



Pharmacist Profile

Domain identifier	Domain heading	Domain summary	Intern Pharmacist	Level 1 Pharmacist	Level 2 Pharmacist	Level 3 Pharmacist	Level 4 Pharmacist	Level 5 Pharmacist	Pharmacy Manager <small>(in addition to relevant level of practice)</small>
Core 1	Professional responsibilities	This domain covers accepted standards of behaviour and professional practice underpinned by legislation, policies, procedures, guidelines and codes of practice. Pharmacists are required to work within the scope of their role and maintain responsibility and accountability for their actions. Representing interests of the pharmacy profession are also part of this domain.	<p>Professional attitude and appearance.</p> <p>Maintains confidentiality and complies with privacy legislation.</p> <p>Undertakes supervised practice according to requirements of the intern training programme.</p> <p>Member of appropriate professional bodies.</p> <p>Takes responsibility for decisions and outcomes that affect patients.</p>	<p>Provides pharmacy services in a manner consistent with legislation, code of ethics, policy and procedures.</p> <p>Demonstrates individual responsibility and maintains accountability for own work and performance.</p> <p>Works within scope of practice, referring to others for advice and support when required.</p> <p>Represents pharmacy within area(s) of work.</p> <p>Member of pharmacy networks.</p>	<p>Maintains a high standard of ethical and professional practice.</p> <p>Interprets professional guidance to make decisions on ethical and professional issues.</p> <p>Actively engages in pharmacy network activities.</p>	<p>Interprets professional guidance to make complex decisions on ethical and professional issues and provide guidance to others.</p> <p>Represents department/profession at local level e.g. organisational committees.</p> <p>Member of specialist interest groups or similar pharmacist networks.</p>	<p>High degree of professional autonomy.</p> <p>Recognised by peers as being able to provide advice on complex ethical and professional issues in specific situations/areas.</p> <p>Contributes to profession at a regional/national level.</p>	<p>High level of professional expertise - sought as an opinion leader.</p> <p>Speaks on behalf of profession</p> <p>Representative on regional/national groups/committees.</p>	<p>Sets standards for profession and advises other staff on ethical and professional issues.</p>
Core 2	Personal & professional development / learning	This domain is about personal and professional development e.g. appraisal and development review. It includes accepting responsibility to undertake continuing learning and development.	<p>Participates in National intern training programme, keeping an up to date learning portfolio and actively working towards learning goals to meet competency standards.</p>	<p>Completes relevant organisation training programmes.</p> <p>Actively applies knowledge and skills to practice.</p> <p>Takes responsibility for own personal development & keeps up-to-date records of own development review process.</p> <p>Actively participates in continuing education/learning opportunities.</p> <p>Identifies own learning and</p>	<p>Actively seeks out and attends relevant conferences, courses or meetings of professional interest and shares learning with other relevant staff.</p> <p>Identifies own learning needs for current and future career aspirations and participates in structured objective training (e.g. postgraduate courses).</p> <p>Actively seeks feedback and acts on</p>	<p>Actively participates in conferences, courses or meetings of professional interest.</p> <p>Evaluates effectiveness of learning opportunities and further develops personal learning by sharing with others.</p> <p>Works as a reflective practitioner.</p>	<p>Independently manages own development.</p> <p>Takes advantage of inter-professional learning opportunities.</p> <p>Seeks professional development guidance from appropriate mentors both within and outside pharmacy.</p>		



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				<p>development needs relevant to current job.</p> <p>Acknowledges and learns from mistakes to improve outcomes.</p> <p>Seeks guidance and advice from colleagues.</p> <p>Develops reflective practice and acts on feedback received.</p>	<p>feedback received.</p> <p>Refines reflective practice.</p>				
