

## PACE Assessment Criteria (Pharmacy Technician Applicants)

The following chart outlines the assessment criteria used by a Practice Assessment of Competence at Entry (PACE) assessor when conducting a PACE assessment of a pharmacy technician candidate at entry-to-practice. Assessors will focus on 5 key competency domains adapted from the entry-to-practice competencies<sup>1</sup> and educational outcomes for Canadian pharmacy technicians. Under each domain, there are specific elements listed which broadly describe the minimum practice requirement. The behavioural indicators section illustrates specific activities required to demonstrate competence of the related element. PACE candidates can use this information to better understand and prepare for their PACE assessment.

Providing Care		
Element	Behavioural Indicators	
1.1	Gathers Patient Information	<ul style="list-style-type: none"> <li>• Gathers information required to provide pharmacy-related services, create a complete patient record/profile, and/or verify current data on an existing patient record/profile.</li> <li>• Obtains accurate and comprehensive personal and health information required for reconciliation from multiple sources, including the patient/caregiver interview and prescription vials, multi-medication compliance aids, other healthcare providers, etc.</li> </ul>
1.2	Supports Care Plan Activities <sup>2</sup>	<ul style="list-style-type: none"> <li>• Refers actual and potential issues related to providing care to the pharmacist in a clear, concise and timely manner.<sup>2</sup></li> <li>• Acknowledges and responds appropriately to the needs, values, and desired level of care within the scope of practice; includes individuals in the circle of care—patients, caregiver(s), and healthcare providers.</li> <li>• Educates patients with demonstration of drug administration devices, monitoring devices, health and compliance aids.</li> <li>• Supports patient to be an active participant in their own care, providing appropriate resources within scope of practice (e.g., information sheets, application forms etc.).<sup>3</sup></li> </ul>
Communication		
Element	Behavioural Indicators	
2.1	Demonstrates Communication Skills (Verbally and Non-Verbally)	<ul style="list-style-type: none"> <li>• Communicates effectively with attention to:                             <ul style="list-style-type: none"> <li>○ tone, speed, and audience</li> </ul> </li> <li>• Demonstrates empathy and tact.</li> <li>• Uses non-verbal skills appropriately (i.e., eye contact, posture, hand gestures and personal space).</li> <li>• Tailors communication to specific contexts and situations.</li> </ul>

<b>Communication - continued</b>		
<b>Element</b>		<b>Behavioural Indicators</b>
2.2	Completes Documentation†	<ul style="list-style-type: none"> <li>• Documents practice activities utilizing a paper-based system and/or an electronic Health Information System (HIS) in a professional, timely, and retrievable manner.<sup>4</sup></li> <li>• Documents according to legal requirements and standards of practice.</li> <li>• Documentation (handwritten and/or electronic) is clear, concise, organized, and appropriately addresses any issues or concerns.<sup>4</sup> Handwritten notes are legible.</li> </ul>
<b>Professionalism</b>		
<b>Element</b>		<b>Behavioural Indicators</b>
3.1	Applies Regulations & Ethical Principles in Practice	<ul style="list-style-type: none"> <li>• Practices in accordance with legal requirements and standards of practice.</li> <li>• Accepts responsibility and accountability for patient care needs within their scope of practice, and appropriately consults the pharmacist when necessary.</li> <li>• Maintains patient confidentiality.</li> <li>• Applies ethical principles in daily work<sup>1, 2</sup> including, but not limited to, protecting the best interests of patients, striving to do no harm, respecting patient rights to quality care, and being accountable for their own actions and behaviours.<sup>5</sup></li> <li>• Takes appropriate steps to address actions and situations that are unethical.<sup>1, 2, 3</sup></li> </ul>
3.2	Demonstrates an Awareness of One's Own Practice Limitations	<ul style="list-style-type: none"> <li>• Identifies when own knowledge and skills are insufficient to manage a situation.</li> <li>• Utilizes various strategies to manage such situations, including: <ul style="list-style-type: none"> <li>○ Seeking out appropriate evidence-based resources to address gaps in knowledge and skills.</li> <li>○ Referring patients to an appropriate healthcare professional, such as the pharmacist, when the situation is outside of their scope of practice.</li> </ul> </li> </ul>
3.3	Demonstrates Professional Behaviour	<ul style="list-style-type: none"> <li>• Demonstrates honesty and integrity.</li> <li>• Demonstrates caring for patients (e.g., compassionate, empathetic, respectful of diversity, supportive, and polite in all interactions).</li> <li>• Demonstrates appropriate work ethic (e.g., timeliness, dress code) and self-awareness (e.g., email/phone/social media use in professional settings).</li> <li>• Establishes and maintains professional boundaries with patients and the healthcare team.</li> </ul>

