



Nova Scotia
College of
Pharmacists

PHARMACIST Competency-Based Practice Assessment Manual

ASSESSOR AND INTERN INSTRUCTIONS

A copy of this manual can be found on the Nova Scotia College of Pharmacists' website. The intern and the assessor are advised to review the instructions and assessment tool prior to commencing the assessment.

Purpose

The purpose of the Competency Based Practice Assessment (CBPA) is to help the Nova Scotia College of Pharmacists (NSCP) determine an international pharmacy graduate's (IPGs) competence and readiness to safely and ethically practice pharmacy in Nova Scotia. The CBPA is used to assess the performance of the intern and will directly impact their ability to become registered as a pharmacist in this province. This assessment is a requirement for licensure (*Registration, Licensure and Professional Accountability Regulations* s. 7(3)(b)).

Format

The assessment is based on 43 specific performance indicators (PIs) drawn from the "*Professional Competencies for Canadian Pharmacists at Entry to Practice (2014)*" published by the National Association of Pharmacy Regulatory Authorities (NAPRA)¹.

The format of the CBPA is intended to mimic an average work week. The intern is required to complete 35-40 hours of practice under the assessor's supervision within a minimum one-week period². Throughout the course of the CBPA, the intern is expected to perform the duties of a practicing pharmacist, however as the intern is unlicensed at this point, the assessor will need to provide oversight for all of the intern's activities. The assessor is responsible for evaluating the performance of the intern during the CBPA and the NSCP relies on the pharmacist assessor to carry out this very important role.

Orientation

It is the intern's responsibility to contact the assessor to schedule an orientation session at a mutually-convenient time before the start of the assessment³. During this time the assessor is advised to:

- Meet the intern and exchange contact information (the intern is responsible for providing the assessor with a government issued photo ID to confirm their identity).
- Orient the intern to the structure, operations, relevant staff and policies of the pharmacy.
- Review the CBPA assessment tool.
- Discuss and agree to a work schedule.
- Have the intern sign any necessary confidentiality or other forms.

¹ See NAPRA: http://napra.ca/sites/default/files/2017-08/Comp_for_Cdn_PHARMACISTS_at_EntrytoPractice_March2014_b.pdf

² Additional time may be needed in order to provide the opportunity for the intern to demonstrate all competencies.

³ If possible, this is done in advance of Day 1 of the assessment period.

Assessment

The assessor's final assessment should be based on the global appraisal of the intern, considering the intern's performance over the assessment period. As part of the assessment process, the assessor is to engage the intern in conversation to aid in their understanding of the decisions made by the intern and the critical thinking involved.

The assessor is expected to provide regular feedback on the intern's performance. The intern should not be surprised with the outcome of the assessment. Any specific areas of concern should be noted and brought to the attention of the NSCP as soon as possible.

The intern must successfully demonstrate all observed performance indicators (PIs) to the assessor's satisfaction. There may be some situations where it is appropriate to adjust certain workplace tasks to ensure that an intern is given an opportunity to demonstrate all of the PIs. The NSCP leaves determination of these situations to the assessor's professional judgement. The end goal is that the exercise undertaken by the intern effectively addresses the relevant PI. The assessor is welcome to use creative strategies to accomplish this goal. If a PI is not observed, the assessor must indicate a reason why.

If a situation arises giving concern that the intern may not be able to successfully complete the CBPA for any reason, the NSCP must be notified immediately.

Documentation

The assessor must provide written notes (and any other documentation) for each competency category and set of PIs which illustrates and supports the assessor's ratings. This documentation is a vital part of the assessment process and facilitates the provision of feedback to the intern.

The assessor is to return the completed CBAT Assessment Tool, signed Declaration of Completion Form (found on last page of this manual) and any other supporting documentation to the NSCP within 10 days of completion of the assessment. The NSCP will review the documentation and contact the intern directly to officially advise of the outcome of the assessment.

Conflict of Interest and other Issues

The assessor and the intern cannot have a current or previous personal, professional or financial relationship with each other. Assessors or interns who are aware of any real or perceived conflict of interest are to notify the NSCP immediately.

