

## 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](#).*

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

## Domain: Communication & Education (continued)

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

## Domain: Communication & Education (continued)

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

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