



Australian Government

Department of Education, Employment and Workplace Relations

SIRCHCS414 Support the management of obstructive sleep apnoea

Release: 1

SIRCHCS414 Support the management of obstructive sleep apnoea

Modification History

The version details of this endorsed unit are in the table below. The latest information is at the top.

Release	Comments
First Release	New unit

Unit Descriptor

This unit describes the performance outcomes, skills and knowledge required to advise on, trial, recommend and supply continuous positive airway pressure (CPAP) equipment and to provide ongoing support to customers who are self-managing medically diagnosed sleep apnoea conditions.

Application of the Unit

This unit applies to community pharmacy employees working as pharmacy assistants or dispensary assistants. Pharmacy assistants work directly with customers in supporting their management of obstructive sleep apnoea. In situations where customers require referral to a pharmacist for therapeutic advice or where the supply of Pharmacist Only Medicines or products is required, the pharmacy assistant gathers information, refers the customer on, and then supports the pharmacist by finalising the supply of medicines, products and CPAP equipment.

A person undertaking this role is required to work under the supervision of a pharmacist.

Licensing/Regulatory Information

No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Pre-Requisites

Not applicable.

Employability Skills Information

This unit contains employability skills.

Elements and Performance Criteria Pre-Content

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
Elements describe the essential outcomes of a unit of competency.	Performance criteria describe the performance needed to demonstrate achievement of the element. Where bold italicised text is used, further information is detailed in the required skills and knowledge section and the range statement. Assessment of performance is to be consistent with the evidence guide.
1. Identify and respond to customer needs.	1.1. Follow <i>pharmacy protocols and procedures</i> to determine <i>customer requirements</i> . 1.2. Identify and act on <i>triggers for referral to a pharmacist</i> . 1.3. Follow pharmacy procedures to respect and protect customer privacy.
2. Complete equipment trial hire documentation.	2.1. Establish that the <i>customer</i> has documented recommendations from a sleep specialist. 2.2. Explain equipment trial and hire service and future purchase options and confirm customer understanding. 2.3. Complete CPAP equipment <i>hire agreement</i> signed by customer and a pharmacy representative. 2.4. Supply a signed copy to the customer and file duplicate pharmacy agreement.
3. Provide advice on CPAP equipment products and services.	3.1. Follow sleep study specialist recommendations and set up <i>CPAP trial equipment</i> on auto. 3.2. Fit mask and demonstrate use and hygienic maintenance of trial equipment. 3.3. Review machine readings and mask comfort after one week and adjust settings to mid-range of readings taken across the week. 3.4. Review trial at prearranged intervals and replace mask type to ensure effective operation and customer comfort where required. 3.5. Advise patient to return to treating sleep specialist for re-assessment and advice on re-adjustment of settings where snoring persists.
4. Supply sleep apnoea products.	4.1. Recommend and supply suitable CPAP equipment for customer purchase from the pharmacy range after trial period. 4.2. Explain and demonstrate required care, cleaning and maintenance of equipment to customers. 4.3. Provide ongoing support and recommend strategies to assist customer to adjust to using CPAP equipment where required. 4.4. Supply <i>replacement parts</i> to customers where required. 4.5. Identify and act on opportunities to suggest companion <i>products</i>

relevant to desired health-care outcomes.

4.6. Identify and access ***sources of information, specialist services and practitioners.***

Required Skills and Knowledge

This section describes the skills and knowledge required for this unit.

Required skills

- communication skills to:
 - interact with the customer to:
 - ask questions to identify and confirm requirements
 - provide information
 - confirm understanding
 - explain pharmacy CPAP services to customers
 - recommend and supply CPAP equipment
 - use and interpret non-verbal communication
 - refer to a pharmacist or other pharmacy staff
- learning skills to maintain currency of knowledge about machinery and equipment used in the treatment of sleep apnoea
- literacy skills to:
 - interpret and explain information on CPAP product care, maintenance and cleaning
 - use sleep specialist information and services to support the management of obstructive sleep apnoea
- planning and organising skills to meet customer service requirements
- teamwork skills to operate as part of a pharmacy team, providing relevant information and seeking advice from a pharmacist and other pharmacy staff as required
- technology skills to:
 - access and use information systems required by the role
 - adjust settings on CPAP machines
 - use CPAP equipment

Required knowledge

- common symptoms of sleep disordered breathing conditions, such as obstructive sleep apnoea and related conditions, including:
 - snoring
 - sleep arousal
 - poor quality sleep leading to:
 - daytime sleepiness, fatigue and tiredness
 - poor concentration
 - irritability and mood changes
- common lifestyle factors that can contribute to sleep disorder conditions, such as:
 - consuming alcohol prior to sleep
 - obesity
 - smoking

- use of sedatives
- common types of sleep disorder breathing and their physiological effects on the body, including:
 - normal flow
 - narrowed flow
 - flow limitation with snoring
 - apnoea
- pharmacy protocols and procedures relating to:
 - collecting information from customers
 - collecting and supplying information to an agent acting on behalf of a customer
 - hiring and supplying CPAP machines and equipment
 - identifying and acting on triggers for referral to a pharmacist
 - providing CPAP services
 - respecting and protecting customer privacy
- personal role boundaries and responsibilities, and circumstances under which referral to a pharmacist or other pharmacy staff is required
- procedures for the use, care and maintenance for CPAP equipment
- product and health condition terminology
- sources of information, advice and specialist services relating to obstructive sleep apnoea

Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required skills and knowledge, range statement and the Assessment Guidelines for the Training Package.