Core 3	Education & training of others	This domain is about sharing knowledge and using skills to contribute to the development of others. This may involve a variety of different methods and includes teaching and training of other staff as well as educating patients and carers.	<p>Regularly attends staff meetings.</p> <p>Contributes to training of new staff and patients as appropriate within intern training programme</p>	<p>Provides in-service training within Pharmacy.</p> <p>Participates in training of students and other pharmacy staff where appropriate.</p> <p>Acts as a learning peer for colleagues for continuing education when appropriate.</p> <p>Assists in delivery of education to patient groups on health awareness and healthy lifestyles under supervision.</p> <p>Provides education and training for nursing/junior medical staff within area of practice under supervision</p> <p>Provides constructive feedback on colleagues under supervision when appropriate.</p>	<p>Contributes to identifying learning needs of others and planning how to meet them.</p> <p>Provides clinical support and advice to junior colleagues.</p> <p>Undertakes formative assessment and provides constructive feedback on colleagues under supervision when appropriate</p> <p>Provides education and training for nursing/junior medical staff within area of practice.</p> <p>Independently delivers education to patient groups on health awareness and healthy lifestyles.</p>	<p>Prepares and provides education, training and orientation of other staff to area of practice.</p> <p>Makes a significant contribution in the training of other pharmacy staff e.g. acting as preceptor, mentor or assessor</p> <p>Undertakes accompanied clinical visits/peer reviews with junior or other staff requiring additional input.</p> <p>Delivers training & teaching within area of expertise to other health professionals which may include senior medical staff.</p> <p>Able to assess performance & learning needs of others.</p> <p>Plans and develops education for patient</p>	<p>Conducts specialist presentations to peers, other health professionals or community groups.</p> <p>Plans and delivers systematic training within area of practice (e.g. developing skills of others, succession planning).</p> <p>Prepares, co-ordinates and delivers teaching to multidisciplinary groups on a regular basis.</p> <p>Actively involved in development, evaluation and monitoring of organisation wide education and training initiatives.</p> <p>Promotes a learning culture within the organisation.</p> <p>Evaluates training and uses this to</p>	<p>Invited to speak at conferences.</p> <p>Involved in strategic planning, development, facilitation and implementation of training initiatives and educational targets.</p> <p>Provides input for regional/national consultation on educational initiatives and service delivery e.g. intern training</p> <p>Enhances links between practice and professional bodies, higher education institutes, external healthcare service providers and government organisations.</p> <p>Responsive to external education drivers.</p>	



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						groups on health awareness and healthy lifestyles.	inform continuous updates and quality improvement of training programmes.		
Core 4	Cultural competence	The ability to interact respectfully and effectively with persons from a different background to one's own including the ability to use that knowledge in cross-cultural situations. Culture includes but is not restricted to age, gender, sexual orientation, race, socioeconomic status (including occupation), religion, physical, mental or other impairments, ethnicity and organisational culture. (As defined by Pharmacy Council of NZ)	Knows the principles of Treaty of Waitangi. Accesses resources to make sure culturally appropriate services are provided.	Demonstrates cultural sensitivity, treating others with sensitivity, empathy, respect and dignity. Recognises own level of cultural competence, identifies when to consult and adapt practice.	Demonstrates awareness of health status of different cultures including Maori, cultural competency issues, and implementation of this, where appropriate e.g. Intern training. Supports the delivery of culturally competent services. Recognises behaviour that undermines equality and diversity and raises concerns.	Understands the impact of culture on health status and develops culturally competent practices. Demonstrates alignment of cultural approaches to professional practice. Identifies and works towards reducing factors that contribute to disparities in health outcomes.	Implements service wide cultural competency awareness and training programmes. Develops an in-depth understanding of an identified cultural group within the area.	Involved in strategic development to promote and develop cultural competence within the organisation. Provides input to consultations on national strategy. Able to resolve conflict relating to complex cultural issues.	
