AFPC outcomes mapped to PHM310 Health Systems II

The list of AFPC outcomes with the course objectives mapped to these outcomes is below the list of course learning objectives.

Course Learning Objectives

Upon completion of this course, students will have achieved the following learning objectives:

Knowledge

Introductory

1. To describe selected current issues and trends in the Canadian health care system with important implications for pharmacy practice.
   **Assignments:** 1 & 2
   **Lectures:**
   - Introduction
   - Categorization
   - Indigenous Health
   - Health Advocacy
   - System of Professions
   - Accreditation and Quality in Health Care
   - Reimbursement Frameworks and Pharmacare
   - Canada’s Opioid Crisis
   - Patient Safety and Medication Errors
   - e-Health
   - The Patient Voice
   - Integrating the course

2. To identify regulatory, reimbursement, quality of care, and technology drivers of pharmacy practice change in Ontario and, where relevant, nationally and internationally.
   **Lectures:**
   - Accreditation and Quality in Health Care
   - Reimbursement Frameworks and Pharmacare
   - Patient Safety and Medication Errors
   - e-Health

3. To discuss the trend to assessing and reporting quality indicators for health care systems and to holding health care provider organizations accountable for meeting quality targets, and provide examples of the trend in community and hospital/institutional pharmacy.
   **Lectures:**
   - Health Advocacy
   - Accreditation and Quality in Health Care
   - Canada’s Opioid Crisis
   - Patient Safety and Medication Errors
   - The Patient Voice

4. To explain some of the consequences associated with the system of professions and its impact on care delivery and collaborative care relationships.
Lectures:
- System of Professions

5. To discuss the current opioid crisis from a system perspective and propose system level solutions that pharmacists can lead and be involved in.

Lectures:
- Canada’s Opioid Crisis

6. Discuss a “Leading the Way” plan to respond to the Truth and Reconciliation Commission of Canada Calls to Action as it relates to the pharmacist/pharmacy practice role in healthcare and/or society.

Lectures:
- Indigenous Health

Intermediate

7. To explain how the health system issues and trends identified in objective #1 and 2 above have the potential to alter pharmacy practice.

Lectures:
- Categorization
- Indigenous Health
- Health Advocacy
- System of Professions
- Accreditation and Quality in Health Care
- Reimbursement Frameworks and Pharmacare
- Canada’s Opioid Crisis
- Patient Safety and Medication Errors
- e-Health
- The Patient Voice

8. To identify strategic pharmacist-initiated responses to issues and trends in health care such that the medication-related needs of clients (patients and third party payors) continue to be met.

Lectures:
- Categorization
- Indigenous Health
- Health Advocacy
- System of Professions
- Accreditation and Quality in Health Care
- Reimbursement Frameworks and Pharmacare
- Canada’s Opioid Crisis
- Patient Safety and Medication Errors
- e-Health
- The Patient Voice

Skills

Intermediate Level

9. To analyze pharmacy-related health systems issues and trends from the perspectives of practicing pharmacists and to effectively communicate this analysis in writing and verbally.
Assignments: 1 & 2

Lectures:
- Categorization
- Health Advocacy
- System of Professions
- Accreditation and Quality in Health Care
- Reimbursement Frameworks and Pharmacare
- Canada’s Opioid Crisis
- Patient Safety and Medication Errors
- e-Health

10. To critically reflect on the limitations inherent to collaborative care as a solution for broader problems of care delivery in writing.

Lectures:
- System of Professions

11. To critically assess suggestions to improve equity in the healthcare system.

Lectures:
- Categorization
- Indigenous Health
- Health Advocacy
- Accreditation and Quality in Health Care
- Reimbursement Frameworks and Pharmacare
- Canada’s Opioid Crisis
- Patient Safety and Medication Errors
- e-Health
- The Patient Voice

12. To use the Model for Improvement to plan the steps for a specific quality improvement project

Lectures:
- Accreditation and Quality in Health Care
- Patient Safety and Medication Errors

Attitudes/Values
Intermediate Level

13. To reflect on one’s own explicit and implicit beliefs about different groups of people (such as the elderly, women, racial and sexual minorities, Indigenous peoples etc.), in order to evaluate the impact of these beliefs and of social categorization on practice and downstream health equity.

Lectures:
- Categorization
- Indigenous Health
- Health Advocacy
- The Patient Voice

14. To develop a sense of enquiry and professional responsibility regarding being aware of, and informed about, emerging health issues, initiatives and policies that might affect
pharmacy and pharmacists.

Assignments: 1 & 2
Lectures:
- Introduction
- Categorization
- Indigenous Health
- Health Advocacy
- System of Professions
- Accreditation and Quality in Health Care
- Reimbursement Frameworks and Pharmacare
- Canada’s Opioid Crisis
- Patient Safety and Medication Errors
- e-Health
- The Patient Voice
- Integrating the course

Care provider
CP1 Practise within the pharmacist scope of practice and expertise.

CP1.1 Apply knowledge from the foundational sciences to make decisions relevant to the contemporary and evolving scope of pharmacist practice.

