flag contingencies and unforeseeable issues to appropriate personnel.
  - 3.2. Use constructive feedback to improve pharmacy team performance.
  - 3.3. Identify and address daily performance and team effectiveness issues and escalate issues relating to poor performance appropriately.

## Foundation Skills

*Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.*

## Unit Mapping Information

No equivalent unit.

## Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=ced1390f-48d9-4ab0-bd50-b015e5485705>