COLLEGE OF PHARMACISTS OF MANITOBA

Pharmacy Technician Structured Practical Training Program

Logbook

Updated January 2019

Council Approved March 25, 2019

To Protect the Health and Well-being of the Public by Ensuring and Promoting Safe, Patient-Centered and Progressive Pharmacy Practice

*To be reviewed by Supervisor and Pharmacy Technician-in-Training and used in conjunction with the Pharmacy Technician Structured Practical Training Program Manual and Submission Forms.

Table of Contents

Personal Learning Action Plan Template

This template can be used to help develop, plan, document your learning goals and monitor your progress.

Learning Goals: What areas do I want to gain more experience in?	Action Plan: What exercises or activities will help me?	Resources: What resources will I use?	Learning Outcome: Am I confident in my ability? Do I need more experience or practice?

Professional Development (PD) Log for Pharmacy Technicians

Name: _____ PD Year: _____

Date	Program Title, Provider, File No. (accredited), and/or Practice Issue (non-accredited)	Contact Hours		Key Ideas/ Thoughts/ Learning Points
		ACCR (CEU)	Non-ACCR	
Total Contact Hours*				

** Pharmacy Technician PD requirement is a minimum of 15 hours of learning activities each PD year of which a minimum of 5 hours must be from accredited learning activities. One continuing education unit (CEU) is equivalent to one contact hour of accredited learning activities. Please see the cphm.ca website for more information on the professional development requirements for pharmacy technicians.

Resources

The following resources should be consulted and reviewed throughout the SPT program.

Guide to Pharmacy Practice in Manitoba

Legislation - Provincial

December 2006 *The Pharmaceutical Act* of Manitoba

Manitoba Pharmaceutical Regulations *(*July 31, 2013)

Manitoba By-Laws to *The Pharmaceutical Act*

Code of Ethics and Code of Ethics Explanatory Document

CPhM Practice Directions & Guidelines

The Personal Health Information Act and Regulations
PHIA Q&A

The Prescriptions Drugs Cost Assistance Act

The Apology Act

Manitoba Drug Benefits & Interchangeability Formulary and Regulation

Prescription Drugs Payment of Benefits Regulation

The Protection for Persons in Care Act

Workplace Safety and Health Act

Non-Potable Intoxicating Substances, Stomach Bitters and Rubbing Alcohol Regulations

Legislation - Federal

Controlled Drug and Substances Act and Regulations

Narcotic Control Regulations

College Resources

Pharmacy Technician Resource Guide

Outline of Prescription Drug Regulations

Outline of M3P Prescription Drug Regulations

Prescriber Authority Table

Manitoba Prescribing Practices Program (M3P) resources

Narcotic and Controlled Drug Accountability Guidelines

CPhM Hospital Standards of Practice and Guidelines

Personal Care Home – Long-term Care Standards of Practice

Opioid Replacement Therapy Guidelines for Manitoba Pharmacists

Joint Statement – Prescribing Practices – Doctor/Pharmacist Relationship

Joint Statement - Facsimile Transmission of Prescriptions

Joint Statement - Electronic Transmission of Prescriptions

Safety IQ webpage

Health Canada

Health Canada Guidance Document – Reporting of Loss or Theft of Controlled Substances and Precursors

Health Canada - Abuse and Diversion of Controlled Substances: A Guide for Health Professionals

Health Canada – Policy on Manufacturing and Compounding Drug Products in Canada (POL-0051)

Health Canada – Special Access Programme

National Vaccine Storage and Handling Guidelines for Immunization Providers (2015)

NAPRA Resources

NAPRA Drug Schedules

NAPRA Model Standards for Pharmacy Compounding - sterile (hazardous and non-hazardous) and non-sterile compounds

NAPRA Model Standards of Practice for Pharmacists and Pharmacy Technicians

Manitoba

WRHA Safe Handling of Hazardous Medications -Reference Documents

Manitoba Health Cold Chain Protocol – Vaccines and Biologics

SAFE Manitoba

Manitoba Medication Returns Program and FAQ document

Miscellaneous Resources

NIOSH List of Antineoplastic and Other Hazardous Drugs in Healthcare Settings, 2016

Enhancing Interdisciplinary Collaboration in Primary Health Care in Canada

Institute for Safe Medication Practices (ISMP Canada)

Manitoba Institute for Patient Safety (MIPS)

NABP "Watching for Red Flags" Video: https://nabp.pharmacy/initiatives/awarxe/pharmacist-resources/

CPhM Professional Development

Professional Development for Pharmacy Technicians page

Literacy and Health in Pharmacy presentation (October 2015)

Hot! Privacy Issues: Handle with Care presentation (March 2016)

Culture Shift 101: Safety and Just Culture in Community Pharmacy presentation (May 2018)

Rating Scale

For the Pre-Rotation Self-Assessment and all Learning Activities, learners and supervisors must rate the achievement of the competency element/activity based the following rating scale:

RATING SCALE		
1	Unsatisfactory	Learner's knowledge to perform the task is below expectations. Learner requires assistance and extensive intervention and support to complete the task. Demonstrates objective < 60% of the time.
2	Needs Improvement	Learner has the knowledge and understands process, but does not always apply them consistently and independently without supervision. Frequently requires support. Demonstrates objective 60% to < 75% of the time.
3	Satisfactory	Learner can perform task independently and with confidence. Requires only occasional support. Demonstrates objective > 75% of the time.
4	Exemplary	Learner can perform in an independent fashion. Rarely needs support. No improvement needed. Always above expectations. Demonstrates objective > 90% of the time.
N/O	No opportunity	No opportunity to experience the competency element in previous work experience. No opportunity is only valid for the learner's Pre-Assessment and for the first 120 hour evaluation (Part I). The learner must successfully complete all competencies and learning activities by the end of Part II in order to successfully complete the Pharmacy Technician SPT Program.

Learner Pre-Rotation Self-Assessment

Learner Pre-Rotation Self-Assessment Introduction

Please note:

This self-assessment must be completed prior to beginning the SPT learning activities but does NOT need to be submitted to the College of Pharmacists of Manitoba.

Self-assessment is key to understanding one's practice strengths and limitations. It requires the learner to critically evaluate his/her knowledge and skills in order to determine where more practice and experience is required to achieve competency. This baseline information is used as a guide for both the pharmacy technician-in-training and SPT supervisor to develop learning goals for the duration of the SPT program. The self-assessment also provides the learner and SPT supervisor with an understanding of each key competency and its corresponding competency elements. In order to maintain competence, self-assessment should occur throughout your career as you continue to learn and improve your skills.