CP1.2 Integrate AFPC Communicator, Collaborator, Leader-Manager, Health Advocate, Scholar and Professional roles in their practice of pharmacy.

CP1.3 Recognize and respond to the complexity, uncertainty and ambiguity inherent in pharmacy practice.
PHM310 objective 5: To discuss the current opioid crisis from a system perspective and propose system level solutions that pharmacists can lead and be involved in.
PHM310 objective 7: To explain how the health system issues and trends identified in objective #1 and 2 above have the potential to alter pharmacy practice.
PHM310 objective 8: To identify strategic pharmacist-initiated responses to issues and trends in health care such that the medication-related needs of clients (patients and third party payors) continue to be met
PHM310 objective 13: To reflect on one’s own explicit and implicit beliefs about different groups of people (such as the elderly, women, racial and sexual minorities, Indigenous peoples etc.), in order to evaluate the impact of these beliefs and of social categorization on practice and downstream health equity.

CP1.4 Explain the benefits, risks and rationale associated with pharmacist-provided care as an important step in obtaining and documenting consent to pharmacist care.

CP1.5 Recognize and take appropriate action when signs, symptoms and risk factors that relate to medical or health problems that fall into the scope of practice of other health professionals are encountered.
PHM310 objective 5: To discuss the current opioid crisis from a system perspective and propose system level solutions that pharmacists can lead and be involved in.

CP2 Provide patient-centred care.
PHM310 objective 13: To reflect on one’s own explicit and implicit beliefs about different groups of people (such as the elderly, women, racial and sexual minorities, Indigenous peoples etc.), in order to evaluate the impact of these beliefs and of social categorization on practice and downstream health equity.

CP2.1 Collect, interpret and assess relevant, necessary information about a patient’s health-related care needs.
CP2.2 Formulate assessments of actual and potential issues and in collaboration with the patient and other health team members as appropriate, prioritize issues to be addressed in a given patient encounter.

CP2.3 Create and document plans in collaboration with the patient and other health team members as appropriate, and make recommendations to prevent, improve or resolve issues.
PHM310 objective 4: To explain some of the consequences associated with the system of professions and its impact on care delivery and collaborative care relationships.
PHM310 objective 7: To explain how the health system issues and trends identified in objective #1 and 2 above have the potential to alter pharmacy practice.

CP2.4 Implement plans in collaboration with the patient and other health team members as appropriate, including:
CP2.4.1 obtaining consent
CP2.4.2 making a referral or consulting others
CP2.4.3 adapting, initiating, renewing/continuing, discontinuing or administering medication as authorized
CP2.4.4 dispensing and/or
CP2.4.4b compounding and/or
CP2.4.4c delegating/authorizing such tasks to others appropriately
CP2.4.5 engaging the patient or care-giver through education, empowerment and self-management, and
CP2.4.6 negotiating the role of pharmacy and non-pharmacy team members in continuity and transitions of care.

PHM310 objective 4: To explain some of the consequences associated with the system of professions and its impact on care delivery and collaborative care relationships.
PHM310 objective 7: To explain how the health system issues and trends identified in objective #1 and 2 above have the potential to alter pharmacy practice.
CP2.5 Follow-up by monitoring, evaluating progress toward achievement of the patient’s goals of therapy, adjusting plans in collaboration with the patient and health team members across the care continuum.

PHM310 objective 4: To explain some of the consequences associated with the system of professions and its impact on care delivery and collaborative care relationships.

CP3 Actively contribute, as an individual and as a member of a team providing care, to the continuous improvement of health care quality and patient safety.

PHM310 objective 2: To identify regulatory, reimbursement, quality of care, and technology drivers of pharmacy practice change in Ontario and, where relevant, nationally and internationally.

PHM310 objective 3: To discuss the trend to assessing and reporting quality indicators for health care systems and to holding health care provider organizations accountable for meeting quality targets, and provide examples of the trend in community and hospital/institutional pharmacy.

PHM310 objective 7: To explain how the health system issues and trends identified in objective #1 and 2 above have the potential to alter pharmacy practice.

PHM310 objective 12: To use the Model for Improvement to plan the steps for a specific quality improvement project

CP3.1 Recognize and respond to harm and potential harm from health care delivery, including patient safety incidents.

PHM310 objective 5: To discuss the current opioid crisis from a system perspective and propose system level solutions that pharmacists can lead and be involved in.

PHM310 objective 7: To explain how the health system issues and trends identified in objective #1 and 2 above have the potential to alter pharmacy practice.

PHM310 objective 8: To identify strategic pharmacist-initiated responses to issues and trends in health care such that the medication-related needs of clients (patients and third party payors) continue to be met

PHM310 objective 12: To use the Model for Improvement to plan the steps for a specific quality improvement project

CP3.2 Adopt strategies that promote patient safety and address human and system factors

PHM301 objective 2: To identify regulatory, reimbursement, quality of care, and technology drivers of pharmacy practice change in Ontario and, where relevant, nationally and internationally.

PHM310 objective 5: To discuss the current opioid crisis from a system perspective and propose system level solutions that pharmacists can lead and be involved in.
PHM310 objective 6: Discuss a “Leading the Way” plan to respond to the Truth and Reconciliation Commission of Canada Calls to Action as it relates to the pharmacist/pharmacy practice role in healthcare and/or society.

