



Australian Government

Department of Education, Employment and Workplace Relations

HLTPH418A Support pharmacists by collecting information for clients and other health professionals

Release: 1

HLTPH418A Support pharmacists by collecting information for clients and other health professionals

Modification History

HLT07 Version 4	HLT07 Version 5
HLTPH416B Support pharmacists by collecting and providing specific information to/for clients	HLTPH418A Support pharmacists by collecting information for clients and other health professionals

Unit Descriptor

Descriptor

This unit of competency describes the skills and knowledge required to provide appropriate information to meet client education needs and to support the pharmacist's care delivery

Application of the Unit

Application

The application of knowledge and skills take place around standards 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

ELEMENT

Elements define the essential outcomes of a unit of competency.

PERFORMANCE CRITERIA

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

- | | |
|--|---|
| 1) Identify client information needs | <ul style="list-style-type: none">1.1 Review client documentation to identify the medicines the client is taking1.2 Clarify the information needs of the client with the pharmacist1.3 Identify and plan to meet any <i>special needs</i> of clients which may impact on the effectiveness of communication1.4 Discuss information needs with the client and /or carer and refer needs outside of scope of role to the pharmacist1.5 Use <i>standard assessment tools</i> to identify a client's ability to <i>manage their medications</i> |
| 2) Gather and prepare information for the client to meet their needs | <ul style="list-style-type: none">2.1 Access reference material to gather information2.2 Ensure information is in a suitable format for the client to understand2.3 Select appropriate <i>modes of communication</i> to suit the purpose and context of the information being provided |
| 3) Provide specific or prepared information to the client to meet their needs | <ul style="list-style-type: none">3.1 Provide prepared information to clients when requested by the pharmacist3.2 Present <i>relevant information</i> to the client clearly and comprehensively and in sufficient detail to meet the needs of the client3.3 Reinforce the key messages provided to clients by the pharmacist or through consumer medicine information (CMI) and refer needs outside of scope of role to the pharmacist3.4 Exercise appropriate discretion and confidentiality and explain boundaries of confidentiality to client3.5 Seek advice and assistance from the pharmacist for unresolved concerns or issues3.6 Negotiate appointments with client and staff for the provision of information to the client |
| 4) Collect information and provide to other health professionals to meet the clients needs | <ul style="list-style-type: none">4.1 Detect new client admission and notify pharmacist4.2 Record client's medication brought into hospital4.3 Communicate medicines supply information to internal medical, nursing staff and community providers4.4 Obtain discharge planning information4.5 Prepare information for community practitioners4.6 Transfer information to community practitioners |

after final check by pharmacist

- 5) Confirm that the information needs of the client have been met
 - 5.1 Clarify with client that they understand the information provided
 - 5.2 Confirm with the pharmacist that client information needs have been met
 - 5.3 Record details of information provided to the client

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 identification and confirmation of identification
- Client rights and responsibilities
- CMI:
 - purpose and layout
 - sources of i.e. pharmacy computer system, National Prescribing Services online CMI search
- Documentation:
 - assessment of client's ability to manage medications (e.g. on a Medication Management Plan)
 - medications brought into hospital
 - that CMI or other medication-related information has been issued to client/carer
- Knowledge and purpose of dose administration aids (DAAs) i.e. dosettes, WebsterPaks and limitations and problems with these devices
- Law of consent to medical treatment
- Legal and ethical requirements and responsibilities related to the collection and provision of information to clients and other health professionals
- Limitations of own work role including:
 - identification and referring of issues outside scope of practice to the appropriate person
 - awareness of circumstances/situations where referral to a pharmacist is necessary
- Organisation policies, procedures and guidelines
- Patient medication lists (e.g. MediList)
 - purpose and layout
 - sources and method of preparation of, i.e. pharmacy computer system, National Prescribing Service
- Pharmacy or health facility pharmacy storage systems to be able to elicit information from client's own medicines (with need for pharmacist's review before any medicines are returned to client)
- Principles of effective communication strategies, including recognition of

REQUIRED SKILLS AND KNOWLEDGE

- communication and language difficulties and how to overcome these
- Principles and practices of ethical and professional codes of conduct
- Principles of privacy and confidentiality in relation to collecting and providing information
- Purpose and methods for standardised assessment of client's ability to manage medications (e.g. ability to read labels, open containers etc which is part of medication management assessment detailed on the National Medication Management Plan)

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:

- Purpose of client education to aid compliance with administration of medicines
- Respiratory devices:
 - care of respiratory devices
 - demonstration of respiratory devices
 - knowledge, purpose and selection criteria for respiratory devices including:
 - dry powder inhalers (e.g. Accuhaler, Turbuhaler, Handihaler)
 - metered dose inhaler
 - spacers (e.g. Volumatic, Breath-a-tech)
- Standard pharmaceutical references including Australian Pharmaceutical Formulary (APF), MIMs, AMH and Micromedex
- Structure and functions of the body systems and associated components, including:
 - cardiovascular system
 - cells, tissues and organs
 - digestive system
 - endocrine system
 - integumentary system
 - lymphatic system
 - musculo-skeletal system
 - nervous system
 - reproductive system
 - respiratory system
 - the special senses – smell, taste, vision, equilibrium and hearing
 - urinary system