Using the rating scale described above as your guide, complete the following self-assessment by circling the number that best reflects your ability to meet the competency indicated. Add comments, exercises or ideas after each section that may assist you in improving your current practice. Use these comments to develop learning goals for the duration of your SPT. A Personal Learning Action Plan template is included in this Logbook to help track your goals and monitor your progress.

_____

Competency 1: Ethical, Legal and Professional Responsibilities

Pharmacy technicians practise within legal requirements, demonstrate professionalism and uphold professional standards of practice, codes of ethics and policies.

Key Competencies

- **1.1** Practise within legal requirements.
- **1.2** Uphold ethical principles.
- **1.3** Manage actual and potential illegal, unethical, or unprofessional actions or situations.
- **1.4** Apply principles of professionalism.
- **1.5** Document activities of practice in compliance with federal and provincial/territorial legislation, standards and policies.

Key Competency	Please rate your performance in the following areas:	Intern's Rating
1.1 Practice within legal requirements.	Applies legal requirements to practice, including federal and provincial legislation, policies, by-law and standards.	
	Applies legal requirements to practice, including federal and provincial legislation to the collection, use, storage, disclosure and destruction of personal health information.	1 2 3 4 N/O
1.2 Uphold ethical principles.	Applies principles of professional codes of ethics.	
	Apply ethical principles in the decision-making process.	1 2 3 4 N/O
1.3 Manage actual and potential illegal, unethical, or unprofessional actions or situations in the workplace.	Identify and undertake appropriate intervention to address illegal, unethical or unprofessional actions or situations.	1 2 3 4 N/O
1.4 Apply principles of professionalism.	Accept responsibility and accountability for own actions and decisions.	
	Seeks guidance when uncertain about own knowledge, skills, abilities and scope of practice.	1 2 3 4 N/O
	Apply principles of continuing professional development including assessing own learning needs and developing a plan to meet these needs.	1 2 3 4 N/O
	Maintain appropriate professional boundaries.	
	Protects the privacy and confidentiality of the patient.	1 2 3 4 N/O

COMMENTS:

Competency 2: Patient Care

Pharmacy technicians participate in meeting the patient's health and drug-related needs, through collaboration with the patient, the pharmacist and other health professionals, to achieve the patient's health goals.

Key Competencies

    2.1   Develop a professional relationship with the patient.
    2.2   Obtain patient information for pharmacist review.
    2.3   Collaborate with the pharmacist to support care plan activities.

Key Competency	Please rate your performance in the following areas:	Intern's Rating
2.1 Develop a professional relationship with the patient.	Establishes and maintains trusting professional relationships with patients by using effective communication skills.	**1 2 3 4 N/O**
	Demonstrates a caring, empathetic, and professional attitude.	
	Determines and acknowledges the patient's needs, values and desired level of care.	
2.2 Obtain information about the patient.	Gather information from the patient using appropriate interview techniques, including active listening.	**1 2 3 4 N/O**
	Gather information from the patient's health records.	
	Organize, reconcile and record the patient's information.	
	Identify factors such as culture, language, demographic and physical characteristics that may impact patient care.	**1 2 3 4 N/O**
	Gather information required for medication reconciliation.	**1 2 3 4 N/O**
	Measure a patient's physical parameters (e.g. height, weight and blood pressure).	**1 2 3 4 N/O**
2.3 Collaborate with the pharmacist to support care plan activities	Identify patient needs related to issues such as dosage forms, special packaging or labelling.	**1 2 3 4 N/O**
	Assist the patient in making informed decisions regarding the selection and use of drug administration devices, monitoring devices and health aids.	**1 2 3 4 N/O**
	Gather monitoring parameter information for pharmacist review, including adherence information and lab test results	**1 2 3 4 N/O**
	Communicate relevant information and identified concerns to the pharmacist in a clear, concise and timely manner.	

COMMENTS:

Competency 3: Product Distribution

Pharmacy technicians implement safe and effective product distribution to ensure the safety and accuracy of released products.

Key Competencies

3.1 Receive, interpret and process a prescription.
3.2 Prepare products for dispensing.
3.3 Prepare and compound non-sterile and sterile products according to recognized guidelines and standards of practice.
3.4 Verify the technical aspects of the prescription to ensure accuracy and quality of products.
3.5 Collaborate with the pharmacist in the release of the product.

Key Competency	Please rate your performance in the following areas:	Intern's Rating
3.1 Receive, interpret and process a prescription.	Determine the validity, clarity, completeness and authenticity of the prescription and resolve concerns in collaboration with the pharmacist.	1 2 3 4 N/O
	Transcribe verbal orders and ensure their accuracy. **Pharmacy technicians in Manitoba can ask a practitioner and receive his/her instructions as to whether an existing prescription can be refilled as previously prescribed and without any change to the prescription.** Please note that due to federal legislation, a pharmacy technician cannot accept a verbal order from a practitioner for any of the drugs covered under the Controlled Drugs and Substances act (including benzodiazepines and narcotics)	1 2 3 4 N/O
	Transfer a prescription and receive a transferred prescription. **N.B. Pharmacy technicians in Manitoba are _not_ authorized to receive or transfer prescriptions from another pharmacy; this must be completed by a pharmacist in Manitoba. Your supervisor must still assess this competency with you in an objective, structured practical type assessment, using direct supervision by the pharmacist. i.e. Pharmacy technicians cannot perform this competency in Manitoba.**	1 2 3 4 N/O
	Interpret numerals, symbols, measurement systems and Latin abbreviations.	1 2 3 4 N/O
	Perform pharmaceutical calculations.	1 2 3 4 N/O
	Identify patterns of unusual drug prescribing and usage including possible diversion or drug misuse and report relevant findings to the pharmacist or appropriate authority.	1 2 3 4 N/O

	Process the adjudication for payment of prescriptions and other pharmacy services using knowledge of third-party payer policies and formularies.	**1 2 3 4 N/O**
3.2 Prepare products for dispensing	Select appropriate products by applying knowledge of brand and generic names, dosages, and dosage forms.	**1 2 3 4 N/O**
	Apply drug interchangeability principles in accordance with applicable formularies, policies or legislation.	
	Verify the integrity of a product by considering stability, and, where applicable, sterility, including checking expiry dates, physical appearance, and odour.	**1 2 3 4 N/O**
	Measure products by counting, pouring or weighing using the appropriate equipment and technology.	
	Package products in a suitable container to maintain product integrity, stability, and where applicable, sterility.	**1 2 3 4 N/O**
	Use packaging that is safe and appropriate for the patient, including pre-packaging, multi-dose or unit dose packaging and child-resistant vials.	
	Label products according to legislative requirements, best safety practices, established protocols, and patient specific needs.	
3.3 Prepare and compound non-sterile and sterile products.	Prepare and compound sterile and non-sterile products according to recognized guidelines and standards of practice.	**1 2 3 4 N/O**
3.4 Verify the technical aspects of the prescription to ensure accuracy and quality of products	Identify when an independent double check should be performed.	**1 2 3 4 N/O**
	Check the product and its prescription label against the prescription using a systematic approach.	
3.5 Collaborate with the pharmacist in the release of the product	Determine whether the legal and professional requirements for a product to be released to the patient have been met.	**1 2 3 4 N/O**
	Identify when the patient requires further consultation or education from the pharmacist.	