PHM310 objective 7: To explain how the health system issues and trends identified in objective #1 and 2 above have the potential to alter pharmacy practice.

PHM310 objective 8: To identify strategic pharmacist-initiated responses to issues and trends in health care such that the medication-related needs of clients (patients and third party payors) continue to be met

PHM310 objective 12: To use the Model for Improvement to plan the steps for a specific quality improvement project

Concepts: Care Provider Role

A1 Accuracy
A2 Agreed upon goals of care
A3 Application of core clinical and biomedical sciences to pharmacy care
A4 Applied capacity for self-regulation (monitoring one’s thoughts, behaviours, emotions and attention to optimal performance and well-being)
A5 Attention to psychological aspects of illness
A6 Clinical decision-making
A7 Collaboration with other providers across the care continuum
A8 Complexity, uncertainty, ambiguity in clinical decision-making
A9 Consent
A10 Constructive negotiation
A11 Cultural safety
A12 Compounding and dispensing to implement a care plan
A13 Disclosure of harmful and potentially harmful patient safety incidents; commitment to disclosure as part of maintaining trusting relationships
A14 Direct instruction
A15 Duty of care; scope of practice
A16 Effective oral and written information for patient care across all media
A17 Effective triage of patients’ issues
A18 Follow-up
A19 Integration of Communicator, Collaborator, Leader-Manager, Health Advocate, Scholar, Professional roles in the Care Provider role
A20 Intraprofessional health care
A21 Interpreting diagnostic tests
A22 Interprofessional health care
A23 Legal frameworks governing practice
A24 Medication therapy expertise
A25 Patient-centred clinical assessment and management
A26 Patient safety; commitment to patient safety
A27 Priority-setting
A28 Quality improvement; commitment to quality improvement
A29 Situational awareness
A30 Transitions and continuity of care
A31 Working within the health team

**Communicator**

CM1 Communicate in a responsible and responsive manner that encourages trust and confidence.

PHM310 objective 9: To analyze pharmacy-related health systems issues and trends from the perspectives of practicing pharmacists and to effectively communicate this analysis in writing and verbally.

CM1.1 Select and use oral, non-verbal and written communication strategies (tools, techniques, technologies) effectively so that the patient’s best interests are foremost.

CM1.2 Provide timely, clear responses that are tailored to the context and audience.

PHM310 objective 9: To analyze pharmacy-related health systems issues and trends from the perspectives of practicing pharmacists and to effectively communicate this analysis in writing and verbally.

CM1.3 Express facts, evidence, opinions and positions accurately and effectively, with clarity and confidence.

PHM310 objective 9: To analyze pharmacy-related health systems issues and trends from the perspectives of practicing pharmacists and to effectively communicate this analysis in writing and verbally.

CM1.4 Listen, actively solicit and respond appropriately to ideas, opinions and feedback from others.

CM1.5

Use language, pace, tone and non-verbal communication that is suitable for:

a) the intended outcomes of the communication, and

b) the complexity, ambiguity, urgency and/or difficulty of a situation, conversation or conflict.

PHM310 objective 9: To analyze pharmacy-related health systems issues and trends from the perspectives of practicing pharmacists and to effectively communicate this analysis in writing and verbally.

CM1.6 Seek and synthesize relevant information from others in a manner that ensures common understanding and where applicable, clarifies and secures agreement and/or consent.

PHM310 objective 9: To analyze pharmacy-related health systems issues and trends from the perspectives of practicing pharmacists and to effectively communicate this analysis in writing and verbally.

CM1.7 Compose and share oral, written and electronic information in a manner that optimizes patient safety, dignity, confidentiality and privacy.
CM2 Communicate in a manner that supports a team approach to health promotion and health care.
PHM310 objective 4: To explain some of the consequences associated with the system of professions and its impact on care delivery and collaborative care relationships.

CM2.1 Engage in respectful, empathetic, compassionate, non-judgmental, culturally safe, tactful conversations with patients, communities, populations and health team members.
PHM310 objective 4: To explain some of the consequences associated with the system of professions and its impact on care delivery and collaborative care relationships.
PHM310 objective 7: To explain how the health system issues and trends identified in objective #1 and 2 above have the potential to alter pharmacy practice.

PHM310 objective 9: To analyze pharmacy-related health systems issues and trends from the perspectives of practicing pharmacists and to effectively communicate this analysis in writing and verbally.
PHM310 objective 13: To reflect on one’s own explicit and implicit beliefs about different groups of people (such as the elderly, women, racial and sexual minorities, Indigenous peoples etc.), in order to evaluate the impact of these beliefs and of social categorization on practice and downstream health equity.

