



Australian Government

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

Release: 1

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

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>

Assessment Requirements for HLTPHA019 Coordinate communication processes in a hospital or health services pharmacy setting

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- deputise dispensary, aseptic, non-aseptic, procurement, imprest or other work areas on at least 2 occasions
- apply communication techniques in at least 4 different situations, including:
 - 2 administrative situations
 - 2 patient care situations
- resolve team effectiveness issues on 2 occasions
- perform the activities outlined in the performance criteria of this unit during a period of 240 hours of work related to hospital or health services pharmacy support in a clinical workplace environment. These 240 hours may be applied collectively across all units of competency that include the requirement for workplace hours for the purposes of assessment.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- supervisory principles, including:
 - planning work processes to achieve organisational goals
 - performance monitoring
 - team effectiveness facilitation methods
 - monitoring techniques
 - staff performance review processes
 - review processes to measure overall team effectiveness against organisational targets
- National, State or Territory legal and ethical requirements for dispensary, aseptic, non-aseptic, procurement, imprest stock monitoring or other work areas, and how these are applied in organisations, including:
 - codes of conduct
 - duty of care and implications of negligence
 - privacy, confidentiality and disclosure
 - records management

- rights and responsibilities of workers, employers and patients
- specific legislation:
 - medication and their use
 - the practice of pharmacy
 - different schedules of medication and pharmaceutical products
- job descriptions
- work role boundaries including responsibilities and limitations
- work health and safety
- key information in standard pharmaceutical references and their use by pharmacy assistants, including:
 - Australian Pharmaceutical Formulary Handbook (APF)
 - Monthly Index of Medical Specialities (MIMS) or AusDI Advanced
 - Australian Medicines Handbook (AMH)
 - Micromedex
- principles and procedures for imprest stock control.

Assessment Conditions

Skills must be demonstrated in the workplace with the addition of simulations and scenarios where the full range of contexts and situations have not been provided in the workplace.

Assessment must ensure access to:

- use of suitable facilities, equipment and resources, including:
 - pharmaceutical stock management procedures
 - pharmaceutical products
- modelling of industry operating conditions, including presence of time constraints for activities
- authorised person with whom to consult.

Assessors must satisfy the Standards for Registered Training Organisations' requirements for assessors.

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