COMMENTS:

Competency 4: Practice Setting

Pharmacy technicians contribute to the management of the practice setting with the goal of ensuring safe, effective and efficient product distribution.

Key Competencies

 4.1 Optimize the safety, efficacy and efficiency of operations in the practice setting.
 4.2 Contribute to the management of pharmacy inventory to ensure safe, effective and efficient product distribution.
 4.3 Contribute to the management of record keeping activities within the practice setting.

Key Competency	Please rate your performance in the following areas:	Intern's Rating
4.1 Optimize the safety, efficacy and efficiency of operations in the practice setting.	Demonstrates the organizational and time management skills necessary to effectively prioritize, organize and manage product distribution workflow.	1 2 3 4 N/O
	Use and maintain automation and other technology to enhance safety, efficacy and efficiency in the practice setting.	
4.2 Contribute to the management of pharmacy inventory to ensure safe, effective and efficient product distribution.	Apply inventory and formulary management systems and strategies that incorporate best practices, including new technologies.	1 2 3 4 N/O
	Prepare and place orders for stock and supplies using appropriate technology from licensed sources.	
	Identify issues with the drug supply chain.	1 2 3 4 N/O
	Return or properly dispose of recalled, expired and unusable products.	
	Reconcile inventory for controlled substances, or any other substances selected.	1 2 3 4 N/O
	Investigate inventory discrepancies and communicate findings to the pharmacist and/or other appropriate authority.	
4.3 Contribute to the management of record keeping activities within the practice setting.	Use appropriate information technology to organize, maintain and retrieve pharmacy records.	1 2 3 4 N/O
	Use information technology and record-keeping procedures that maintain the integrity, security and permanence of pharmacy records.	

COMMENTS:

Competency 5: Health Promotion

Pharmacy technicians support health promotion activities for patients, communities and populations in collaboration with the pharmacist.

Key Competencies

5.1 Support patient-specific health promotion activities in collaboration with the pharmacist.
5.2 Support public health activities in collaboration with the pharmacist.
5.3 Contribute to the maintenance of a healthy environment for the public.

Key Competency	Please rate your performance in the following areas:	Intern's Rating
5.1/5.2 Support patient-specific/ public health promotion activities in collaboration with the pharmacist	Gather information and participate in health promotion activities in collaboration with the pharmacist.	**1 2 3 4 N/O**
5.3 Contribute to the maintenance of a healthy environment for the public.	Promote the proper handling and disposal of drugs and hazardous materials with the patient, self and others.	**1 2 3 4 N/O**

COMMENTS:

Competency 6: Knowledge and Research Application

Pharmacy technicians access, retrieve and apply relevant information to make evidence-informed decisions within their practice with the goal of ensuring safe and effective product distribution.

Key Competencies

      6.1   Respond to questions that do not require pharmacist referral using appropriate strategies.

      6.2   Apply relevant information to practice.

Key Competency	Please rate your performance in the following areas:	Intern's Rating
6.1 Respond to questions that do not require pharmacist referral using appropriate strategies	Clarify requests for information to identify questions that require pharmacist referral.	**1 2 3 4 N/O**
	Use a variety of retrieval techniques to access reliable and appropriate information.	
	Organize and provide information using strategies appropriate to the target audience.	
6.2 Apply relevant information to practice	Gather new information, including evidence-based information when possible, that may be applicable to practice.	**1 2 3 4 N/O**
	Evaluate the information and use current, relevant and reliable information to improve practice.	

COMMENTS:

Competency 7: Communication and Education

Pharmacy technicians communicate effectively with patients, the pharmacy team, other health professionals and the public, providing education when required.

Key Competencies

        7.1   Establish and maintain effective communication skills.
        7.2   Use safe, effective and consistent communication systems.

Key Competency	Please rate your performance in the following areas:	Intern's Rating
7.1 Establish and maintain effective communication skills.	Demonstrate appropriate verbal and non-verbal communication skills.	**1 2 3 4 N/O**
	Demonstrate appropriate interview techniques	
	Select appropriate communication and education techniques for use with the patient and other health professionals.	
	Conduct interpersonal interactions in a professional manner.	
	Communicate with sensitivity, respect and empathy.	
7.2 Use safe, effective and consistent communication systems.	Record and store information in a consistent manner for efficient access and retrieval by relevant personnel.	**1 2 3 4 N/O**

COMMENTS:

Competency 8: Intra and Inter-Professional Collaboration

Pharmacy technicians work in collaboration with the pharmacy team and other health professionals to support the delivery of comprehensive services, make best use of resources and ensure continuity of care in order to achieve the patient's health goals.

Key Competencies
- **8.1** Create and maintain collaborative professional relationships.
- **8.2** Contribute to the effectiveness of working relationships in collaborative teams.
- **8.3** Participate in the delivery of collaborative health services in collaboration with the pharmacist.
- **8.4** Accept referrals from and make referrals to the pharmacist.

Key Competency	Please rate your performance in the following areas:	Intern's Rating
8.1 Create and maintain collaborative professional relationships.	Identify potential collaborators with whom to initiate ongoing professional relationships.	1 2 3 4 N/O
	Collaborate with other parties in the relationship to define roles and responsibilities of each party.	
8.2 Contribute to the effectiveness of working relationships in collaborative teams.	Collaborate with team members to ensure appropriate utilization of resources.	1 2 3 4 N/O
	Collaborate with team members to determine and achieve team goals and objectives.	
8.3 Participate in the delivery of collaborative health services.	Facilitate continuity of care.	
8.4 Accept and make referrals for specific services to the pharmacist.	Recognize situations that fall beyond the scope of practice of pharmacy technicians and refer these situations to the pharmacist.	1 2 3 4 N/O
	Accept responsibility for referrals from the pharmacist.	