CM2.2 Demonstrate awareness of the impact of one’s own experience level, professional culture, biases and power and hierarchy within the health team on effective working relationships, communication and conflict resolution with health team members and adapt the approach to the situation appropriately.
PHM310 objective 4: To explain some of the consequences associated with the system of professions and its impact on care delivery and collaborative care relationships.
PHM310 objective 9: To analyze pharmacy-related health systems issues and trends from the perspectives of practicing pharmacists and to effectively communicate this analysis in writing and verbally.
PHM310 objective 13: To reflect on one’s own explicit and implicit beliefs about different groups of people (such as the elderly, women, racial and sexual minorities, Indigenous peoples etc.), in order to evaluate the impact of these beliefs and of social categorization on practice and downstream health equity.

CM2.3 Demonstrate accuracy and appropriateness of communication as well as respect for the role of other health team members when disclosing information about harmful or potentially harmful situations.
PHM310 objective 4: To explain some of the consequences associated with the system of professions and its impact on care delivery and collaborative care relationships.
PHM310 objective 7: To explain how the health system issues and trends identified in objective #1 and 2 above have the potential to alter pharmacy practice.

CM2.4 In word and in action, convey the importance of teamwork in patient-centred care, patient safety, health care quality improvement and health program delivery.
PHM310 objective 4: To explain some of the consequences associated with the system of professions and its impact on care delivery and collaborative care relationships.
PHM310 objective 7: To explain how the health system issues and trends identified in objective #1 and 2 above have the potential to alter pharmacy practice.

Concepts: Communicator Role

B1 Accuracy
B2 Active listening
B3 Agreed upon goals of care
B4 Appropriate documentation
B5 Attention to psychological aspects of illness
B6 Bias
B7 Complexity, uncertainty, ambiguity in clinical decision-making
B8 Conflict resolution, management and prevention
B9 Consent
B10 Cultural safety
B11 Disclosure of harmful and potentially harmful patient safety incidents; commitment to disclosure as part of maintaining trusting relationships
B12 Effective oral and written information for patient care across all media
B13 Efficiency, timeliness
B14 Eliciting and synthesizing information for patient care
B15 Empathy
B16 Ethics in the patient-pharmacist encounter
B17 Feedback (seeking and/or providing)
B18 Handovers (of patient care)
B19 Intraprofessional care
B20 Interprofessional care
B21 Mutual understanding
B22 Patient-centred approach to communication
B23 Patient safety; commitment to patient safety
B24 Performance assessment
B25 Privacy and confidentiality
B26 Proficient oral and non-verbal communication
B27 Quality improvement; commitment to quality improvement
B28 Relational competence in interactions
B29 Respect for diversity
B30 Self-awareness; insight
B31 Self-improvement
B32 Shared decision-making; securing agreement
B33 Sharing knowledge and information
B34 Team dynamics
B35 Therapeutic relationships with patients
B36 Time management
B37 Trust in the patient-pharmacist relationship
B38 Working within the health team
Collaborator

CL1 Work effectively with members of the health team including patients, pharmacy colleagues and individuals from other professions.

PHM310 objective 4: To explain some of the consequences associated with the system of professions and its impact on care delivery and collaborative care relationships.

PHM310 objective 7: To explain how the health system issues and trends identified in objective #1 and 2 above have the potential to alter pharmacy practice.

PHM310 objective 8: To identify strategic pharmacist-initiated responses to issues and trends in health care such that the medication-related needs of clients (patients and third party payors) continue to be met

PHM310 objective 10: To critically reflect on the limitations inherent to collaborative care as a solution for broader problems of care delivery in writing.

CL1.1 Establish and maintain positive relationships.

PHM310 objective 4: To explain some of the consequences associated with the system of professions and its impact on care delivery and collaborative care relationships.

PHM310 objective 5: To discuss the current opioid crisis from a system perspective and propose system level solutions that pharmacists can lead and be involved in.

PHM310 objective 7: To explain how the health system issues and trends identified in objective #1 and 2 above have the potential to alter pharmacy practice.

PHM310 objective 10: To critically reflect on the limitations inherent to collaborative care as a solution for broader problems of care delivery in writing.

CL1.2 Recognize, respect and negotiate the roles and shared/overlapping responsibilities of team members.

PHM310 objective 4: To explain some of the consequences associated with the system of professions and its impact on care delivery and collaborative care relationships.

PHM310 objective 6: To discuss the current opioid crisis from a system perspective and propose system level solutions that pharmacists can lead and be involved in.

PHM310 objective 7: To explain how the health system issues and trends identified in objective #1 and 2 above have the potential to alter pharmacy practice.

PHM310 objective 10: To critically reflect on the limitations inherent to collaborative care as a solution for broader problems of care delivery in writing.

CL1.3 Join with others in respectful, effective shared decision-making.

PHM310 objective 4: To explain some of the consequences associated with the system of professions and its impact on care delivery and collaborative care relationships.

PHM310 objective 7: To explain how the health system issues and trends identified in objective #1 and 2 above have the potential to alter pharmacy practice.
PHM310 objective 10: To critically reflect on the limitations inherent to collaborative care as a solution for broader problems of care delivery in writing.

CL2 Hand over the care of a patient to other pharmacy team members and non-pharmacy team members to facilitate continuity of safe patient care.

PHM310 objective 5: To discuss the current opioid crisis from a system perspective and propose system level solutions that pharmacists can lead and be involved in.

