



The Pharmacy Examining Board of Canada

Le Bureau des examinateurs en pharmacie du Canada

Pharmacy Technician Practice Experience and Practice Scenarios Self-Assessment

Pharmacy Practice Experience

This exercise will allow you to assess the extent to which you have engaged in activities that are related to the Professional Competencies for Pharmacy Technicians at Entry-to-Practice and commonly performed activities by pharmacy technicians in Canada. This exercise has an emphasis on drug distribution.

There is also an opportunity for you to self-assess your own confidence level in engaging in these activities so that you can establish a plan on how to further develop in these areas.

In considering all of your practice sites, indicate the frequency that best corresponds to how often, on average, you performed **each activity** listed below, as well as your level of confidence.

Frequency		Confidence Level	
1	Never	1	Not confident / Never performed
2	Every few months to yearly	2	Benefit from improvement
3	Every few weeks to monthly	3	Feel confident
4	Every few days to weekly	4	Particularly strong
5	Every few hours to daily		
6	Many times each hour to hourly		

Dispense a Prescription/Order	Frequency	Confidence
Determine the validity, clarity, completeness and authenticity of the prescription		
Gather information about the patient's demographics, medications, health history and physical parameters		
Interpret a prescription and complete any required dosing or compounding calculations		
Input prescription into dispensing software and select appropriate product		
Adjudicate third party insurance claims		
Fill a prescription according to prescription		
Perform technical check of accuracy of dispensed prescription		
Notify pharmacist of any relevant information / issues prior to release		
Collaborate with prescriber when required prior to release		



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Educate on Drug Administration and Health Monitoring Devices	Frequency	Confidence
Identify current understanding of use of device		
Provide accurate and clear instructions on device use and incorporate demonstration		
Respond to any questions related to use of device		
Refer clinical questions to pharmacist		

Manage Inventory	Frequency	Confidence
Order and receive shipments into inventory		
Conduct inventory counts at specified intervals		
Reconcile narcotic and controlled drugs		
Investigate and resolve inventory discrepancies		
Manage expired and unusable products, return to supplier		
Manage drug shortages and recalls		

Conduct Best Possible Medication Histories for Medication Reconciliation	Frequency	Confidence
Establish rapport with patients		
Gather information about the patient's demographics, medications, health history and physical parameters		
Reconcile information against relevant sources		
Clarify discrepancies with patient and other sources		
Document information		
Collaborate with pharmacist to address any drug therapy problems		

Compound Non-sterile Products	Frequency	Confidence
Identify appropriate compounding formula for desired product		
Complete required calculations (including to adapt formula to required quantity)		
Measure required ingredients using appropriate measuring devices		
Compound product using appropriate techniques and following appropriate published guidelines (i.e., NAPRA Model Standards for Pharmacy Compounding, USP 795)		
Package product in pharmaceutically elegant manner		
Label product with appropriate expiry date and storage instructions		
Complete compounding log		
Clean compounding equipment and area to prevent contamination		



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Compound Sterile Products	Frequency	Confidence
Identify appropriate compounding formula for desired product		
Complete required calculations (including to adapt formula to required quantity)		
Measure required ingredients using appropriate measuring devices		
Follow hand hygiene procedures, garbing, and published guidelines (i.e., NAPRA Model Standards for Pharmacy Compounding, USP 797 guidelines)		
Maintain aseptic technique (do not touch critical points, disinfect ports)		
Select appropriate equipment and materials (i.e., use of laminar flow hood or biological safety cabinet when needed, appropriate diluent)		
Package product in pharmaceutically elegant manner		
Label product with appropriate expiry date and storage instructions		
Complete compounding log		
Clean compounding equipment and area (including ante-room and segregated compounding area) to prevent contamination		

Organize Health Promotion Activity	Frequency	Confidence
Identify health promotion topic relevant to patient population		
Define resources required to facilitate activity		
Identify potential participants for activity		
Develop a plan to raise awareness about activity and invite participants		
Collaborate with the pharmacist, other pharmacy staff members, and health care professionals to facilitate activity		

Manage Quality and Safety	Frequency	Confidence
Inform patient appropriately of errors/incidents following best practice		
Follow up and refer medication error to pharmacist		
Respond to an adverse drug event effectively and refer to pharmacist		
Handle prescriptions for high-alert drugs appropriately		
Aware of (or involved in) quality assurance team		
Take initiative to implement process improvement measures		
Identify malfunctioning equipment and take steps to repair		
Identify and determine storage requirements for drugs (cold chain)		
Problem solve if drugs not stored properly		
Handle hazardous drugs appropriately (i.e., use of personal protective equipment)		



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Scope of Practice Scenarios

These are a series of broad, common practice scenarios that have been identified for you to reflect on your past practice experiences. Review each scenario and provide a description of a related experience that you have had.

Your description should provide significant detail and incorporate the following points:

- An overview of the scenario you dealt with;
- Your role and level of responsibility;
- All steps considered, and all of the steps taken, as well as the rationale, keeping in mind the full scope of the pharmacy technician;
- The actions you took, and the relevant actions other team members took, to address the issue;
- The outcome of your actions; and
- A reflection on what you did well, where you could have improved, and how you would have acted differently to optimize your full scope of practice.

Scenario 1: A drug shortage for a medication or other pharmaceutical product that any of your patients were using and the potential resultant risk to patients. Consider the impact for patients who were prescribed the medication or who could have potentially been prescribed the medication. Discuss actions taken to manage the drug shortage situation from a drug distribution/ inventory perspective and from the perspective of patient health outcomes and safety.

Scenario 2: A public health initiative, educational event, or health promotion effort which you led individually or participated in with other health care providers to improve the health of the local community that the pharmacy serves, or the staff at your work environment, or to improve patient outcomes in a hospital/ clinic. This initiative could have been directed at individual patients, or a group of patients or staff. The initiative could have helped to identify gaps in processes to improve patient safety in a hospital/ clinic or pharmacy. Discuss all materials and resources prepared.

Scenario 3: An ethical dilemma you faced which involved a patient at the pharmacy or another health care provider. An acceptable ethical dilemma requires a situation in which a potentially difficult choice had to be made between two or more courses of action, whereby one or more of these choices entailed compromising an ethical principle. The ethical dilemma should relate to a situation which would violate an ethical principle that all pharmacy professionals uphold. The ethical dilemma did NOT involve any potential or real physical harm or abuse for any individual; or a medication near miss / incident.

Scenario 4: A medication incident (or near miss/ close call), which occurred at the pharmacy where there was actual, or the potential for, patient harm. The incident may or may not have involved you; however, you helped in the management and resolution of the incident.

Scenario 5: A safety concern at the pharmacy/ practice site where you worked, which had the potential to result in (or did result in) an unnecessary risk for harm to yourself, to your team, or to patients. Do not include an example of a medication incident or near miss/ close call. The safety concern did NOT involve any potential or actual abuse of any individual.