**†Documentation is inclusive of both handwritten and electronic formats.**

Professional Collaboration		
Element		Behavioural Indicators
4.1	Develops & Promotes Inter- and Intra-professional Relationships	<ul style="list-style-type: none"> <li>• Collaborates with pharmacy and healthcare team members for the benefit of the patient.</li> <li>• Actively shares knowledge and expertise with other team members within scope of practice.</li> <li>• Respects the role of the pharmacist and other health care practitioners.</li> </ul>
4.2	Fulfills Professional Roles & Responsibilities within Healthcare Team	<ul style="list-style-type: none"> <li>• Understands extent of scope of practice and can articulate it.<sup>3, 6</sup></li> <li>• Actively fulfills own roles and responsibilities.</li> <li>• Accepts responsibility for activities within scope of practice.</li> </ul>
Product Distribution		
Element		Behavioural Indicators
5.1	Processes Prescriptions	<ul style="list-style-type: none"> <li>• Verifies patient personal and health information.</li> <li>• Determines prescriptions/orders are authentic and valid, including, but not limited to, clarifying prescriptions/orders and ensuring their completeness.</li> <li>• Applies knowledge of formulary and interchangeable products (provincial/institutional).</li> <li>• Performs accurate calculations.</li> </ul>
5.2	Prepares Products	<ul style="list-style-type: none"> <li>• Selects appropriate product, dosage forms, and packaging.</li> <li>• Prepares and affixes appropriate labels. Ensures the quality, safety, and integrity of products (e.g. storage requirements, maintains sterility).</li> <li>• Measures products accurately using appropriate techniques, equipment, supplies and technology.</li> <li>• Prepares sterile or non-sterile compounds according to all relevant guidelines and standards of practice.</li> <li>• Handles hazardous products safely by minimizing personal exposure and reducing environmental contamination (e.g., PPE, destruction, storage etc.).<sup>2</sup></li> </ul>
5.3	Releases Final Products	<ul style="list-style-type: none"> <li>• Ensures the technical accuracy and completeness of products prior to release.</li> <li>• Confirms the pharmacist has reviewed the therapeutic appropriateness of the drug therapy or product prior to product release for both new and refill prescriptions/orders.<sup>1</sup></li> <li>• Identifies and refers when the patient requires consultation or education from the pharmacist.<sup>1</sup></li> </ul>

Product Distribution - continued		
Element		Behavioural Indicators
5.4	Maintain Inventory Systems	<ul style="list-style-type: none"> <li>• Supports the maintenance of safe and efficient management of product distribution<sup>1,2</sup> anywhere drugs are stored in the community pharmacy, long-term care, or hospital setting, including, but not limited to:               <ul style="list-style-type: none"> <li>○ receiving, verifying and reconciling pharmacy inventory</li> <li>○ reconciling controlled substances' inventory as required by laws/regulations and organizational policies</li> <li>○ reconciling inventory errors and discrepancies</li> <li>○ identifying and removing expired/recalled or unsafe products<sup>1,2</sup></li> <li>○ managing drug disposal and destruction appropriately</li> <li>○ preserving effective cold chain processes</li> </ul> </li> </ul>
5.5	Supports Practice Management and Medication Safety	<ul style="list-style-type: none"> <li>• Contributes to:               <ul style="list-style-type: none"> <li>○ a clean, organized and tidy workspace</li> <li>○ an efficient and organized workflow</li> </ul> </li> <li>• Demonstrates time management skills necessary to effectively prioritize, and manage product distribution workflow.</li> <li>• Ensures safety, quality and integrity of drugs, equipment, and supplies, including storage and transport.</li> <li>• Supports a culture of patient safety by appropriately:               <ul style="list-style-type: none"> <li>○ resolving missing doses (including referring to pharmacist if needed)</li> <li>○ identifying medication incidents and near misses/good catches</li> <li>○ identifying and reporting safety issues</li> </ul> </li> </ul>

## References

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