The NSCP must be informed as soon as possible if either the assessor or the intern become aware of any other issues that may affect either's ability to participate in, or successfully complete, the CBPA.

PHARMACIST COMPETENCY-BASED PRACTICE ASSESSMENT

The following is a Competency-Based Practice Assessment (CBPA) designed to assess applicant performance in the context of a minimum of a one-week (35-40 hour) period of supervised clinical practice.

A series of Performance Indicators (PIs) drawn from the NAPRA *Professional Competencies for Canadian Pharmacists at Entry to Practice (2014)* were developed to assess applicants. Defined as, “*an observable behavior suggesting that a specific competency is possessed by the applicant*”, performance indicators have been tailored specifically to apply within the context of a supervised internship.

While it is understood that possession of all competencies in the NAPRA competency document are necessary for entry into the profession, it would not be possible to fully assess all competencies in the context of this assessment. This form of assessment is uniquely suited to assessing a number of professional competencies which may be not fully captured though as other evaluation mechanisms. As such, special attention has been given to the following areas of focus:

1. Decision-making
2. Critical thinking
3. Ethics
4. Patient care
5. Communication skills
6. Collaboration and interaction with the health care system
7. Application of pharmacy knowledge in a Nova Scotia practice setting
8. Safety

A total of 43 performance indicators listed under 8 competency categories comprise the CBPA:

Competency Category	Number of Performance Indicators
1. Ethical, Legal and Professional Responsibilities	6
2. Patient Care	15
3. Product Distribution	5
4. Practice Setting	1
5. Knowledge and Research Application	1
6. Communication and Education	6
7. Inter and Intra-Professional Collaboration	4
8. Quality and Safety	5
TOTAL	43

Grading

For each Performance Indicator, the assessor must grade either "Observed" (to the satisfaction of the assessor) or "Not Observed" (either not observed at all or not observed to the satisfaction of the assessor). If a grading of "Not Observed" has been provided, the assessor must indicate a reason.

COMPETENCY CATEGORIES AND PERFORMANCE INDICATORS

1. Ethical, Legal and Professional Responsibilities

Pharmacists practise within legal requirements, demonstrate professionalism and uphold professional standards of practice, codes of ethics and policies.

Performance Indicator	Observed	Not Observed	If Not Observed, give reason
1.1 Demonstrates an understanding of, and adherence to, the legal requirements of practice (as per the <i>Pharmacy Act</i> , Regulations, Standards of Practice, Policies and Guidelines).			
1.2 Upholds and applies the principles of the NSCP Code of Ethics.			
1.3 Accepts responsibility and accountability for own actions and decisions.			
1.4 Seeks guidance when uncertain about own knowledge, skills, abilities, and scope of practice.			
1.5 Protects the privacy and confidentiality of the patient.			
1.6 Contributes to and maintains complete, accurate and secure patient records.			

Notes:

2. Patient Care (Page 1)

Pharmacists, in partnership with the patient and in collaboration with other health professionals, meet the patient's health and drug-related needs to achieve the patient's health goals.

Performance Indicator	Observed	Not Observed	If Not Observed, give reason
2.1 Establishes and maintains a rapport with patient by using effective communication skills.			
2.2 Demonstrates a caring, empathetic, and professional attitude.			
2.3 Determines and acknowledges patient needs, values, desired level of care and health goals.			
2.4 Assesses and interprets relevant information gathered from the patient, the patient's health records and from other health care team members.			
2.5 Conducts, retrieves and/or interprets relevant laboratory tests or other diagnostic assessments.			
2.6 Performs physical assessments as necessary in the management of drug therapy; interprets results.			

Patient Care (Page 2)NSCP Competency-Based Practice Assessment Manual - Page | 7

2.12 Provides education / counselling to support the patient in making informed decisions about their care.			
2.13 Consults other health care professionals as appropriate and adjusts care plan accordingly.			
2.14 Assesses the patient's adherence and tolerance to drug therapy.			
2.15 Follows up with patient to evaluate the effectiveness and safety of drug therapy.			
<i>Notes:</i>			

3. Product Distribution

Pharmacists ensure accurate product distribution that is safe and appropriate for the patient.