PHM310 objective 7: To explain how the health system issues and trends identified in objective #1 and 2 above have the potential to alter pharmacy practice.

PHM310 objective 10: To critically reflect on the limitations inherent to collaborative care as a solution for broader problems of care delivery in writing.

CL2.1 Determine when and how care should be handed over to another team member.

PHM310 objective 10: To critically reflect on the limitations inherent to collaborative care as a solution for broader problems of care delivery in writing.

CL2.2 Recognize, respect and honour the negotiated shared and overlapping responsibilities of patients, pharmacy team members and other health team members when handovers occur.

PHM310 objective 10: To critically reflect on the limitations inherent to collaborative care as a solution for broader problems of care delivery in writing.

CL2.3 Demonstrate safe handover of care, using oral, written and electronic communication, during a patient transition to a different care provider or setting.

Concepts: Collaborator Role

C1 Collaboration with other care providers across the continuum
C2 Conflict resolution, management and prevention
C3 Constructive negotiation
C4 Cultural safety
C5 Duty of care; scope of practice
C6 Effective consultation and referral
C7 Effective health teams
C8 Effective triage
C9 Handovers (of patient care)
C10 Intraprofessional health care
C11 Interprofessional health care
C12 Legal frameworks governing practice
C13 Patient safety; commitment to patient safety
C14 Pharmacist role, responsibilities, accountabilities as it relates to patient care
C15 Recognizing one’s own roles and limits
C16 Situational awareness
C17 Shared decision-making; securing agreement
C18 Sharing knowledge and information
C19 Team dynamics
C20 Transitions and continuity of care

**Lead-Manager**

**LM1 Contribute to optimizing health care delivery and pharmacy services.**

PHM301 objective 1: To describe selected current issues and trends in the Canadian health care system with important implications for pharmacy practice

PHM310 objective 2: To identify regulatory, reimbursement, quality of care, and technology drivers of pharmacy practice change in Ontario and, where relevant, nationally and internationally.

PHM310 objective 6: Discuss a *“Leading the Way”* plan to respond to the Truth and Reconciliation Commission of Canada *Calls to Action* as it relates to the pharmacist/pharmacy practice role in healthcare and/or society.

PHM310 objective 7: To explain how the health system issues and trends identified in objective #1 and 2 above have the potential to alter pharmacy practice.

PHM310 objective 8: To identify strategic pharmacist-initiated responses to issues and trends in health care such that the medication-related needs of clients (patients and third party payors) continue to be met

PHM310 objective 9: To analyze pharmacy-related health systems issues and trends from the perspectives of practicing pharmacists and to effectively communicate this analysis in writing and verbally.

PHM310 objective 12: To use the Model for Improvement to plan the steps for a specific quality improvement project

**LM1.1 Work with others to apply quality improvement strategies and techniques to optimize pharmacy care.**

PHM310 objective 3: To discuss the trend to assessing and reporting quality indicators for health care systems and to holding health care provider organizations accountable for meeting quality targets, and provide examples of the trend in community and hospital/institutional pharmacy.

PHM310 objective 8: To identify strategic pharmacist-initiated responses to issues and trends in health care such that the medication-related needs of clients (patients and third party payors) continue to be met

PHM310 objective 12: To use the Model for Improvement to plan the steps for a specific quality improvement project

**LM1.2 Contribute to a culture of patient safety.**

PHM310 objective 5: To discuss the current opioid crisis from a system perspective and propose system level solutions that pharmacists can lead and be involved in.
PHM310 objective 8: To identify strategic pharmacist-initiated responses to issues and trends in health care such that the medication-related needs of clients (patients and third party payors) continue to be met

LM1.3 Confirm the quality, safety and integrity of products.

PHM310 objective 8: To identify strategic pharmacist-initiated responses to issues and trends in health care such that the medication-related needs of clients (patients and third party payors) continue to be met

PHM310 objective 12: To use the Model for Improvement to plan the steps for a specific quality improvement project

LM1.4 Use health informatics to improve the quality of care, manage resources and optimize patient safety.

PHM310 objective 8: To identify strategic pharmacist-initiated responses to issues and trends in health care such that the medication-related needs of clients (patients and third party payors) continue to be met

PHM310 objective 12: To use the Model for Improvement to plan the steps for a specific quality improvement project

LM2 Contribute to the stewardship of resources in health care systems.

PHM310 objective 7: To explain how the health system issues and trends identified in objective #1 and 2 above have the potential to alter pharmacy practice.

PHM310 objective 8: To identify strategic pharmacist-initiated responses to issues and trends in health care such that the medication-related needs of clients (patients and third party payors) continue to be met

LM2.1 Apply evidence and management processes to achieve cost appropriate care.

PHM310 objective 8: To identify strategic pharmacist-initiated responses to issues and trends in health care such that the medication-related needs of clients (patients and third party payors) continue to be met

LM2.2 Allocate health care resources for optimal patient care.

PHM310 objective 7: To explain how the health system issues and trends identified in objective #1 and 2 above have the potential to alter pharmacy practice.

