

Pharmacist Practice Assessment Criteria – Communication & Education

This document is focused on the Communication and Education Domain. To view instructions for use and review all of the domains, see the full [Pharmacist Practice Assessment Criteria](#).

Domain: Communication & Education	
PERFORMANCE INDICATOR(S)	GUIDANCE
<ul style="list-style-type: none"> ➤ Communicates verbally in a manner that is appropriate for the audience ➤ Communicates in writing in a manner appropriate for the audience ➤ Provides information to audience within scope ➤ Ensures audience understanding 	<p><u>New Prescriptions</u></p> <ul style="list-style-type: none"> <input type="checkbox"/> I communicate in a manner that promotes audience understanding (e.g. fluency, grammar, vocabulary, tone, volume and modulation of voice, rate of speech, pronunciation and appropriate level of complexity). <input type="checkbox"/> I use an effective questioning style (e.g. open-ended questions). <input type="checkbox"/> I use active listening skills (e.g. to identify patient needs). <input type="checkbox"/> I engage my audience (e.g. eye contact, gesture, posture, use of silence, etc.). <input type="checkbox"/> I respond to feelings and needs (e.g. empathy). <input type="checkbox"/> My communication is logically organized, focused and coherent (e.g. sequence of questions, avoid confusing the audience). <input type="checkbox"/> I ensure my written communication for healthcare professionals is relevant, professional and organized. <input type="checkbox"/> I ensure written communication for patients is relevant, professional and organized. <input type="checkbox"/> I provide complete and appropriate patient education. <input type="checkbox"/> I communicate with prescribers when needed. <input type="checkbox"/> I use open-ended questions to assess prior knowledge of patient and/or patient understanding. <input type="checkbox"/> I use an interactive approach (e.g. a dialogue vs. a monologue). <input type="checkbox"/> I determine patient understanding through questioning and non-verbal feedback.

Domain: Communication & Education (continued)

PERFORMANCE INDICATOR(S)	GUIDANCE
<ul style="list-style-type: none"> ➤ Communicates verbally in a manner that is appropriate for the audience ➤ Communicates in writing in a manner appropriate for the audience ➤ Provides information to audience within scope ➤ Ensures audience understanding 	<p><u>Refill Prescriptions</u></p> <ul style="list-style-type: none"> <input type="checkbox"/> I communicate in a manner that promotes audience understanding (e.g. fluency, grammar, vocabulary, tone, volume and modulation of voice, rate of speech, pronunciation and appropriate level of complexity). <input type="checkbox"/> I use an effective questioning style (e.g. open-ended questions). <input type="checkbox"/> I use active listening skills (e.g. to identify patient needs). <input type="checkbox"/> I engage my audience (e.g. eye contact, gesture, posture, use of silence, etc.). <input type="checkbox"/> I respond to feelings and needs (e.g. empathy). <input type="checkbox"/> My communication is logically organized, focused and coherent (e.g. sequence of questions, avoid confusing the audience). <input type="checkbox"/> I ensure my written communication for healthcare professionals is relevant, professional and organized. <input type="checkbox"/> I ensure written communication for patients is relevant, professional and organized. <input type="checkbox"/> I provide complete and appropriate patient education. <input type="checkbox"/> I communicate with prescribers when needed. <input type="checkbox"/> I use open-ended questions to assess prior knowledge of patient and/or patient understanding. <input type="checkbox"/> I use an interactive approach (e.g. a dialogue vs. a monologue). <input type="checkbox"/> I determine patient understanding through questioning and non-verbal from patients and/or their advocates.

Domain: Communication & Education (continued)

PERFORMANCE INDICATOR(S)	GUIDANCE
<ul style="list-style-type: none"> ➤ Communicates verbally in a manner that is appropriate for the audience ➤ Communicates in writing in a manner appropriate for the audience ➤ Provides information to audience within scope ➤ Ensures audience understanding 	<p><u>Adaptations, Renewals, Prescribing</u></p> <ul style="list-style-type: none"> <input type="checkbox"/> I communicate in a manner that promotes audience understanding (e.g. fluency, grammar, vocabulary, tone, volume and modulation of voice, rate of speech, pronunciation and appropriate level of complexity). <input type="checkbox"/> I use an effective questioning style (e.g. open-ended questions). <input type="checkbox"/> I use active listening skills (e.g. to identify patient needs). <input type="checkbox"/> I engage my audience (e.g. eye contact, gesture, posture, use of silence, etc.). <input type="checkbox"/> I respond to feelings and needs (e.g. empathy). <input type="checkbox"/> My communication is logically organized, focused and coherent (e.g. sequence of questions, avoid confusing the audience). <input type="checkbox"/> I ensure my written communication for healthcare professionals is relevant, professional and organized. <input type="checkbox"/> I ensure written communication for patients is relevant, professional and organized. <input type="checkbox"/> I provide complete and appropriate patient education. <input type="checkbox"/> I communicate with the patient regarding adaptations and renewals. <input type="checkbox"/> I communicate with prescribers when needed. <input type="checkbox"/> I use open-ended questions to assess prior knowledge of patient and/or patient understanding. <input type="checkbox"/> I use an interactive approach (e.g. a dialogue vs. a monologue). <input type="checkbox"/> I determine patient understanding through questioning and non-verbal feedback.

Domain: Communication & Education (continued)

PERFORMANCE INDICATOR(S)	GUIDANCE
<ul style="list-style-type: none"> ➤ Communicates verbally in a manner that is appropriate for the audience ➤ Communicates in writing in a manner appropriate for the audience ➤ Provides information to audience within scope ➤ Ensures audience understanding 	<p><u>Comprehensive Medication Reviews</u></p> <ul style="list-style-type: none"> <input type="checkbox"/> I communicate in a manner that promotes audience understanding (e.g. fluency, grammar, vocabulary, tone, volume and modulation of voice, rate of speech, pronunciation and appropriate level of complexity). <input type="checkbox"/> I use an effective questioning style (e.g. open-ended questions). <input type="checkbox"/> I use active listening skills (e.g. to identify patient needs). <input type="checkbox"/> I engage my audience (e.g. eye contact, gesture, posture, use of silence, etc.). <input type="checkbox"/> I respond to feelings and needs (e.g. empathy). <input type="checkbox"/> My communication is logically organized, focused and coherent (e.g. sequence of questions, avoid confusing the audience). <input type="checkbox"/> I ensure my written communication for healthcare professionals is relevant, professional and organized. <input type="checkbox"/> I ensure written communication for patients is relevant, professional and organized. <input type="checkbox"/> I provide complete and appropriate patient education. <input type="checkbox"/> I communicate with prescribers when needed. <input type="checkbox"/> I use open-ended questions to assess prior knowledge of patient and/or patient understanding. <input type="checkbox"/> I use an interactive approach (e.g. a dialogue vs. a monologue). <input type="checkbox"/> I determine patient understanding through questioning and non-verbal feedback.