COMMENTS:

Competency 9: Quality and Safety

Pharmacy technicians collaborate in developing, implementing and evaluating policies, procedures and activities that promote quality and safety.

Key Competencies
> **9.1** Contribute to a culture of patient safety.
> **9.2** Contribute to continuous quality improvement and risk management activities related to the drug distribution system.
> **9.3** Ensure the quality, safety and integrity of products.
> **9.4** Create and maintain a working environment that promotes safety.

Key Competency	Please rate your performance in the following areas:	Intern's Rating
9.1/9.2 Contribute to a culture of patient safety and contribute to continuous quality improvement and risk management activities related to the drug distribution system	Apply principles of patient safety to improve practice.	1 2 3 4 N/O
	Employ best practices when informing a patient of the occurrence of a medication incident.	1 2 3 4 N/O
	Share information about problems, resolutions, system changes and lessons learned with the workplace team.	
	Apply principles of continuous quality improvement to practice.	
	Apply principles of risk management to practice by anticipating, recognizing and managing situations that place the patient at risk.	
	Identify the occurrence of a medication incident or close call and respond effectively to mitigate harm and prevent reoccurrence.	
9.3 Ensure the quality, safety and integrity of products.	Maintain the cleanliness, functionality and integrity of compounding, packaging, dispensing and storage equipment.	1 2 3 4 N/O
	Ensure that products are stored and transported under the conditions required to maintain product quality, safety and integrity, including cold chain management.	
9.4 Create and maintain a working environment that promotes safety.	Identify factors that impact the safety of the working environment, including resource allocation, procedural consistency and ergonomics.	1 2 3 4 N/O

COMMENTS:

Pharmacy Technician-In-Training
Learning Activities

Learning Activities Introduction

Please note:

After completion and review of the Pre-Rotation Self-Assessment, the learner and supervisor may begin the learning activities. After each time the activity is completed, the learner and the supervisor are to rate the pharmacy technician-in-training's performance of the respective competencies.

All learning activities are to be completed and documented in this Logbook. Supplemental documentation should be attached as needed. The learning activities may all be successfully completed within the first 120 hours. If so, the activities should be repeated in the second 120 hour block to give the learner an opportunity to improve and build upon the knowledge gained in the first 120 hours. If the learner did not have an opportunity to perform all competencies and activities during the first 120 hours, and/or did not obtain a "satisfactory" or "exemplary" rating, the second block of time must be used to demonstrate each required competency with confidence and a limited amount of support.

Please see the Manual and Submission Forms documents for more information on the learning activities and submission of Evaluation Forms.

1. Ethical, Legal and Professional Responsibilities

Pharmacy technicians practise within legal requirements, demonstrate professionalism and uphold professional standards of practice, codes of ethics and policies.

Key Competencies

1.1 Practise within legal requirements.
1.2 Uphold ethical principles.
1.3 Manage actual and potential illegal, unethical, or unprofessional actions or situations.
1.4 Apply principles of professionalism.
1.5 Document activities of practice in compliance with federal and provincial/territorial legislation, standards and policies.

1.1 Practise Within Legal Requirements		
1.1.1 Apply legal requirements to practice, including federal and provincial/territorial legislation, policies, by-laws, and standards. **1.1.3** Apply federal and provincial/territorial privacy legislation to the collection, use, storage, disclosure and destruction of personal health information.		
Activity	Throughout the various stages of the dispensing process that you are involved with at your practice site, identify the corresponding legislation (i.e. specific sections that are relevant to each of these stages). Stages include: • Receipt of prescription • Assessment of appropriateness of therapy • Order entry • Medication preparation pursuant to a prescription • Check on technical accuracy of completed prescription, • Release of product to patient or patient's agent, and • Storage of patient information.	
Resources	Please see the "Legislation and Supporting Documents" page on our website to review all applicable documents including but not limited to: • A Guide to Pharmacy Practice in Manitoba • December 2006 *The Pharmaceutical Act* • Manitoba Pharmaceutical Regulations • CPhM Practice Directions • CPhM Hospital Standards of Practice and Guidelines	• CPhM Long Term Care Standards of Practice • Manitoba By-Laws to the *Pharmaceutical Act* • CPhM Code of Ethics • *Personal Health Information Act* and Regulation
Date:	Applicant's Rating **1 2 3 4 N/O**	Supervisor's Rating **1 2 3 4 N/O**
Date:	Applicant's Rating **1 2 3 4**	Supervisor's Rating **1 2 3 4**
Date completed		**Supervisor's Initials**

Notes and Comments	

1.2 Uphold Ethical Principles												

1.2.1/1.2.2 Apply the principles of professional codes of ethics and apply ethical principles in the decision-making process.

Activity	Review CPhM's Code of Ethics and Code of Ethics Explanatory Document.
	Discuss with your supervisor your obligation as a pharmacy technician to uphold each principle and your primary accountability to the patient. Discuss various situations regarding how a pharmacy technician can contribute to upholding each principle.
	How do you as a pharmacy technician project and display professionalism? Are there any opportunities for improvement?
Resources	• Code of Ethics • Code of Ethics Explanatory Document

Date:		Applicant's Rating 1 2 3 4 N/O	Supervisor's Rating 1 2 3 4 N/O
Date:		Applicant's Rating 1 2 3 4	Supervisor's Rating 1 2 3 4
Date completed			**Supervisor's Initials**

Notes and Comments	

1.3 Manage Actual and Potential Illegal, Unethical, or Unprofessional Actions or Situations in Practice		
1.3.1/1.3.2 Identify and undertake appropriate intervention to address illegal, unethical or unprofessional actions or situations.		
Activity	Discuss with your supervisor your professional obligation to inform CPhM of incapacity, incompetence, and/or professional misconduct of registrants. Identify TWO real or potential situations and the corresponding legislation. What should you do if you become aware of, or suspect, abuse of vulnerable members of the public? What is professional judgement? What is your obligation to exercise professional judgement as a pharmacy technician?	
Resources	*Pharmaceutical Act* and Regulations - Code of Ethics *The Protection for Persons in Care Act*	

Date:	Applicant's Rating **1** **2** **3** **4** **N/O**	Supervisor's Rating **1** **2** **3** **4** **N/O**
Date:	Applicant's Rating **1** **2** **3** **4**	Supervisor's Rating **1** **2** **3** **4**
Date completed		**Supervisor's Initials**
Notes and Comments		