Overview of assessment

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

Evidence of the ability to:

- apply knowledge of sleep disordered breathing conditions and the application of continuous positive airway pressure to advise on CPAP equipment products and services
- demonstrate the use, care and hygienic maintenance of CPAP equipment to customers
- fit, recommend and supply CPAP equipment to customers
- identify and refer to specialist sources of information, advice and expertise to assist the customer and maintain personal currency of knowledge
- recognise and act on situations or requests requiring referral to a pharmacist.

Context of and specific resources for assessment

Assessment must ensure that competency is:

- observed by the assessor or the technical expert working in partnership with the assessor as described in the assessment guidelines
- demonstrated across a range of customers over sufficient time to include handling of a range of contingencies
- demonstrated in a real or simulated pharmacy environment, which may include customer interruptions and involvement in other related activities normally expected in the pharmacy.

Assessment must ensure access to:

- a range of real or simulated customers with different CPAP requirements
- a range of CPAP equipment
- pharmacy protocols and procedures
- relevant documentation, such as:
 - sleep specialists' recommendations
 - CPAP equipment product and service information.

Method of assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this unit:

- observation of the candidate in the workplace:
 - consulting with customers to identify their CPAP requirements
 - trialling and reviewing the use of CPAP equipment by customers
 - recommending and selling CPAP equipment
 - sourcing and providing information on lifestyle and self-care practices
- written or oral questions appropriate to the language and literacy level of the learner to test relevant underpinning knowledge
- role plays to confirm communication skills to meet diverse customer requirements
- review of portfolios of evidence and third-party workplace reports of on-the-job performance.

Guidance information for assessment

Holistic assessment with other units relevant to the industry sector, workplace and job role is recommended.

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. Bold italicised wording, if used in the performance criteria, is detailed below. 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) may also be included.

Pharmacy protocols and procedures may include:

- interacting with the customer to establish:
 - who the product is for
 - that the customer has documented recommendations from a sleep specialist advising on equipment and settings
 - that CPAP equipment being purchased is for a customer who is under the supervision of a doctor
- assessing:
 - customer responses to questions
 - own confidence that the product or service requested by the customer or envisaged by the pharmacy assistant is right for the customer's symptoms.

Customer requirements may include:

- assistance with the use or maintenance of customer's own CPAP equipment
- advice on CPAP equipment based on the outcomes of:
 - a home-based sleep study
 - an in-hospital sleep clinic study
- review of the trial of CPAP equipment
- replacement parts for CPAP equipment.

Triggers for referral to a pharmacist must include:

- customer who is:
 - a child under 2
 - an aged person
 - pregnant or breastfeeding
 - taking other medicines
- customer who has:
 - had the complaint for some time
 - other health conditions, such as asthma, diabetes and high blood pressure
 - used the product before but is not satisfied with its efficacy
- customer appears to be:
 - sick
 - angry
 - confused
 - dissatisfied

- uncertain
 - under the influence of drugs or alcohol
 - pharmacy assistant is unsure and needs confirmation of the medicine selected, even if the product has been requested by name.
- Customer** may include people:
- from a range of social, cultural and ethnic backgrounds and with varying mental and physical abilities
 - referred to the pharmacy by a general practitioner or sleep specialist
 - visiting the pharmacy, contacting the pharmacy by phone, or in their own home
 - with special needs, such as:
 - the elderly
 - infants
 - who are:
 - drug or alcohol affected
 - emotionally unstable
 - mentally unstable
 - physically unwell.
- Hire agreement** may include:
- acceptance of hire, including checklist indicating that:
 - items were checked by the pharmacy for suitability prior to hire
 - mask was fitted to the hirer
 - use of the CPAP machine was explained at the time of hire and appropriate printed instructions were provided
 - proper maintenance and care of items was explained and appropriate printed instructions were provided
 - hirer was satisfied with the condition and suitability for the purpose of the equipment
 - checklist was signed and dated by the hirer
 - equipment details, including serial number for each item
 - hirer details
 - hire period, including:
 - period
 - deposit
 - delivery charge (if applicable)
 - rate per period
 - total amount paid
 - total hire fee
 - pharmacy details
 - printed information outlining conditions of hire relating

to:

- acceptance
- default
- delivery of the equipment
- general matters
- hire fees
- liability
- meanings in the agreement
- proper care
- termination of the agreement and return of equipment
- signed and dated on behalf of the pharmacy.

CPAP trial equipment may include:

- CPAP machine
- humidifier
- masks
- tubing.

Replacement parts may include:

- filters
- humidifier tank
- masks
- tubing.

Companion products may include:

- aids to maintain skin integrity on facial areas impacted by masks, such as:
 - adhesive dressings
 - creams.

Sources of information, specialist services and practitioners may include:

- doctors
- health-care information
- manufacturer information
- pharmacy or supplier product leaflets, brochures and manuals
- pharmacists
- reliable websites.

Unit Sector(s)

Community Pharmacy

Competency field

Health Care Support