Core 5	Communication & teamwork	This domain relates to developing effective communication and presentation skills, establishing and maintaining working relationships and gaining co-operation of others in order to provide excellent care and service. It includes the skills required to communicate appropriately and collaborate with patients, whanau, carers and healthcare professionals and adapt communication styles to suit the recipient and situation.	Communicates effectively in English (oral and written language) and recognises the impact of non-verbal communication. Able to work as part of a team, understanding and valuing the role of others. Is flexible and shows a willingness to be re-tasked when necessary.	Communicates clearly and logically (both verbal and written) in a manner that is appropriate to the situation. Demonstrates concise, clear and accurate basic communication skills e.g. delivering generic, factual information, reporting incidents, writing in clinical notes, giving presentations. Promotes a positive team culture. Able to work as part of multiple pharmacy and clinical based	Communicates as an active listener and uses appropriate questioning to draw out relevant information and checks understanding. Demonstrates good communication skills in an appropriate context e.g. providing and receiving sensitive information, writing bulletins, using templates/spreadsheets/charts to report or present data. Actively engages with the multi-disciplinary team to optimise	Communicates and responds to people's needs appropriately & with effective results. Demonstrates excellent communication skills e.g. providing tailored/patient focused information, writing guidelines/reports, and giving structured presentations. Provides leadership for a positive team culture. Able to intervene and resolve minor team conflict and issues. Demonstrates a	Able to communicate complex information to groups of people in different environments. Demonstrates advanced communication skills e.g. summarising information succinctly, writing high level reports, communications for organisational committees, presenting complex or contentious data. Works collaboratively with other healthcare professionals engaging widely across the	Able to communicate highly complex/sensitive/contentious information to large groups of people and in antagonistic environments. Demonstrates exceptional communication skills e.g. delivering concise summaries that are outcome/patient focused, writing business cases, presenting in a variety of formal settings. Proactively makes a positive contribution to team based	Communicates regularly with decision makers and influences the actions of others. Manages and facilitates large and complex consultations to achieve outcomes.



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				<p>teams.</p> <p>Establishes and maintains effective working relationships with a range of staff, patients and carers.</p> <p>Counsels and advises patients and carers over aspects of medicine therapy and health promotion.</p> <p>Provides knowledge, advice and support on medicines appropriate to the user, referring to other people or sources when they are better able to meet their needs.</p> <p>Able to positively influence the medication-related behaviours of individual patients and healthcare professionals.</p>	<p>patient outcomes.</p> <p>Able to give and receive instruction and feedback.</p> <p>Provides knowledge, advice and support on medicines appropriate to the user explaining clearly the associated benefits and risks and referring to other people or sources when they are better able to meet their needs.</p>	<p>constructive approach to conflict resolution and able to deal with professionals that challenge advice and facilitate an acceptable outcome.</p> <p>Responds appropriately to different levels of authority within and outside of pharmacy.</p> <p>Develops and maintains effective networks at local level.</p>	<p>organisation.</p> <p>Maintains relationships in demanding circumstances.</p> <p>Develops and maintains effective networks at regional and national level.</p> <p>Uses communication skills to facilitate desired outcomes.</p> <p>Co-ordinates across multiple teams or within a service to effect change and constructively manages any barriers to this.</p> <p>Maintains high levels communication skills in difficult and challenging situations.</p>	<p>decision making and evaluates team effectiveness.</p> <p>Uses assertiveness skills to ensure professional practice of the pharmacy service is not compromised.</p> <p>Deals well with conflict to improve communication, defuse tension, and resolve problems.</p> <p>Has well developed facilitation and mediation skills e.g. lobbying groups.</p>	
Core 6	Planning and organising	This domain looks at self-management, planning, prioritisation and organisational skills. It also takes into account strategic planning and dealing with the need to adapt plans to changing situations	<p>Punctual.</p> <p>Good time management skills.</p> <p>Adapts to change in the workplace.</p> <p>Able to prioritise work and study to meet deadlines.</p>	<p>Able to meet targets.</p> <p>Prioritises own work to ensure high priority patients/urgent requests are dealt with first.</p> <p>Able to plan and organise an identified workload with support.</p> <p>Follows through on tasks to ensure completion.</p> <p>Able to cope with interruptions and</p>	<p>Is proactive and responsible for meeting personal and service defined targets, and managing own time and resources.</p> <p>Adjusts priorities as situations change.</p>	<p>Sets personal priorities, goals and timetables to achieve maximum productivity.</p> <p>Able to manage workload and prioritise own tasks and those of relevant staff within service.</p> <p>Assists in delivery of service objectives in a timely and appropriate manner.</p> <p>Identifies unmet targets and works</p>	<p>Delivers service objectives in a timely and appropriate manner.</p> <p>Uses time and project management skills to plan and organise complex activities e.g. research and project work.</p> <p>Identifies and plans strategic priorities for aspects of pharmacy services.</p>	<p>Able to plan and identify multiple priorities and independently allocate time and resources to achieve timely outcomes.</p> <p>Identifies strategic priorities for part or all of pharmacy service.</p> <p>Inputs into wider strategic priorities of organisation and potentially at a regional/national level.</p>	<p>Formulates and adjusts strategic and long-term plans which may impact across the organisation.</p>



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				distractions.		towards a resolution. Prioritises recommendations when problem solving to optimise patient outcomes. Provides input into strategic plans for pharmacy service. Understands principles of project management. Plans and manages workflow and skill mix within service area.			
