



Australian Government

Department of Education, Employment and Workplace Relations

HLTPH419A Support pharmacists in the collection and presentation of workplace data and information

Release: 1

HLTPH419A Support pharmacists in the collection and presentation of workplace data and information

Modification History

HLT07 Version 4	HLT07 Version 5
HLTPH417B Support pharmacists by collecting and presenting workplace data and information	HLTPH419A Support pharmacists in the collection and presentation of workplace data and information

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, 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 and address requirements for data and information collection | 1.1 Obtain and clarify <i>instructions</i> from pharmacist to ensure correct understanding
1.2 Identify purpose and audience of the <i>data/information</i> to be collected
1.3 Clarify <i>sources of data/information</i>
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 <i>Check data/information for completeness and accuracy</i>
2.2 Analyse data/information to address identified purpose and audience
2.3 Collate data/information in a logical manner and prepare for presentation |
| 3) Present workplace data/information | 3.1 Select appropriate <i>modes of communication</i> to suit the purpose and context of the information being provided
3.2 Explain data/information to others as required to support its application to workplace operations
3.3 Answer questions about the data/information collected and clarify appropriately within scope of practice
3.4 Record and store data/information |

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:

- Adverse Drug Reactions (ADR) and other medication incidents:
 - data required for reporting
 - meaning of ADR
 - process for reporting
 - purpose of reporting
- Biochemical, haematological and microbiology tests:
 - purpose of tests
 - understanding, of the abbreviations used
 - understanding of the concept of reference range
- Client data:
 - client unit record number
 - how to ensure client data retrieved is for the correct client
 - understanding concept of key performance indicators and data reported
 - understanding of how to identify and access client data
 - understanding of the concept of reference range
- Clinical trials:
 - purpose of collection of information and the data required
 - understanding of the importance of maintaining confidentiality/blinding
- Law of consent to medical treatment
- Legal and ethical requirements and responsibilities related to the pharmacy support worker
- Medication reconciliation:
 - meaning and purpose of medication reconciliation
 - potential sources of data on medication history and medication management (e.g. hospital records, community pharmacy, patient's own medications, etc)
- Organisation clinical information system
- Organisation clinical policies and procedures
- Pharmacy or health facility computer system related to the collection and presentation

REQUIRED SKILLS AND KNOWLEDGE

of workplace data and information

- Principles and practices of ethical and professional codes of conduct
- Principles of privacy and confidentiality in relation to collecting and providing information
- Role of the drug information pharmacist or medicines management pharmacist, Quality Use of Medicines Pharmacist, Drug Utilisation Evaluation Pharmacists, Clinical Trial Pharmacists and when to utilise them

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:

- Standard 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
- Therapeutic drug monitoring:
 - medicines that require monitoring
 - purpose of monitoring
 - understanding of the concept of therapeutic range
- Understand the order of referencing i.e. primary, secondary, tertiary references
- Understand the concept of Drug Utilisation Evaluation and the data reported
- Understand concept of key performance indicators and data reported
- Understanding of different medicine groups, including:
 - analgesics and anti-inflammatory agents
 - analgesics and anti-inflammatory agents
 - anti-coagulants
 - anti-depressants

REQUIRED SKILLS AND KNOWLEDGE

- anti-diabetic agents
- anti-epileptics
- anti-gout agents
- anti-histamines
- anti-hypertensives
- anxiolytics and hypnotics
- asthma treating agents
- cholesterol and lip lowering agents
- corticosteroids
- diuretics
- gastro-intestinal agents
- heart medicines

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:

- Understanding of different medicine groups, including (contd):
 - hormonal medicines
 - osteoporosis medicines
 - viral and anti-bacterial agents, anti-fungals or antibiotics
- Understanding of the following factors affecting action of medicine groups:
 - blood pressure
 - breast feeding
 - geriatric
 - hepatic impairment
 - paediatric
 - pregnancy
 - renal impairment
- Understanding of the following terms:
 - bioavailability
 - bioequivalence
 - drug absorption
 - drug distribution
 - drug elimination
 - drug half-life
 - drug metabolism
- Understanding of the concept of drug-drug interactions, drug-food interactions and

REQUIRED SKILLS AND KNOWLEDGE

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

It is critical that the candidate demonstrate the ability to:

- Follow instructions
- Complete tasks accurately and efficiently
- Identify issues outside scope of practice and refer to the authorised person
- Work in accordance with work health and safety, and infection control guidelines related to the collection and presentation of workplace data and information
- Work in accordance with relevant organisation policy, legislative requirements, industrial awards and agreements, in-house standard operating procedures (SOPs) and professional practice standards, particularly the Society of Hospital Pharmacists (SHPA) Standards of Practice for Clinical Pharmacy related to the collection and presentation of workplace data and information

This includes the ability to:

- Arrange information and present it in a form appropriate for the organisation's work practices
- Comply with legal and ethical requirements and organisation policies and procedures related to the collection and presentation of workplace data and information, 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
- Screen biochemical, haematological and microbiological tests for abnormal results and to notify the pharmacist
- Source and gather relevant information including:
 - any preparatory information required for reporting Adverse Drug Reactions and other medication incidents, Drug Utilisation Evaluation, and clinical trials information about medicines
 - biochemical, haematological and microbiological tests
 - drug levels
 - information needed to interpret drug levels
 - information requested by the pharmacist
 - organisation clinical policies and procedures
 - specific client data

REQUIRED SKILLS AND KNOWLEDGE

- 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 to collect and present workplace data and information

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 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

EVIDENCE GUIDE

Context of and specific resources for assessment:

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

Method of assessment may include:

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

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:

- By phone
- Verbal
- Via electronic means
- Written

Data and information may include:

- Admission information
- Consumer Medicine Information (CMI)
- Data for clinical trials
- Data for drug utilisation reviews and evaluations (DUE)
- Data for reporting Adverse Drug Reactions (ADRs) and other medication incidents
- Key performance indicator data
- Laboratory results, including drug levels
- Manufacturers instructions
- Safety audit data

Sources of data/information may include:

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

RANGE STATEMENT

Checks for completeness and accuracy may include:

- Appropriate date and time of laboratory results
- Client record number / medicare number / individual healthcare identifiers (IHI) and name
- Specific CMI for client's own medicines or treatment
- Specific laboratory results requested

Modes of communication may include:

- Power point presentation
- Use of spreadsheets, graphs and charts

Unit Sector(s)

Not applicable.

Custom Content Section

Not applicable.