

Pharmacy Technician Practice Assessment Criteria

The following chart outlines the practice criteria used by Practice Advisors (PAs) when conducting an individual Pharmacy Technician assessment. PAs focus on four key areas (domains) taken from the [NAPRA Standards of Practice](#) that have been identified as having the greatest potential impact on patient and public safety. Through a combination of observation and discussion, PAs evaluate Technicians in each of these areas with respect to the technical components of drug distribution, compounding, best possible medication history taking, and patient education. .

For each key area (domain), specific performance indicators – which describe the **minimum practice requirements** for all pharmacy technicians, are identified from the Standards of Practice. The guidance section illustrates how pharmacy technicians would apply the standard in practice and provides examples of activities that support each standard. Pharmacy technicians can use the guidance section to better understand and self-evaluate their current practice processes, procedures and behaviours to ensure they are meeting the required standard.

Domain: Patient Care Support Activities	
PERFORMANCE INDICATOR(S)	GUIDANCE
<ul style="list-style-type: none"> ➤ Gathers relevant information from appropriate sources ➤ Prepares product according to approved processes ➤ Ensures product is technically accurate 	<p><u>Drug Distribution</u></p> <ul style="list-style-type: none"> <input type="checkbox"/> I ensure the information I gathered from the patient/order for the patient record/profile is complete and includes all required personal, drug history and billing information, prior to processing a prescription. <input type="checkbox"/> When filling a prescription I verify the prescription against the patient profile, review the prescription/order/label for clarity and /or confirm the prescription is authorized <input type="checkbox"/> I ensure accurate calculations when preparing a product for dispensing and/or appropriate interchange as per hospital or ODB formulary. I apply my drug knowledge when selecting products <input type="checkbox"/> I ensure all steps are complete when undertaking a final technical check of a prescription including verifying the correct drug to the correct patient as well as signature, MD name and address, expiry dates, calculations, dosage form, strength and manufacturer. <input type="checkbox"/> I confirm a pharmacist has completed a therapeutic check before releasing the product.

Domain: Patient Care Support Activities - continued

PERFORMANCE INDICATOR(S)	GUIDANCE
<ul style="list-style-type: none"> ➤ Gathers relevant information from appropriate sources ➤ Prepares product according to approved processes ➤ Ensures product is technically accurate 	<p><u>Compounding</u></p> <ul style="list-style-type: none"> <input type="checkbox"/> I ensure sterile and/or non-sterile compounded products are prepared/reconstituted accurately according to formulation instructions, meeting requirements for safety and NAPRA Standards for aseptic technique. <input type="checkbox"/> I ensure accurate measurements and calculations when compounding sterile and/or non-sterile preparations, review safety polices and protocols (e.g. review the master formula) and ensure compounding techniques meet NAPRA Standards. <input type="checkbox"/> I ensure the label affixed to the sterile/non-sterile product is complete and accurate. Include: active ingredients, beyond-use date, and batch lot number when needed <input type="checkbox"/> When undertaking a final check of compounded sterile and/or non-sterile products, I ensure all steps are complete as per NAPRA Standards: Compounding records are complete including double-check signature, active ingredients, DIN, quantity actually weighed, ingredients' lot, manufacturer, expiry date, new beyond-use date etc. Be sure to confirm a pharmacist therapeutic check has been completed, before releasing the product. <input type="checkbox"/> I confirm a pharmacist has completed a therapeutic check before releasing the product
	<p><u>Best Possible Medication History (Hospital)</u></p> <ul style="list-style-type: none"> <input type="checkbox"/> I ensure I gather information from at least 2 different sources (Hospital only) e.g. patient, patient medical record, drug profile viewer, family member, pharmacy medication list etc. and a complete best possible medication history is obtained (i.e. allergies, current list of medication, prescriptions, OTC, alternative therapies, topicals, eye/ear/nose etc.) <input type="checkbox"/> I have a process in place to ensure the product is complete (i.e. comprehensive, signed, included in patient record etc.) <input type="checkbox"/> I apply my expertise to ensure the product is accurate.
	<p><u>Patient Education</u></p> <ul style="list-style-type: none"> <input type="checkbox"/> I ensure relevant patient information is <u>gathered</u> when providing education to patients (i.e. for a device, compression stockings, etc.) <input type="checkbox"/> I apply my expertise to ensure information is technically accurate. (i.e. for a device, compression stockings, etc.)