1.4 Apply Principles of Professionalism		
1.4.2 Accept responsibility and accountability for own actions and decisions.		
1.4.3 Seek guidance when uncertain about own knowledge, skills, abilities and scope of practice.		
Activity	Review the *Apology Act* (found on the CPhM website) and discuss with your supervisor. What does it mean? Why is the Act important? Identify THREE situations where you must seek guidance from a pharmacist or another health care professional. Why was guidance needed in each of these circumstances? What could the implications be if guidance is not sought in those situations?	
Resources	• *Apology Act* • *Manitoba Institute for Patient Safety – Apology Act info sheet* • Manitoba Pharmaceutical Regulation	

Date:	Applicant's Rating **1** **2** **3** **4** **N/O**	Supervisor's Rating **1** **2** **3** **4** **N/O**
Date:	Applicant's Rating **1** **2** **3** **4**	Supervisor's Rating **1** **2** **3** **4**
Date completed		**Supervisor's Initials**
Notes and Comments		

1.4 Apply Principles of Professionalism	
1.4.4 Apply principles of continuing professional development including assessing own learning needs and developing a plan to meet these needs.	
Activity	Review and fill out the Personal Learning Action Plan Template found in this Logbook. Identify areas of your practice that you feel could benefit from more experience or training. What can you do to gain more familiarity in these areas? Find resources to help fill these gaps in knowledge.
	Review the Pharmacy Technician pages of the College of Pharmacists of Manitoba website. What are the professional development requirements once you become listed as a pharmacy technician? What is accredited learning? How do you document your learning? Who reviews your professional development and how often?
Resources	- Personal Learning Action Plan Template - College of Pharmacists of Manitoba – Pharmacy Technician page - CPhM – Pharmacy Technician Resource Guide - CPhM – Pharmacy Technician PD Programs

Date:	Applicant's Rating 1 2 3 4 N/O	Supervisor's Rating 1 2 3 4 N/O
Date:	Applicant's Rating 1 2 3 4	Supervisor's Rating 1 2 3 4
Date completed		**Supervisor's Initials**
Notes and Comments		

1.4 Apply Principles of Professionalism		
1.4.5 Maintain appropriate professional boundaries.		
1.4.6 Protect the privacy and confidentiality of the patient.		

Activity	Why is it important to maintain appropriate professional boundaries?
	Describe TWO situations you encountered that demonstrate the importance of the pharmacy technician's role in the adherence to patient confidentiality regulations. Identify corresponding parts in the regulations, Code of Ethics, and privacy legislation (PHIA) relevant to these situations. Examples of situations include: Routine disposal of patient labels and profiles, and accessing patient records.
	Discuss with your supervisor how you would explain PHIA to a patient. What language would you use to ensure the patient understands?
	What processes in place at your practice site ensure patient confidentiality?
Resources	• *Personal Health Information Act* and Regulations • December 2006 *The Pharmaceutical Act* • Manitoba Pharmaceutical Regulations (July 2013) • Code of Ethics

Date:	Applicant's Rating **1 2 3 4 N/O**	Supervisor's Rating **1 2 3 4 N/O**
Date:	Applicant's Rating **1 2 3 4**	Supervisor's Rating **1 2 3 4**
Date completed		**Supervisor's Initials**
Notes and Comments		

2. Patient Care

Pharmacy technicians participate in meeting the patient's health and drug-related needs, through collaboration with the patient, pharmacist and other health professionals, to achieve the patient's health goals.

Key Competencies

2.1 Develop a professional relationship with the patient.
2.2 Obtain patient information for pharmacist review.
2.3 Collaborate with the pharmacist to support care plan activities.

2.1 Develop a professional relationship with the patient			
2.1.1 Establish and maintain rapport by using effective communication skills. **2.1.2** Demonstrate a caring, empathetic, and professional attitude. **2.1.3** Determine and acknowledge the patient's needs, values and desired level of care.			
Activity	Reflect on a situation where you built rapport with a patient and gained their trust. What skills did you demonstrate to form this connection with the patient? Would you expect the same outcome given a different patient and/or different situation? Was there any aspect of the encounter you feel could be improved? Reflect on a situation where the interaction was not ideal between you and a patient. What issues needed to be addressed under this circumstance and how would you have handled it differently? What is empathy? Discuss with your supervisor a situation where you showed empathy to a patient. How did they respond? How did you determine the patient's needs and desired outcome(s)? How did you maintain professionalism while showing care and empathy for the patient? Discuss with your supervisor the patients with which he/she has formed long lasting and continuous professional relationships. How did your supervisor build this long lasting relationship with the patient?		
Date:	Applicant's Rating **1 2 3 4 N/O**	Supervisor's Rating **1 2 3 4 N/O**	
Date:	Applicant's Rating **1 2 3 4**	Supervisor's Rating **1 2 3 4**	
Date completed		**Supervisor's Initials**	
Notes and Comments			

Notes and Comments

2.2 Obtain patient information for pharmacist review

2.2.1 Gather information from the patient using appropriate interview techniques, including active listening.

2.2.3 Gather information from the patient's health records.

2.2.6 Organize, reconcile and record the patient's information.

Activity	**Community Pharmacy Site**
	Practice interviewing patients to create and update patient records under staff supervision. What questions should you be asking the patient during this process? Identify challenges that you have encountered when interviewing the patient and how they were resolved.
	Hospital Pharmacy Site
	Observe how incoming orders are reviewed and what to watch for (e.g. weight for pediatric patients). How do hospital pharmacy staff contribute to the updating or maintenance of patient records? Identify challenges that you have encountered and how they were resolved.
	Review contents of three patient's health record with the pharmacist (e.g. patient chart)
	Discuss how nurses track medication administration and storage in hospital and personal care homes.
	Hospital and Community
	How can DPIN be utilized to verify patient medication records? How and how often should information in the patient's chart or record be confirmed?
Resources	• Manitoba Pharmaceutical Regulations (July 2013) • Records and Information practice direction • Patient Profiles practice directions • CPhM Hospital Standards of Practice and Guidelines

Date:	Applicant's Rating **1 2 3 4 N/O**	Supervisor's Rating **1 2 3 4 N/O**
Date:	Applicant's Rating **1 2 3 4**	Supervisor's Rating **1 2 3 4**
Date completed		**Supervisor's Initials**
Notes and Comments		

Notes and Comments	

2.2 Obtain patient information for pharmacist review		
2.2.2 Identify factors such as culture, language, demographic and physical characteristics that may impact the patient's care.		