Core 7	Research, analysis and information delivery	This domain relates to information literacy; accessing, using and interpreting all types of information resources and information systems. It includes skills required to undertake research and share information and findings with others in an appropriate manner.	<p>Computer literate and uses appropriate workplace software.</p> <p>Has a basic understanding of the skills required for research.</p> <p>Answers medicine information queries under supervision adhering to best practice guidance as per NZMI training manual.</p> <p>Undertakes an intern project or audit and provides feedback on results to an appropriate person.</p>	<p>Works accurately with information management systems and keeps them up to date using set procedures.</p> <p>Using standard reference sources, locates, analyses and communicates relevant, appropriate and accurate medicines and patient/healthcare information in a timely manner, referring to others for advice when necessary.</p> <p>Keeps up to date with current literature, identifies relevant information and distributes it appropriately.</p> <p>Participates in surveys or audits as</p>	<p>Able to undertake more complex queries, referring to more experienced colleagues when required.</p> <p>Able to critically evaluate literature.</p> <p>Effectively contributes to research and audit activities.</p>	<p>Maintains and reviews information management systems.</p> <p>Uses best available evidence and research recommendations to inform practice decisions.</p> <p>Conducts practice based research, applies findings to current practice and shares updates with others.</p> <p>Initiates audits relating to compliance against standards, guidelines or best practice, service delivery or improvement.</p> <p>Critique and evaluate recommendations / advice given / queries undertaken by others</p>	<p>Develops research schedule for own speciality/area.</p> <p>Publishes own research findings.</p> <p>Identifies new developments by others that may be relevant to own area of work.</p>	<p>Analyses complex business data to inform delivery and development.</p> <p>Successfully manages large, complex projects at higher levels.</p> <p>Involved in national/international research projects.</p> <p>Regularly undertakes strategic/specialist research to inform practice; leads, co-ordinates and implements research & development.</p>	



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				requested. Understands and applies principles of evidence based medicine.		and give feedback.			
Core 8	Reasoning & judgment	This domain looks at analytical, judgemental and decision making skills. This involves identifying problems, understanding complex situations and making informed recommendations/decisions by taking all relevant factors into consideration.	Works within scope of practice and organisational boundaries. Acknowledges own limitations and seeks advice or refers when necessary.	Accepts professional responsibility Able to apply pharmaceutical knowledge in less complex situations. Capable of working to the required standards when under stress and making decisions with support from senior staff.	Able to apply pharmaceutical knowledge in situations that are ambiguous or uncertain. Evaluates all options and makes timely, effective decisions within appropriate levels of responsibility. Considers the immediate implications of their decisions.	Deals with complex situations requiring investigation, analysis, interpretation and comparison of a range of options in consultation with more senior colleagues. Considers the wider implications of their decisions.	Deals with highly complex situations requiring investigation, analysis, interpretation and comparison of a range of options. Able to critically analyse processes and situations and develop improvements. Recognises critical factors and weighs up risks appropriately in order to make informed autonomous decisions in line with organisational policies and procedures. Makes decisions that are acceptable to diverse groups with conflicting interests and needs. Identifies the causes of difficulties in routine operations and/or opportunities to improve them, and resolves these successfully.	Independently investigates, analyses, identifies & communicates solutions for complex issues. Uses skills to manage difficult and dynamic situations & changing environments. Uses rigorous logic and methods to solve difficult problems with effective solutions. Able to make decisions in the absence of evidence or when there is conflicting data.	Analyses service related issues. Thinks in terms of desired outcomes and ensures decision making complies with organisational strategies.



