



The Pharmacy Examining Board of Canada

Le Bureau des examinateurs en pharmacie du Canada

Section 3: Scope of Practice Scenarios

A series of broad, common practice scenarios have been identified below for you to reflect on your past practice experiences and describe how you have been involved in and managed the scenarios.

Note: If you have not been involved in any situation related to the scenario, simply indicate, 'Not Applicable' and move on to the next scenario.

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 steps were which finally taken and why, 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.

Do NOT provide ANY information in this document which could possibly identify a patient or healthcare provider. You can use pseudonyms if it helps you to describe the scenario.