

## Practice Assessment of Competence at Entry (PACE) – Assessment Criteria

The following chart outlines the assessment criteria that is used by a College assessor when conducting a PACE assessment of a pharmacist candidate at entry-to-practice. Assessors will focus on five key areas taken from the entry-to-practice competencies for pharmacists. For each area, specific elements which describe in broad terms the minimum practice requirement, are outlined. The behavioural indicators section illustrates specific activities required in order to demonstrate competence to the element. PACE candidates can use this information to better understand and prepare for their PACE assessment.

Patient Care		
	Element	Behavioural Indicators
1.1	Develops Patient Relationships	<ul style="list-style-type: none"> <li>• Introduces self appropriately (name &amp; title)</li> <li>• Articulates role in supporting patient's healthcare needs</li> <li>• Encourages patient to be active participant in own care</li> <li>• Ensures patient comfort for interaction (e.g., privacy, distractions minimized, etc.)</li> </ul>
1.2	Conducts Patient Assessments	<ul style="list-style-type: none"> <li>• Utilizes multiple sources of information to gather information about patient:                             <ul style="list-style-type: none"> <li>○ patient / caregiver interview; prescription vials;</li> <li>○ patient profile / chart review; physical examination;</li> <li>○ other pharmacies / healthcare providers</li> </ul> </li> <li>• Evaluates quality of information gathered and determines need for further information</li> </ul>
1.3	Identifies Drug Therapy Problems (DTPs)	<ul style="list-style-type: none"> <li>• Based on patient assessment, determines patient needs along with safety and efficacy of patient's existing and new medications</li> <li>• Determines actual and potential DTPs &amp; prioritizes based on severity &amp; urgency</li> </ul>
1.4	Makes Clinical Decisions	<ul style="list-style-type: none"> <li>• Utilizes appropriate references to gather necessary information</li> <li>• Appraises information to ensure applicability to patient need</li> <li>• Develops list of therapeutic options appropriate to patient's DTPs</li> <li>• Compares / contrasts options and weighs evidence to prioritize options</li> <li>• Incorporates patient's values / preferences, appropriate evidence and practicality to make decision around managing patient's DTPs and decide a course of action</li> </ul>
1.5	Implements Care Plans	<ul style="list-style-type: none"> <li>• Decides on clinical (health) and therapeutic (safety / efficacy) outcomes</li> <li>• Identifies timelines for monitoring of outcomes</li> <li>• Sets own responsibilities for implementing plans</li> <li>• Incorporates self-care and patient / caregiver education into plans</li> <li>• Implements plan according to timelines &amp; responsibilities set</li> </ul>

Patient Care - continued		
Element		Behavioural Indicators
1.6	Refers Patients	<ul style="list-style-type: none"> <li>• Recognizes when: <ul style="list-style-type: none"> <li>○ needs of patient or management strategies are beyond own scope</li> <li>○ patient would be better served by another health care professional</li> </ul> </li> <li>• Makes appropriate referrals to other health care professionals</li> <li>• Provides information to professionals in a timely manner with information about: <ul style="list-style-type: none"> <li>○ rationale for referral</li> <li>○ patient needs</li> <li>○ care provided to patient</li> </ul> </li> </ul>
1.7	Provides Follow-up and Evaluates Care	<ul style="list-style-type: none"> <li>• Implements monitoring plan to assess clinical and therapeutic outcomes according to established timelines and responsibilities</li> <li>• Determines safety and efficacy of therapeutic intervention(s)</li> <li>• Evaluates if further DTPs have arisen due to intervention(s) and manages accordingly</li> <li>• Assesses if further follow-up is warranted</li> </ul>
Communication & Education		
Element		Behavioural Indicators
2.1	Demonstrates Communication Skills (Verbally and Non-verbally)	<ul style="list-style-type: none"> <li>• Speaks clearly with appropriate: <ul style="list-style-type: none"> <li>○ tone, speed, and language appropriate to audience</li> </ul> </li> <li>• Uses organized interview technique with open &amp; close-ended questions as warranted</li> <li>• Uses non-verbal skills appropriately: <ul style="list-style-type: none"> <li>○ eye contact, posture, hand gestures and personal space</li> </ul> </li> <li>• Utilizes active listening skills appropriately</li> <li>• Responds with empathy and tact</li> <li>• Demonstrates respect for inter-cultural / inter-professional situations</li> <li>• Tailors communication to deal with specific contexts and patient situations</li> </ul>
2.2	Completes Documentation	<ul style="list-style-type: none"> <li>• Fulfills professional responsibilities by documenting patient care interventions</li> <li>• Writes in a clear and organized manner</li> <li>• Utilizes appropriate vocabulary, syntax and grammar</li> <li>• Adapts documentation to specific contexts and target audiences</li> </ul>
Professionalism		
Element		Behavioural Indicators
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 for patient care needs and avoids abandonment</li> <li>• Decides course of action for ethical situations based on: <ul style="list-style-type: none"> <li>○ weighing issues involved</li> <li>○ considering ethical principles and patient preferences</li> <li>○ obtaining consent from the patient</li> <li>○ prioritizing patient needs over own needs</li> </ul> </li> </ul>