PHM310 objective 8: To identify strategic pharmacist-initiated responses to issues and trends in health care such that the medication-related needs of clients (patients and third party payors) continue to be met
LM2.3 Contribute to the management of finances and health human resources in pharmacy practice settings.

PHM310 objective 8: To identify strategic pharmacist-initiated responses to issues and trends in health care such that the medication-related needs of clients (patients and third party payors) continue to be met.

LM3 Demonstrate leadership skills.

LM3.1 Demonstrate leadership skills to enhance pharmacy practice and health care.

LM4 Demonstrate management skills.

LM4.1 Work with others to apply the principles of effective management and supervision of health human resources and medication use systems.

PHM310 objective 7: To explain how the health system issues and trends identified in objective #1 and 2 above have the potential to alter pharmacy practice.

LM4.2 Use effective strategies to manage and improve their own practice of pharmacy.

PHM310 objective 7: To explain how the health system issues and trends identified in objective #1 and 2 above have the potential to alter pharmacy practice.

PHM310 objective 8: To identify strategic pharmacist-initiated responses to issues and trends in health care such that the medication-related needs of clients (patients and third party payors) continue to be met.

**Concepts: Leader-Manager Role**

D1 Allocation and management of health care resources
D2 Business principles
D3 Commitment to optimizing pharmacy and health services
D4 Constructive negotiation
D5 Cultural safety
D6 Health informatics
D7 Intraprofessional health care
D8 Leading change
D9 Management to maintain practice and personal health
D10 Organizing, structuring, budgeting, financing
D11 Patient safety; commitment to patient safety
D12 Personal leadership skills
D13 Pharmacist role, responsibilities, accountabilities as it relates to patient care
D14 Pharmacist role, responsibilities, accountabilities as it relates to society
D15 Priority-setting
D16 Quality improvement, commitment to quality improvement
D17 Reflection on practice
D18 Remuneration
D19 Responsibility to self, including personal care, in order to serve others
D20 Self-awareness, insight
D21 Self-improvement
D22 Stewardship of health resources and human resources
D23 Supervising others
D24 Systems approach to health care

Health Advocate

HA1 “Respond to an individual patient’s health needs by advocating with the patient within and beyond the patient care environment.”

PHM310 objective 6: Discuss a “Leading the Way” plan to respond to the Truth and Reconciliation Commission of Canada Calls to Action as it relates to the pharmacist/pharmacy practice role in healthcare and/or society.

PHM310 objective 11: To critically assess suggestions to improve equity in the healthcare system.

PHM310 objective 13: To reflect on one’s own explicit and implicit beliefs about different groups of people (such as the elderly, women, racial and sexual minorities, Indigenous peoples etc.), in order to evaluate the impact of these beliefs and of social categorization on practice and downstream health equity.

HA1.1 “Work with patients to address determinants of health that affect them and their access to needed health services or resources.”

PHM310 objective 5: To discuss the current opioid crisis from a system perspective and propose system level solutions that pharmacists can lead and be involved in.

PHM310 objective 6: Discuss a “Leading the Way” plan to respond to the Truth and Reconciliation Commission of Canada Calls to Action as it relates to the pharmacist/pharmacy practice role in healthcare and/or society.

PHM310 objective 11: To critically assess suggestions to improve equity in the healthcare system.

PHM310 objective 13: To reflect on one’s own explicit and implicit beliefs about different groups of people (such as the elderly, women, racial and sexual minorities, Indigenous peoples etc.), in order to evaluate the impact of these beliefs and of social categorization on practice and downstream health equity.

HA1.2 “Work with patients to increase opportunities to adopt healthy behaviours.”

PHM310 objective 5: To discuss the current opioid crisis from a system perspective and propose system level solutions that pharmacists can lead and be involved in.
PHM310 objective 6: Discuss a “Leading the Way” plan to respond to the Truth and Reconciliation Commission of Canada Calls to Action as it relates to the pharmacist/pharmacy practice role in healthcare and/or society.

PHM310 objective 13: To reflect on one’s own explicit and implicit beliefs about different groups of people (such as the elderly, women, racial and sexual minorities, Indigenous peoples etc.), in order to evaluate the impact of these beliefs and of social categorization on practice and downstream health equity.

HA1.3 “Incorporate disease prevention, health promotion and health surveillance into interactions with individual patients.”

PHM310 objective 5: To discuss the current opioid crisis from a system perspective and propose system level solutions that pharmacists can lead and be involved in.

PHM310 objective 13: To reflect on one’s own explicit and implicit beliefs about different groups of people (such as the elderly, women, racial and sexual minorities, Indigenous peoples etc.), in order to evaluate the impact of these beliefs and of social categorization on practice and downstream health equity.

HA2 “Respond to the needs of communities or populations they serve by advocating with them for system-level change in a socially accountable manner.”

PHM310 objective 5: To discuss the current opioid crisis from a system perspective and propose system level solutions that pharmacists can lead and be involved in.

PHM310 objective 6: Discuss a “Leading the Way” plan to respond to the Truth and Reconciliation Commission of Canada Calls to Action as it relates to the pharmacist/pharmacy practice role in healthcare and/or society.

PHM310 objective 11: To critically assess suggestions to improve equity in the healthcare system.