Performance Indicator	Observed	Not Observed	If Not Observed, give reason
3.1 Addresses concerns related to the validity, clarity, completeness or authenticity of a prescription.			
3.2 Assesses the therapeutic appropriateness of the patient's prescription.			
3.3 Performs pharmaceutical, compounding and patient-specific calculations.			

Notes:

5. Knowledge and Research Application

Pharmacists access, retrieve, critically analyze and apply relevant information to make evidence-informed decisions within their practice with the goal of ensuring safe and effective patient care.

Performance Indicator	Observed	Not Observed	If Not Observed, give reason
5.1 Uses an approach informed by evidence in making clinical decisions and when responding to questions.			

Notes:

6. Communication and Education

Pharmacists communicate effectively with patients, the pharmacy team, other health professionals and the public, providing education when required.

Performance Indicator	Observed	Not Observed	If Not Observed, give reason

6.1 Demonstrates proficiency in written and verbal English.			
6.2 Demonstrates appropriate verbal and non-verbal communication skills, including listening skills.			
6.3 Uses effective interview skills to obtain appropriate patient information from the patient.			
6.4 Conducts interpersonal interactions in an effective and professional manner.			
6.5 Communicates with sensitivity, respect and empathy.			
6.6 Uses communication techniques that maximize safety and understanding (e.g. repeat back verbal orders, use recognized terminology, not using unsafe abbreviations, etc.)			
<p><i>Notes:</i></p>			

7. Intra and Inter-Professional Collaboration

Pharmacists work in collaboration with the pharmacy team and other health professionals to deliver comprehensive services, make best use of resources and ensure continuity of care in order to achieve the patient's health goals.

Performance Indicator	Observed	Not Observed	If Not Observed, give reason
7.1 Interacts respectfully with members of the pharmacy / health care team.			
7.2 Seeks advice from members of the health care team to support optimal patient care.			
7.3 Participates in the assessment of the patient and development of the care plan in collaboration with members of the pharmacy / health care team.			
7.4 Recognizes health needs that fall beyond the pharmacist's scope of practice and takes appropriate action.			
<i>Notes:</i>			

8. Quality and Safety

Pharmacists collaborate in developing, implementing, and evaluating policies, procedures and activities that promote quality and safety.

Performance Indicator	Observed	Not Observed	If Not Observed, give reason
8.1 Demonstrates awareness of the NSCP's <i>Standards of Practice: Continuous Quality Assurance</i> and the steps involved in the management of an error that reaches the patient.			
8.2 Records the details of a medication incidents or quality-related events (QREs) ⁴ into the online reporting system.			
8.3 Applies principles of risk management by anticipating, recognizing and / or managing situations that place the patient at risk.			
8.4 Identifies occurrence of adverse drug events or QREs and responds effectively to mitigate harm and prevent reoccurrence.			
8.5 Identifies and takes appropriate action related to products that require special storage and transportation conditions.			

⁴ Quality Related Events (QREs) include errors that reach the patient as well as those that are intercepted prior to dispensing.

Notes:

NSCP COMPETENCY-BASED PRACTICE ASSESSMENT DECLARATION OF COMPLETION

Intern Name: _____	Assessor Name: _____
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INTERN DECLARATION

I hereby certify that I have completed all of the requirements as outlined in the Competency-Based Practice Assessment Manual.

Signature of intern: _____ Date: _____

ASSESSOR DECLARATIONS

I, _____ (Licence # _____), a licensed pharmacist of
Name of Assessor

_____, do hereby certify and solemnly declare that
Name and address of Pharmacy

_____, completed the Competency-Based Practice Assessment
Name of intern

between _____ and _____ (Total hours = _____)
Start Date End Date

I declare that the above-named intern has successfully completed all of the requirements of the Competency-Based Practice Assessment Manual to my satisfaction and demonstrated the related competencies, and in my opinion, is a fit and proper person to practice pharmacy as a pharmacist competently, safely, and ethically.

Signature of Assessor: _____ Date: _____

I declare that, in my opinion, the above-named intern has demonstrated the required language skills that would be considered appropriate for a regulated pharmacy health care professional.

Signature of Assessor: _____ Date: _____

If the assessor is unable to make the above declarations, please provide reasons (use back of form if necessary).