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Core 9	Quality, safety & risk management	This domain relates to ensuring quality and safety in all areas of work and practice. This includes all aspects of governance and risk management e.g. clinical, information, organisational. This domain also covers the maintenance and promotion of health, safety and security of everyone at all times.	Complies with policies, procedures and safe systems of work to ensure own and others safety at all times. Reports any work issues that may put health, safety and security at risk. Supports pharmacy service quality initiatives. Pays attention to detail and minimises the risk of dispensing errors.	Keeps accurate and complete records consistent with legislation, policies and procedures. Monitors supplied products to confirm that they meet specified requirements and all relevant legislation, policies and procedures. Proactive in promoting patient safety, quality and safe medicines management. Identifies potential risks and refers appropriately in a timely manner. Participates in quality improvement Initiatives.	Plays an active role in risk management processes recognising, managing and minimising risk associated with medicines use. Is aware of the processes and committees involved in medicines management, risk and quality improvement in the organisation. Able to describe the principles of quality improvement.	Identifies and resolves new risk management issues within area of practice and escalates as appropriate Influences quality agenda for the team. Able to apply the principles of quality improvement to practice. Advises on the processes involved in medicines management, risk and quality improvement. Assists in following clinical and medicines governance pathways.	Understands and manages risk in the wider context of medicines usage. Ensures systems are in place to manage risk. Takes a lead role in quality improvement initiatives. Involved in organisation wide governance projects. Implements national guidance related to safe and quality use of medicines.	Has an advisory/strategic role in relation to medicines related quality improvement governance & risk management at a regional/national level.	Ensures facilities and equipment are maintained to required standards. Develops quality indicators and uses these to monitor service standards. Contributes to and leads the clinical governance agenda at a higher level.
Core 10	Policy and service development	This domain covers the responsibilities required to develop and implement policies and/or services. It includes service improvement targeted at users and may range from small scale specific improvements to large organisational changes.	Follows policies, procedures and guidelines relevant to role. Offers constructive views and ideas on service improvement. Understands & contributes to pharmacy service vision.	Carries out tasks related to service development when requested. Offers constructive views and ideas on service improvement. Understands & contributes to pharmacy service vision. Participates in pharmacy service improvement initiatives. Contributes to the measurement and evaluation of service development outcomes in a timely and effective manner.	Contributes to review of existing or development of new protocols and comments on proposed changes to local policies/practices. Participates in pharmacy service improvement initiatives. Contributes to the measurement and evaluation of service development outcomes in a timely and effective manner.	Has an awareness of national and regional healthcare policies and can relate to own practice. Works with other pharmacy staff and services to develop implement and review guidelines and policies relevant to the service. Evaluates changes in relation to guidelines and policies and reports on outcomes in response to service evaluation. Identifies and helps to develop new and more effective work	Pro-actively develops & implements best practice standards/policies for specified area. Considers the implication of national healthcare policies. Develops clear understanding of priorities & formulates short-term plans in line with pharmacy strategy. Identifies gaps and initiates ideas/strategies that may led to improvements in	Responsible for implementation and development of pharmacy policy. Relates goals and actions to strategic aims of organisation/ profession and uses innovation to support service improvement. Extends boundaries of pharmacy service and works across boundaries (internal & external).	Writes business plans, organisational reports & policy documents. Accountable for delivery of local and regional targets and national priorities. Creates strategic vision & translates for staff. Has an input into strategic planning for organisation.



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						processes and systems.	practice, service delivery or patient outcomes. Measures and evaluates the success of initiatives. Reviews or edits external/national documents on behalf of pharmacy / speciality area		
Core 11	Financial & physical resources	This domain relates to financial resources and physical assets including security, maintenance, budgetary and ordering responsibilities. It includes understanding pharmaceutical funding systems within New Zealand.	Maintains security of Pharmacy and medications. Understands the Pharmaceutical Schedule and Hospital Medicines List (HML) and implications of funding/resource for the organisation and patients.	Uses organisational resources responsibly e.g. ordering of stationery, most cost effective flights, accommodation. Applies HML and/or Pharmaceutical Schedule requirements to patient care and supports other healthcare professionals to apply these requirements. Understands wider health system funding and advises on implications for patients on discharge.	Shows basic awareness of budget management and financial implications for service areas. Promotes cost-effective, evidence-based prescribing.	Monitors and reports on medication usage, resource utilisation and expenditure within own area. Seeks additional information and considers its implications to determine appropriateness of resource utilisation. Assists with funding applications and seeks assistance if required. Identifies gaps in resourcing for service area and makes recommendations Maintains medication levels proactively within practice area, trouble shoots and resolves issues.	Liaises with key prescribers and budget holders to facilitate interpretation of medication usage. Provides feedback to PHARMAC. Oversees or facilitates funding applications to PHARMAC.	Manages and reports on budget for one or more defined areas. Able to reconfigure use of available resources. Writes business cases and capital expenditure reports to secure additional resources.	Overall responsibility for security of Pharmacy/medicines within organisation and pharmacy services/medication budget. Interprets national & regional healthcare budgets and carry out cost-benefit analyses for new technologies/change s to systems.