PHM310 objective 13: To reflect on one’s own explicit and implicit beliefs about different groups of people (such as the elderly, women, racial and sexual minorities, Indigenous peoples etc.), in order to evaluate the impact of these beliefs and of social categorization on practice and downstream health equity.

HA2.1 “Work with a community or population to identify the determinants of health that affect them”.

PHM310 objective 5: To discuss the current opioid crisis from a system perspective and propose system level solutions that pharmacists can lead and be involved in.

PHM310 objective 6: Discuss a “Leading the Way” plan to respond to the Truth and Reconciliation Commission of Canada Calls to Action as it relates to the pharmacist/pharmacy practice role in healthcare and/or society.

PHM310 objective 13: To reflect on one’s own explicit and implicit beliefs about different groups of people (such as the elderly, women, racial and sexual minorities, Indigenous peoples etc.), in
order to evaluate the impact of these beliefs and of social categorization on practice and downstream health equity.

HA2.2 Participate in health promotion and disease prevention programs. 
PHM310 objective 6: Discuss a “Leading the Way” plan to respond to the Truth and Reconciliation Commission of Canada Calls to Action as it relates to the pharmacist/pharmacy practice role in healthcare and/or society.

PHM310 objective 13: To reflect on one’s own explicit and implicit beliefs about different groups of people (such as the elderly, women, racial and sexual minorities, Indigenous peoples etc.), in order to evaluate the impact of these beliefs and of social categorization on practice and downstream health equity.

Concepts: Health Advocate Role

E1 Adapting practice to respond to needs of patients, communities/populations served
E2 Advocacy in partnership with patients, communities and/or populations served
E3 Collaboration with other providers across the continuum of care
E4 Commitment to promotion of public good in health care
E5 Cultural safety
E6 Determinants of health
E7 Disease prevention
E8 Health equity
E9 Health policy principles and implications
E10 Health promotion
E11 Health system literacy
E12 Quality improvement, commitment to quality improvement
E13 Social accountability
E14 Societal expectations of pharmacists and the profession
E15 Systems approach to health care

Scholar

SC1 Apply medication therapy expertise to optimize pharmacy care, pharmacy services and health care delivery.

SC1.1 Use knowledge and problem-solving to arrive at recommendations and decisions that are appropriate, accurate and practical.

SC1.2 Use professional experience to solve routine, previously encountered problems.
PHM310 objective 14: To develop a sense of enquiry and professional responsibility regarding being aware of, and informed about, emerging health issues, initiatives and policies that might affect pharmacy and pharmacists.
SC1.3 Use established decision-making frameworks and apply learning required to manage new situations and problems.
PHM310 objective 12: To use the Model for Improvement to plan the steps for a specific quality improvement project

SC2 Integrate best available evidence into pharmacy practice.

SC2.1 Generate focused questions related to needs for information, recommendations and decisions in practice.
PHM310 objective 12: To use the Model for Improvement to plan the steps for a specific quality improvement project

SC2.2 Use systematic approaches in the search for best available evidence.

SC2.3 Critically appraise health-related research and literature.

SC2.4 Incorporate best available evidence in the decision-making process.

SC3 Contribute to the creation of knowledge or practices in the field of pharmacy.

SC3.1 Apply scientific principles of research and scholarly inquiry.
PHM310 objective 9: To analyze pharmacy-related health systems issues and trends from the perspectives of practicing pharmacists and to effectively communicate this analysis in writing and verbally.

PHM310 objective 14: To develop a sense of enquiry and professional responsibility regarding being aware of, and informed about, emerging health issues, initiatives and policies that might affect pharmacy and pharmacists.

SC3.2 Apply ethical principles that underlie research and scholarly inquiry.
PHM310 objective 9: To analyze pharmacy-related health systems issues and trends from the perspectives of practicing pharmacists and to effectively communicate this analysis in writing and verbally.
PHM310 objective 14: To develop a sense of enquiry and professional responsibility regarding being aware of, and informed about, emerging health issues, initiatives and policies that might affect pharmacy and pharmacists.

SC4 Teach other pharmacy team members, the public and other health care professionals including students.

SC4.1 Provide effective education to others.

SC4.2 Employ appropriate teaching roles when teaching others.
SC4.3 Deliver effective feedback in teaching and learning situations.

SC4.4 Use appropriate learning assessment and evaluation strategies when working with patients, team members, students and teachers.

Concepts: Scholar Role

F1 Bias
F2 Clinical decision-making
F3 Clinical reasoning
F4 Commitment to optimize pharmacy care, pharmacy services
F5 Conflict of interest
F6 Consent
F7 Critical appraisal of the literature
F8 Cultural safety
F9 Direct instruction
F10 Ethical principles and theories, ethical codes
F11 Ethics in research and scholarly inquiry
F12 Evidence-informed decision-making
F13 Facilitation of learning
F14 Feedback (seeking and/or providing)
F15 Learner assessment
F16 Optimization of the learning environment
F17 Pharmacist expertise
F18 Principles of assessment
F19 Privacy and confidentiality
F20 Role modeling
F21 Scholarly inquiry
F22 Scientific principles
F23 Supervising others
F24 Teacher assessment

Professional

PR1 Committed to apply best practices and adhere to high ethical standards in the delivery of pharmacy care.