Professionalism - continued		
Element		Behavioural Indicators
3.2	Demonstrates an Awareness of One's Own Practice Limitations	<ul style="list-style-type: none"> <li>• Identifies when own knowledge and skills is insufficient to manage patient situation</li> <li>• Utilizes strategies to manage such situations, e.g.: <ul style="list-style-type: none"> <li>○ seeks out appropriate resources to improve knowledge and / or skills</li> <li>○ appropriately refers patient to more appropriate health care professional</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. shows compassion, empathy, respect for diversity, supportive, polite)</li> <li>• Demonstrates appropriate work ethic (timeliness, dress code) and self- awareness e.g. email/phone/social media use in professional setting</li> </ul>
Professional Collaboration		
Element		Behavioural Indicators
4.1	Develops & Promotes Inter-/Intra-professional Relationships	<ul style="list-style-type: none"> <li>• Actively makes expertise available to, and willingly shares with, team members and other health care professionals</li> <li>• Actively contributes to the care of the patient</li> <li>• Negotiates care, duties and responsibilities to patients with team members and other health care professionals</li> <li>• Promotes collaboration amongst team members for the benefit of the patient</li> <li>• Treats team members and other health care professionals with respect</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 ably articulates it</li> <li>• Actively fulfills own roles and responsibilities</li> <li>• Accepts responsibility for care provided to patients and ensures appropriate follow-up</li> </ul>
Practice Management		
Element		Behavioural Indicators
5.1	Prioritizes Patient Care Responsibilities to Manage Patient Workload	<ul style="list-style-type: none"> <li>• Assesses patient care responsibilities and prioritizes based on patient needs and urgencies</li> <li>• Works with team to ensure patient needs met appropriately on a timely basis</li> </ul>
5.2	Manages Drug Dispensing	<ul style="list-style-type: none"> <li>• Takes responsibility for medication required for patient care</li> <li>• Ensures medications are appropriate, accurate, effective and safe; includes: <ul style="list-style-type: none"> <li>○ review of therapeutic appropriateness and technical accuracy</li> <li>○ appropriate compounding and repackaging of medications</li> <li>○ ensures medications dispensed in accordance with all legal requirements</li> </ul> </li> </ul>
5.3	Demonstrates Patient and Medication Safety	<ul style="list-style-type: none"> <li>• Demonstrates understanding of impact of medication incidents on patients</li> <li>• Engages in safe practices that minimize the potential for near misses / medication incidents, including appropriate: <ul style="list-style-type: none"> <li>○ communication during patient hand-offs from one practitioner or practice site to another</li> <li>○ storage and handling of medications (e.g., look-alike / sound-alike drugs; cold-chain management; medication recalls)</li> <li>○ maintenance of work areas (cleanliness; organization)</li> </ul> </li> <li>• Manages situations for patient, including steps to disclose, apologize and report any incidents</li> </ul>