Domain: Collaboration and Decision Making	
PERFORMANCE INDICATOR(S)	GUIDANCE
<ul style="list-style-type: none"> ➤ Identifies issues and opportunities to optimize patient care ➤ Resolves issues ➤ Refers to pharmacist if patient assessment, clinical analysis or application of therapeutic knowledge is needed 	<ul style="list-style-type: none"> <input type="checkbox"/> I use professional judgement to determine if a pharmacist referral /intervention is required <input type="checkbox"/> I use appropriate resources to gather information required to complete the task <input type="checkbox"/> I identify and select appropriate options based on patient information, individual needs, issues, procedures, SOPs, NAPRA Standards etc. <input type="checkbox"/> I collaborate with Pharmacists, Pharmacy Technicians and other healthcare providers when appropriate regarding decisions/recommendations that need to be made.
Domain: Documentation	
PERFORMANCE INDICATOR(S)	GUIDANCE
<ul style="list-style-type: none"> ➤ Documents information gathered or verified ➤ Documents relevant supporting information for activities and decisions 	<p><u>Drug Distribution</u></p> <ul style="list-style-type: none"> <input type="checkbox"/> I document information gathered in a timely manner, including health information in the patient profile/record to ensure continuity of care including, <u>where relevant</u>, indication, medication conditions, patient allergies, prescribed drugs, OTC's, alternative therapy, drug interactions, pregnant, child's weight, and record or update patient's contact information and 3rd party billing as appropriate. <input type="checkbox"/> I ensure an accurate and complete record of the prescription information in the patient profile/record. <input type="checkbox"/> I document calculations (e.g. Amount to be dispensed, ingredients for compounding, re-Packaging etc.) <input type="checkbox"/> I document the final technical check of the product(s) appropriately and clearly <input type="checkbox"/> I document accurate and complete information when an issue or medication discrepancy is identified (i.e near misses or medication incidents)

Domain: Documentation-continued

PERFORMANCE INDICATOR(S)	GUIDANCE
<ul style="list-style-type: none"> ➤ Documents information gathered or verified ➤ Documents relevant supporting information for activities and decisions 	<p><u>Compounding</u></p> <p><input type="checkbox"/> I document the required information for all stages in the compounding process.</p>
	<p><u>Best Possible Medication History</u></p> <p><input type="checkbox"/> I document all relevant and pertinent information in the patient profile/chart including signing as the R.Ph.T. who completed the BPMH.</p>
	<p><u>Patient Education</u></p> <p><input type="checkbox"/> I document relevant and pertinent information in the patient profile/chart</p>

Domain: Communication

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 ➤ Provides information in a manner that ensures audience understanding 	<p><u>Drug Distribution</u></p> <p><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).</p> <p><input type="checkbox"/> I use an effective questioning style (e.g. open-ended questions).</p> <p><input type="checkbox"/> I use active listening skills (e.g. to identify patient needs).</p> <p><input type="checkbox"/> I respond to feelings and needs (e.g. empathy).</p> <p><input type="checkbox"/> My communication is logically organized, focused and coherent (e.g. sequence of questions, avoid confusing the audience).</p> <p><input type="checkbox"/> I ensure my written communication for Pharmacists and/or other healthcare professionals is relevant, professional and organized.</p> <p><input type="checkbox"/> I ensure written communication where appropriate for patients is relevant, professional and organized.</p> <p><input type="checkbox"/> I communicate with Pharmacists when needed.</p> <p><input type="checkbox"/> I use open-ended questions to assess prior knowledge of patient and/or patient understanding.</p> <p><input type="checkbox"/> I determine patient understanding where appropriate, through questioning and non-verbal feedback.</p>

Domain: Communication - 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 ➤ Provides information in a manner that ensures audience understanding 	<p><u>Compounding</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"/> 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 Pharmacists and/or other healthcare professionals is relevant, professional and organized <input type="checkbox"/> I communicate with Pharmacists when needed.
	<p><u>Best Possible Medication History</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 Pharmacists and/or other healthcare professionals is relevant, professional and organized. <input type="checkbox"/> I ensure written communication for patients is relevant, professional and organized.

Domain: Communication - 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 ➤ Provides information in a manner that ensures audience understanding 	<div style="background-color: #e0f2e0; padding: 5px;"> <ul style="list-style-type: none"> <input type="checkbox"/> I provide appropriate patient education. <input type="checkbox"/> I communicate with Pharmacists 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 </div> <div style="background-color: #ffe0b2; padding: 5px; margin-top: 5px;"> <p><u>Patient Education</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 Pharmacists and/or other 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 appropriate patient education (i.e. for a device, compression stockings, etc.). <input type="checkbox"/> I communicate with Pharmacists 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. </div>

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