Specific 1	Technical practice	This domain looks at skills required to provide technical pharmacy services including theoretical, practical and specialist technical knowledge. It covers all aspects of dispensing and compounding and includes having an understanding of	Good accuracy and numeracy skills. Validates, labels, dispenses and accurately self-checks prescriptions ensuring legislative requirements are met and local	Develops knowledge of principles of technical practice and related skills. Competent dispensing of specialised medications e.g. clinical trials.	Demonstrates developed technical skills. Able to deal with problems related to dispensing and compounding. Takes proactive steps to prevent problems	Has highly developed technical skills and uses technical knowledge in everyday practice. Able to demonstrate techniques using advanced tools and equipment.	Demonstrates advanced technical knowledge and skills. Provides a specialised technical service. Able to advise others on best practice and techniques. Ensures appropriate	Has expert technical knowledge and skills. Provides extended technical service to multiple areas. Identifies, develops and implements opportunities to improve technical	



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		<p>maths and being able to perform calculations.</p>	<p>protocols followed.</p> <p>Understands the principles of technical practice. Carries out supervised preparation, dispensing and extemporaneous compounding in line with GMP principles and local policies.</p>	<p>Able to use standard dispensing & manufacturing equipment.</p> <p>Confirms the validity, accuracy, safety and appropriateness of requests for medicines and takes appropriate action if there are concerns.</p> <p>Demonstrates accuracy in checking extemporaneously/as optically compounded products to a high standard in line with GMP principles and local policies.</p>	<p>arising.</p>	<p>Investigates and resolves process or systemic problems related to medication supply and production issues</p> <p>Demonstrates consistent competence of day to day co-ordination of dispensary, compounding or production duties.</p> <p>Makes recommendations to other healthcare professionals to enable efficient and patient centred production and medication supply.</p>	<p>quality control and monitoring is in place.</p>	<p>services</p>
Specific 2	Clinical practice	<p>This domain looks at skills required to provide medicines management services. It includes theoretical and practical knowledge about medicines use and covers clinically based and patient care responsibilities both individually and as part of the wider healthcare team.</p>	<p>Knowledge of principles of clinical practice.</p> <p>Assists in the provision of basic clinical pharmacy services under supervision.</p>	<p>Able to perform core clinical tasks according to pre-defined protocols e.g. medicines reconciliation.</p> <p>Appropriately answers routine clinical questions from prescribers and patients.</p> <p>Develops clinical knowledge in core areas.</p> <p>Attends and provides input at clinical meetings.</p> <p>Provides a basic pharmaceutical care service, undertakes medication reviews and identifies core pharmaceutical issues and resolves or refers where</p>	<p>Demonstrates general clinical knowledge in core areas.</p> <p>Interprets more complex information about medicines, reviews, evaluates and monitors the medicine therapy of individual patients, intervening when necessary to ensure safe and appropriate use of medicines.</p> <p>Participates in clinical rounds and MDT meetings.</p> <p>Educates and empowers the patient to manage their own health and medicines.</p> <p>Uses knowledge to have discussions around the clinical</p>	<p>Demonstrates wider and more in-depth clinical knowledge.</p> <p>Provides a pro-active, patient-focused pharmaceutical care service to defined clinical area(s)/group of patients.</p> <p>Provides detailed knowledge, advice and support; identifies and resolves complex medication related problems to optimise medicines use.</p> <p>Integrated into the multidisciplinary team within area of responsibility.</p> <p>Makes recommendations to patient and other healthcare professionals for</p>	<p>Demonstrates advanced clinical knowledge in area(s) of practice.</p> <p>Provides a comprehensive, high quality pharmaceutical care service which is tailored to the patient/area of practice.</p> <p>Leads clinical practice through alignment to best evidence based practice.</p> <p>Develops clinical training for area of practice.</p> <p>Contributes specialist knowledge to the wider healthcare environment and involved in teaching/mentoring of others</p>	<p>Has expert clinical knowledge in area(s) of practice.</p> <p>Provides extended pharmaceutical care services to defined clinical area(s).</p> <p>Identifies, develops and implements opportunities to improve patient care and health outcomes.</p> <p>Aligns clinical practice to national/government health strategic priorities.</p> <p>Applies innovative practice based on sound clinical reasoning & best practice.</p> <p>Makes decisions in areas of therapeutic uncertainty and ambiguity.</p>