PHM310 objective 14: To develop a sense of enquiry and professional responsibility regarding being aware of, and informed about, emerging health issues, initiatives and policies that might affect pharmacy and pharmacists.

PR1.1 Exhibit professional behaviour whether face-to-face, in writing or via technology-enabled communication. Professional behaviour includes but is not limited to:

a) demonstrating honesty, integrity, humility, commitment, altruism, compassion, respect and respect for diversity and patient autonomy;

b) being accessible, diligent, timely and reliable in service to others;

c) abiding by the principle of non-abandonment;
d) maintaining appropriate interpersonal boundaries;
e) maintaining professional composure, demeanour and language even in difficult situations; and
f) maintaining privacy and confidentiality.

PHM310 objective 9: To analyze pharmacy-related health systems issues and trends from the perspectives of practicing pharmacists and to effectively communicate this analysis in writing and verbally.

PR1.2 Use ethical frameworks as one component of professional judgment.

PR1.3 Recognize and respond to situations presenting ethical dilemmas, including conflicts of interest.

PR1.4 Engage in activities that:
a) protect the public; and
b) advance the practice of pharmacy.

PR2 Able to recognize and respond to societal expectations of regulated health care professionals.

PHM310 objective 14: To develop a sense of enquiry and professional responsibility regarding being aware of, and informed about, emerging health issues, initiatives and policies that might affect pharmacy and pharmacists.

PR2.1 Take responsibility and accountability for actions and inactions.

PR2.2 Demonstrate a commitment to patient safety and quality improvement.

PR2.3 Honour the laws, ethical codes and regulatory requirements (by-laws, standards, policies) that govern the self-regulated profession of pharmacy.

PHM310 objective 7: To explain how the health system issues and trends identified in objective #1 and 2 above have the potential to alter pharmacy practice.

PR2.4 Demonstrate an understanding of federal, provincial/territorial and municipal laws, policies and standards that apply to pharmacy workplaces.

PHM310 objective 7: To explain how the health system issues and trends identified in objective #1 and 2 above have the potential to alter pharmacy practice.

PR2.5 Demonstrate an ability to maintain competence to practise through evaluating areas for improvement and planning, undertaking learning activities to address limitations in competence and/or performance and incorporating learning into practice.

PR2.6 Identify and respond to unprofessional, unethical and illegal behaviours in pharmacists, other pharmacy team members and other health professionals.
PR3 Committed to self-awareness in the management of personal and professional well being.

PHM310 objective 14: To develop a sense of enquiry and professional responsibility regarding being aware of, and informed about, emerging health issues, initiatives and policies that might affect pharmacy and pharmacists.

PR3.1 Set professional and personal goals, priorities and manage their time to balance patient care, workflow and practice requirements.

PR3.2 Examine, reflect upon and manage personal attributes (knowledge, skills, beliefs, biases, motivations, emotions) that could influence self-development and professional performance.

PHM310 objective 14: To develop a sense of enquiry and professional responsibility regarding being aware of, and informed about, emerging health issues, initiatives and policies that might affect pharmacy and pharmacists.

PR3.3 Adapt their practice of pharmacy to fulfill evolving professional roles.

PR3.4 Recognize and respond to self and colleagues in need.

**Concepts: Professional Role**

G1 Accountability to professional regulatory authorities
G2 Altruism
G3 Applied capacity for self-regulation (monitoring one’s thoughts, behaviours, emotions and attention to optimal performance and well-being)
G4 Clinical decision-making
G5 Clinical reasoning
G6 Commitment to optimize pharmacy practice, pharmacy services
G7 Commitment to upholding professional standards
G8 Commitment to promotion of public good in health care
G9 Compassion and caring
G10 Conflict of interest
G11 Consent
G12 Compounding and dispensing to implement a care plan
G13 Cultural safety
G14 Disclosure of pharmacist and other health professionals’ limitations that affect care
G15 Efficiency, timeliness
G16 Empathy
G17 Ethical principles and theories, ethical codes
G18 Ethics in the patient-pharmacist encounter
G19 Feedback (seeking and/or providing)
G20 Health policy principles and limitations
G21 Integrity and honesty
G22 Legal frameworks governing practice
G23 Life-long learning
G24 Management to maintain practice and personal health
G25 Moral and ethical behaviour
G26 Patient safety, commitment to patient safety
G27 Performance assessment
G28 Personal leadership skills
G29 Personal learning plan
G30 Pharmacist role, responsibilities, accountabilities as it relates to society
G31 Privacy and confidentiality
G32 Professional boundaries
G33 Quality improvement, commitment to quality improvement
G34 Recognizing one’s own roles and limits
G35 Reflection on practice
G36 Respect for diversity
G37 Responsibility to self, including personal care, in order to serve others
G38 Responsibility to the profession
G39 Self-awareness, insight
G40 Self-improvement
G41 Societal expectations of pharmacists and the profession
G42 Supervising others
G43 Time management