Activity	How can cultural and language barriers be identified? How can they be overcome?	
	View the professional development event entitled "Literacy and Health in Pharmacy" at the following website: http://www.sbrstream.ca/1/Watch/167.aspx	
	What is health literacy? What are some tips to communicating with a patient with low health literacy?	
	Discuss with your supervisor a situation where you interacted with a patient with a disability or other limitation (e.g. physical disability, blind, deaf). Did this patient receive a different level of care than other patients at your practice site? Why or why not?	
Resources	• Literacy and Health in Pharmacy Presentation https://www.cphm.ca/site/pd_previous?nav=qa • Hospital Standards of Practice and Guidelines • Personal Care Home – Long-term Care Standards of Practice	
Date:	Applicant's Rating **1 2 3 4 N/O**	Supervisor's Rating **1 2 3 4 N/O**
Date:	Applicant's Rating **1 2 3 4**	Supervisor's Rating **1 2 3 4**
Date completed		**Supervisor's Initials**
Notes and Comments		

2.2 Obtain patient information for pharmacist review	

2.2.4 Gather information required for medication reconciliation.	
Activity	Assist in the preparation of materials for medication reconciliation for at least THREE patients in community and/or hospital practice. Discuss with your supervisor the importance and value of medication reconciliation. Review the patient's medication profile with your supervisor and discuss any discrepancies or drug related problems that should be brought to the pharmacist's attention. Identify the seven different types of drug related problems and discuss the implications of each with your supervisor. How can DPIN information be utilized to verify patient medication records?
Resources	• ISMP Canada – Medication Reconciliation

Date:	Applicant's Rating	**1**	**2**	**3**	**4**	**N/O**	Supervisor's Rating	**1**	**2**	**3**	**4**	**N/O**
Date:	Applicant's Rating	**1**	**2**	**3**	**4**		Supervisor's Rating	**1**	**2**	**3**	**4**	
Date completed							**Supervisor's Initials**					

Notes and Comments	

2.2 Obtain patient information for pharmacist review			
2.2.5 Measure the patient's physical parameters such as height, weight and blood pressure.			
Activity	Practice taking at least THREE patient's blood pressure and record the value in the patient's chart. Discuss with your supervisor why it is important that patients be aware of their current blood pressure reading. Recall any real or potential difficulties that you encountered while obtaining a patient's physical parameters. How were these obstacles handled? If this task cannot be completed on a patient then the activity may be completed on pharmacy coworkers.		
Date:	Applicant's Rating **1 2 3 4 N/O**		Supervisor's Rating **1 2 3 4 N/O**
Date:	Applicant's Rating **1 2 3 4**		Supervisor's Rating **1 2 3 4**
Date completed		**Supervisor's Initials**	
Notes and Comments			

2.3 Collaborate with the pharmacist to support care plan activities			
2.3.1 Identify patient needs related to issues such as dosage forms, special packaging or labelling.			
Activity	What special dosage forms, packaging and labelling options are available to patients at your practice site who may have a disability or other limitation(s)? **Hospital Pharmacy Site:** Discuss other modes of administration of drugs used in the hospital setting (IV/IM, nasogastric and/or gastric tube, etc.) Discuss tube feeding and/or total parenteral nutrition.		
Date:	Applicant's Rating **1** **2** **3** **4** **N/O**	Supervisor's Rating **1** **2** **3** **4** **N/O**	
Date:	Applicant's Rating **1** **2** **3** **4**	Supervisor's Rating **1** **2** **3** **4**	
Date completed		**Supervisor's Initials**	
Notes and Comments			

2.3 Collaborate with the pharmacist to support care plan activities											
2.3.2 Assist the patient in making informed decisions regarding the selection and use of drug administration devices, monitoring devices and health aids.											

| Activity | Demonstrate the use of at least THREE devices (to be determined by your supervisor) to patients or staff. What special advice or precautions specific to each device should be mentioned during these demonstrations? What types of patient questions would need to be referred to the pharmacist regarding medical devices?

Examples of devices include: metered-dose inhaler spacer, home blood pressure monitor, glucose meter, home health care device, eye dropper, etc.

Recall any real or potential difficulties that you encountered while demonstrating the use of a medical device. How were these obstacles overcome?

Log a list of devices demonstrated. |
|---|---|

Date:		Applicant's Rating	**1**	**2**	**3**	**4**	**N/O**	Supervisor's Rating	**1**	**2**	**3**	**4**	**N/O**
Date:		Applicant's Rating	**1**	**2**	**3**	**4**		Supervisor's Rating	**1**	**2**	**3**	**4**	
Date completed								**Supervisor's Initials**					

Notes and Comments	

2.3 Collaborate with the pharmacist to support care plan activities			
2.3.3 Gather monitoring parameter information for pharmacist review, including adherence information and lab test results. **2.3.4** Communicate relevant information and identified concerns to the pharmacist in a clear, concise and timely manner.			
Activity	What drug therapy related problems have you noticed during your practice? What system or processes exists to alert the pharmacist of these potential problems? How do you handle these problems as the pharmacy technician? What types of issues or concerns must be brought to the pharmacist's attention immediately? What are the consequences of a delay? **Hospital Pharmacy Site**: Gather relevant vital statistics from the medication administration record (MAR), such as blood glucose and blood pressure readings. Review the readings of 3 patients for discussion with the pharmacist.		
Date:	Applicant's Rating **1 2 3 4 N/O**	Supervisor's Rating **1 2 3 4 N/O**	
Date:	Applicant's Rating **1 2 3 4**	Supervisor's Rating **1 2 3 4**	
Date completed		**Supervisor's Initials**	
Notes and Comments			

3. Product Distribution

Pharmacy technicians implement safe and effective product distribution to ensure the safety and accuracy of released products.

Key Competencies

3.1 Receive, interpret and process a prescription.
3.2 Prepare products for dispensing.
3.3 Prepare and compound non-sterile and sterile products according to recognized guidelines and standards of practice.
3.4 Verify the technical aspects of the prescription to ensure accuracy and quality of products.
3.5 Collaborate with the pharmacist in the release of the product.