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<p>appropriate.</p> <p>Interprets information about medicines, reviews, evaluates and monitors the medicine therapy of individual patients, intervening when necessary to ensure safe and appropriate use of medicines.</p> <p>Uses knowledge to have discussions around the clinical practice of junior healthcare professionals e.g. house surgeons.</p> <p>Identifies when issues are beyond their current clinical capability and refers appropriately</p> <p>Identifies potential medicine adherence issues and recommends appropriate and practical solutions that are relevant to the patient and their situation.</p> <p>Interacts confidently with members of the multidisciplinary team</p> <p>Involves patient in their care e.g. ensuring they understand the purpose and correct use of medicines.</p> <p>Provides basic counselling to patients utilising techniques such as</p>	<p>practice of more senior healthcare professionals.</p> <p>Provides patient counselling for more complex patients.</p> <p>Begin to use techniques such as motivational interviewing</p>	<p>improvement to pharmaceutical care.</p> <p>Answers complex clinical questions from prescribers, liaising with colleagues if outside area of experience.</p> <p>Uses knowledge to discuss clinical decision making of senior healthcare professionals.</p> <p>Is involved in the assessment of others.</p>	<p>in this area.</p> <p>Leads the team within area of responsibility.</p> <p>Uses knowledge to challenge clinical practice of healthcare professional groups.</p>	<p>Critically evaluates the provision and quality outcomes of pharmacy services to a designated area.</p>
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'Teach back' to confirm understanding.
Acts as a patient advocate to ensure patient care is not jeopardised.

<p>Specific 3</p>	<p>Leadership and management</p>	<p>This domain relates to effective leadership and management of people, processes and services within the organisation. It includes staff development and management, work planning/allocation, and other human resource aspects such as recruitment, payroll, leave, disciplinary procedures.</p>	<p>Works under supervision. Helps with technician/assistant/student training as required. Displays initiative.</p>	<p>Assists with supervision of pharmacy technicians, assistants & students. Acts as a role model for interns and students.</p>	<p>Supervises and trains less experienced pharmacy staff and students.</p>	<p>Acts as preceptor/mentor. Engages in peer review with colleagues. Involved in management or supervision of one or more staff or one or more areas of the pharmacy service. Identifies opportunities for innovation & improvement. Understands principles of change management.</p>	<p>Responsible for managing a team of people or has responsibility for a defined section/service area within Pharmacy. Undertakes performance & development reviews with direct reports. Deals with human resource aspects such as leave management. Leads the team making operational decisions, communicating expectations, setting standards, providing on-going motivation, feedback and coaching, and objectively developing and evaluating performance. Involved in staff recruitment, development and workload allocation. Involved in change management.</p>	<p>Responsible for managing multiple teams of people. Maximises performance of others (motivates and inspires). Effective leader, provides direction towards a unified goal. Able to deal with dynamic situations, complex issues and uncertain circumstances. Constructs agreed business cases and develops new roles within pharmacy. Anticipates and plans for changes needed to meet future requirements of health service. Has broad networks with a wide sphere of influence. Able to manage change at a higher level. Provides feedback to management regarding service provision & delivery.</p>	<p>Overall management responsibility for service delivery, staffing, professional leadership & strategic direction for the pharmacy services/department . Accountable for risk management issues relating to medicines & implementation of national policies & standards. Influences community and population health issues. Takes a long term perspective.</p>
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