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:

REQUIRED SKILLS AND KNOWLEDGE

- Understanding of different medicine groups, including:
 - analgesics and anti-inflammatory agents
 - anti-coagulants
 - anti-depressants
 - anti-diabetic agents
 - anti-epileptics
 - anti-gout agents
 - anti-histamines
 - analgesics and anti-inflammatory agents
 - anti-hypertensives
 - anxiolytics and hypnotics
 - asthma treating agents
 - cholesterol and lip lowering agents
 - corticosteroids
 - cytotoxics
 - diuretics
 - gastro-intestinal agents
 - heart medicines
 - hormonal medicines
- Understanding of different medicine groups, including:
 - osteoporosis medicines
 - viral and anti-bacterial agents, anti-fungals or antibiotics
- Understanding of the following factors affecting medicine groups:
 - blood pressure
 - breast feeding
 - geriatric
 - paediatric
 - pregnancy
- Understanding of the following terms:
 - bioavailability
 - bioequivalence
 - drug absorption
 - drug distribution
 - drug elimination
 - drug half-life
 - drug metabolism

REQUIRED SKILLS AND KNOWLEDGE

- Understanding of the concept of drug-drug interactions, drug food interactions and incompatibilities

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

This includes the ability to:

- Prepare and present information related to administration of medicines in response to a range of enquiries
- Assess client understanding of information provided
- Demonstrate care for and use of:
 - DAAs i.e. dosettes, WebsterPaks
 - respiratory devices including:
 - dry powder inhalers (e.g. Accuhaler, Turbuhaler, Handihaler)
 - metered dose inhaler
 - spacers (e.g. Volumatic, Breath-a-tech)
- Collate relevant CMI for client
- Communicate effectively including:
 - active listening
 - clarify and ascertain correct meanings from communication
 - clear, concise and correct written and verbal communication
 - communicate on a one-to-one basis
 - correct presentation of correspondence
 - documentation and record keeping
 - elicit information
 - establish rapport
 - passing on verbal and written messages
 - use correct grammar, spelling and punctuation
 - use literacy and oral communication skills required to fulfil the position in a safe manner as specified by the health care facility
- Comply with legal and ethical requirements and organisation policies and procedures, including:
 - demonstrating respect for clients' rights
 - meeting requirements for provision of duty of care
 - working in accordance with legislation relevant to the workplace and specific work functions

REQUIRED SKILLS AND KNOWLEDGE

- Identify issues outside scope of practice and refer to the appropriate person
- Identify particular issues that require follow-up counselling by the pharmacist
- Locate, access and print CMI
- Make appointments to meet a range of client needs
- Manage difficult situations
- Respond to meet the needs of a range of clients in a range of situations including those with special needs

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

This includes the ability to:

- Take into account opportunities to address waste minimisation, environmental responsibility and sustainable practice issues
- Use information technology to collect and provide information from / to clients
- Work in accordance with relevant work health and safety, and infection control guidelines
- Work in accordance with relevant organisation policy, legislative requirements, industrial awards and agreements and professional practice standards, particularly the Society of Hospital Pharmacists (SHPA) Standards of Practice for Clinical Pharmacy and Standards of Practice for the Provision of Consumer Medicines Information by Pharmacists in Hospitals and the PSA Professional Practice Standards on Counselling, when collecting and providing specific information to/for clients

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
- This unit is most appropriately assessed in the workplace or in a simulated workplace and under the normal range of work conditions
- Assessment may be mostly practical and examples covering a range of situations relevant to health services provided in the workplace
- 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:
 - Appropriate assessment environment
 - Participants for role plays

Method of assessment

- Case studies and scenarios
- Observation in the workplace
- Oral questioning
- Simulations and role play
- Supporting statement of workplace supervisor
- Written assignments/projects or questioning should be used to assess knowledge

EVIDENCE GUIDE

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.

Special needs may include but are not limited to:

- Communication difficulties
- Disability
- Language difficulties
- Need for an interpreter
- Need for communication aids
- Need for uninterrupted privacy
- Presence of children/spouse

RANGE STATEMENT

Standard assessment tools may include:

- Medication management assessment detailed on the Medication Management Plan

Manage their medications may include:

- Ability to open containers
- Ability to read labels of medication containers

Modes of communication may include:

- Direct/indirect
- Formal/informal
- Verbal/non-verbal
- Written

Relevant information is limited to:

- CMI
- Confirmation of appointment date and time
- Information about the use of respiratory devices
- Information about the use of Dose Administration Aids
- Standardised (workplace approved) information for clients

Unit Sector(s)

Not applicable.

Custom Content Section

Not applicable.