3.1 Receive, interpret and process a prescription	
3.1.1 Determine the validity, clarity, completeness and authenticity of the prescription and resolve concerns in collaboration with the pharmacist.	
Activity	Describe at least TWO situations when prescriptions did not meet legislative requirements or needed further clarification. What were the issues and how were they resolved? How can you verify the authenticity of a prescription? Where can you find information on prescription requirements for the following: M3P, narcotic drugs, controlled drugs, targeted substances, and prescriptions received by fax, prescriptions written outside Manitoba, and methadone? What additional information is required on the prescription for clinical assistants, extended practice pharmacists and nurse practitioners? Why is this important to patient care?
Resources	Please see the Legislation and Supporting Documents page (under Pharmacy Practice) on the College website to review all applicable documents including but not limited to: • Manitoba Pharmaceutical Regulations (July 2013) • CPhM Outline of Prescription Drug Regulations • Joint Statement on the Facsimile and Electronic Transmission of Prescriptions • Manitoba Prescribing Practices Program resources • Narcotic Control Regulations and Narcotic and Controlled Drug Accountability Guidelines • Opioid Replacement Therapy Guidelines for Manitoba Pharmacists • Prescribing Authority Table

Date:	Applicant's Rating **1 2 3 4 N/O**	Supervisor's Rating **1 2 3 4 N/O**
Date:	Applicant's Rating **1 2 3 4**	Supervisor's Rating **1 2 3 4**
Date completed		**Supervisor's Initials**

Notes and Comments	

3.1 Receive, interpret and process a prescription		
3.1.2 Transcribe verbal orders and ensure their accuracy.		
Activity	**Pharmacy technicians in Manitoba can ask a practitioner and receive his/her instructions as to whether an existing prescription can be refilled as previously prescribed and without any change to the prescription.** Please note that due to federal legislation, a pharmacy technician cannot accept a verbal order from a practitioner for any of the drugs covered under the *Controlled Drugs and Substances Act* (including benzodiazepines and narcotics).Ask a prescriber for a refill on TWO existing prescriptions where no changes are expected. What, if any, issues were encountered during the process, and how should they be addressed?	
Resources	• Manitoba Pharmaceutical Regulations (July 2013) • A Guide to Pharmacy Practice in Manitoba • Transfer of Patient care Standard of Practice	
Date:	Applicant's Rating **1 2 3 4 N/O**	Supervisor's Rating **1 2 3 4 N/O**
Date:	Applicant's Rating **1 2 3 4**	Supervisor's Rating **1 2 3 4**
Date completed		**Supervisor's Initials**
Notes and Comments		

3.1 Receive, interpret and process a prescription

3.1.3 Transfer a prescription and receive a transferred prescription.

Activity	**N.B. Pharmacy technicians in Manitoba are *not* authorized to receive or transfer prescriptions from another pharmacy; this must be completed by a pharmacist in Manitoba. Your supervisor must still assess this competency with you in an objective, structured practical type assessment, using direct supervision by the pharmacist. I.e. Pharmacy technicians cannot perform this competency in Manitoba.** **In a training setting**, practice transferring and receiving TWO verbal or fax prescription to and from another 'pharmacy'. Identify any obstacles you experienced during this process. Discuss with your supervisor how these obstacles were overcome and (if possible) what can be done to prevent them in the future.
Resources	• Manitoba Pharmaceutical Regulations (July 2013) • A Guide to Pharmacy Practice in Manitoba

Date:	Applicant's Rating **1 2 3 4 N/O**	Supervisor's Rating **1 2 3 4 N/O**
Date:	Applicant's Rating **1 2 3 4**	Supervisor's Rating **1 2 3 4**
Date completed		**Supervisor's Initials**
Notes and Comments		

3.1 Receive, interpret and process a prescription		
3.1.4 Interpret numerals, symbols, measurement systems and Latin abbreviations.		
Activity	Note at least FIVE prescriptions/orders you have received that you found difficult to interpret. What common factors contribute to these difficult prescriptions? How are these difficult prescriptions handled? Where can you find a list of dangerous abbreviations, symbols and dose designations?	
Resources	• Manitoba Pharmaceutical Regulations • ISMP's List of Error-Prone Abbreviations, Symbols, and Dose Designations • MIPS Do Not Use: Dangerous Abbreviations, Symbols, Dose Designations	
Date:	Applicant's Rating 1 2 3 4 N/O	Supervisor's Rating 1 2 3 4 N/O
Date:	Applicant's Rating 1 2 3 4	Supervisor's Rating 1 2 3 4
Date completed		**Supervisor's Initials**
Notes and Comments		

3.1 Receive, interpret and process a prescription		
3.1.5 Perform pharmaceutical calculations.		
Activity	Carry out pharmaceutical calculations as part of the drug distribution process at your practice site. What types of calculations are performed? What is the best practice for an independent check on calculations?	
	What calculations are required when dispensing methadone and how are they performed?	
	What calculations are done for compounding and how are they performed?	
	What calculations are done for pediatric dosing and how are they done?	
	Perform, document and review at least THREE different types of calculations with your supervisor.	
Date:	Applicant's Rating **1 2 3 4 N/O**	Supervisor's Rating **1 2 3 4 N/O**
Date:	Applicant's Rating **1 2 3 4**	Supervisor's Rating **1 2 3 4**
Date completed		**Supervisor's Initials**
Notes and Comments		

3.1 Receive, interpret and process a prescription

3.1.6 Identify patterns of unusual drug prescribing and usage including possible diversion or drug misuse and report relevant findings to the pharmacist or appropriate authority.

Activity	Identify drugs (THREE excluding narcotics, controlled drugs, benzodiazepines or targeted substances, and THREE including) that may have potential for dependence or misuse.
	For each of the above drugs, consider why they may be targets for misuse.
	Discuss with your supervisor red flags that may indicate drug diversion. Identify behaviours that suggest drug abuse or misuse.
	Identify various types of diversion (e.g. prescription forgery, drug seeking behaviour).
	Discuss with your supervisor how situations that actually (or potentially) occurred during his/her practice were detected and handled, such as prescription forgery in community practice or ward stock diversion in hospital practice.
	How should the pharmacy technician detect and manage the referral of these issues to the pharmacist?
Resources	• Health Canada's "Abuse and Diversion of Controlled Substances: A Guide for Health Professionals" • CPhM Narcotic and Controlled Drug Accountability Guidelines • Health Canada Guidance Document – Reporting of Loss or Theft of Controlled Substances and Precursors • NABP "Watching for Red Flags" Video (https://nabp.pharmacy/initiatives/awarxe/pharmacist-resources/

Date:	Applicant's Rating	1	2	3	4	N/O	Supervisor's Rating	1	2	3	4	N/O
Date:	Applicant's Rating	1	2	3	4		Supervisor's Rating	1	2	3	4	
Date completed							**Supervisor's Initials**					
Notes and Comments												

Notes and Comments	

3.1 Receive, interpret and process a prescription

3.1.7 Process the adjudication for payment of prescriptions and other pharmacy services using knowledge of third-party payer policies and formularies.

Activity	**Community Pharmacy Site:** Enter at least THREE different third party plans in the system, under the supervision of a pharmacy staff member. What challenges did you encounter and how did you resolve them? Where can you find information on plans that are publicly funded by the Manitoba government? How are prescriptions that require special authorization handled? How is the situation handled whereby there is some type of limitation on the coverage of the medication by the patient's third party plan?
	Hospital Pharmacy Site: How does the hospital formulary increase or decrease the pharmacoeconomics of the institution? What challenges may occur and how do you resolve them? How can a non-formulary drug be used in the hospital? What are the limitations and distribution challenges using a patient's own medications?

Date:	Applicant's Rating **1 2 3 4 N/O**	Supervisor's Rating **1 2 3 4 N/O**
Date:	Applicant's Rating **1 2 3 4**	Supervisor's Rating **1 2 3 4**
Date completed		**Supervisor's Initials**
Notes and Comments		

3.2 Prepare products for dispensing

3.2.1 Select appropriate products by applying knowledge of brand and generic names, dosages and dosage forms. **3.2.2** Apply drug interchangeability principles in accordance with applicable formularies, policies or legislation.

Activity	How do you select the most appropriate product or brand when filling a prescription?
	Ask your supervisor to identify at least FIVE different drugs. Document pertinent information, including:
	- Classification under NAPRA's National Drug Schedules - Interchangeability status in Manitoba (for community pharmacy) - Automatic therapeutic substitution (for hospital pharmacy) - Therapeutic class - Indications for use - Dosage and administration - Appropriate auxiliary labels - The references used
	When would the lowest cost alternative for a drug not be dispensed to a patient?
Resources	- Manitoba Drug Interchangeability Formulary - Hospital Formulary - Additional resources available at practice site - NAPRA National Drug Schedules

Date:	Applicant's Rating **1 2 3 4 N/O**	Supervisor's Rating **1 2 3 4 N/O**
Date:	Applicant's Rating **1 2 3 4**	Supervisor's Rating **1 2 3 4**
Date completed		**Supervisor's Initials**
Notes and Comments		

Notes and Comments	

3.2 Prepare products for dispensing													

3.2.3 Verify the integrity of a product by considering stability, and where applicable, sterility, including checking expiry dates, physical appearance, and odour.

3.2.4 Measure products by counting, pouring or weighing using the appropriate equipment and technology.

Activity	Discuss with your supervisor a situation where you identified a drug product that was no longer suitable for use (e.g. past expiry date, abnormal appearance or odour). What procedure(s) does your practice site follow to ensure product integrity? What is the protocol for destroying/returning unusable or expired products?
	List the various measuring or counting devices (e.g. scale, pill counter) at your practice site with your supervisor and discuss the limitations in their use. What may affect their accuracy and precision?
	How does the pharmacy identify hazardous drugs and what special procedures are used in dispensing these products?

Date:		Applicant's Rating	**1**	**2**	**3**	**4**	**N/O**	Supervisor's Rating	**1**	**2**	**3**	**4**	**N/O**
Date:		Applicant's Rating	**1**	**2**	**3**	**4**		Supervisor's Rating	**1**	**2**	**3**	**4**	
Date completed								**Supervisor's Initials**					
Notes and Comments													

3.2 Prepare products for dispensing	
3.2.5 Package products in a suitable container to maintain product integrity, stability, and, where applicable, sterility. **3.2.6** Use packaging that is safe and appropriate for the patient, including pre-packaging, multi-dose or unit dose packaging and child-resistant vials. **3.2.7** Label products according to legislative requirements, best safety practices, established protocols, and patient-specific needs.	
Activity	**Storing Products:** Describe THREE drugs that require specific storage conditions. Why do these drugs require specific storage? Discuss with your supervisor the importance of proper storage. **Packaging Products:** Participate in the full variety of packaging of products that occurs at your practice site. Examples of types of packaging for distribution include: Pre-packaging, multi-dose or unit dose, blister packs, IV admixture and child-resistant vials. Discuss with your supervisor the purpose of packaging medications in each of the above package forms. Describe at least THREE items that you have repackaged and why this was necessary. What are the labelling requirements for repackaged products? What are examples of drugs that have risks in handling them (e.g. chemotherapy drugs)? What special precautions need to be taken when handling, packaging and labelling them? **Labelling Products:** Discuss with your supervisor potential implications of missing or improper use of auxiliary labels, using specific drugs or drug classes as examples. Where can you find a list of the requirements for product labels? Identify TWO drugs or drug classes that require the auxiliary label "Keep Out of Reach of Children". What legally must appear on the label of a drug before it is dispensed? What must appear on the label for pass medication from a hospital?
Resources	• Manitoba Pharmaceutical Regulations (July 2013) Hospital Standards of Practice and Guidelines

Date:	Applicant's Rating **1 2 3 4 N/O**	Supervisor's Rating **1 2 3 4 N/O**
Date:	Applicant's Rating **1 2 3 4**	Supervisor's Rating **1 2 3 4**
Date completed		**Supervisor's Initials**

Notes and Comments	

3.3 Prepare and compound non-sterile and sterile products	

3.3.2/3.3.3 Prepare and compound sterile and non-sterile products according to recognized guidelines and standards of practice.

Activity	Prepare non-sterile compounds and observe the preparation of a sterile compounded product (if applicable) at your practice site.
	What standards are used for sterile and non-sterile compounding? What are the legal labeling requirements for the compounded products that you have made? How are expiry dates determined for compounded products? What references are typically used during the compounding process? What system is in place to standardize documentation for quality assurance of these compounded products? Under what circumstances should a pharmacy compound a product?
	What is the difference between compounding and manufacturing?
	List the five most common compounds that are prepared at your practice site.
Resources	• CPhM Hospital Standards of Practice and Guidelines (practice direction)Policy on Manufacturing and Compounding Drug Products in Canada (POL-0051)
	• USP-NF: Chapter 795 Pharmaceutical Compounding – Non-sterile Preparations
	• USP-NF: Chapter 797 Pharmaceutical Compounding – Sterile Preparations
	• USP-NF: Chapter 800 – Handling Hazardous Drugs
	• NAPRA Model Standards for Pharmacy Compounding of Non-Hazardous Sterile Preparations
	• NAPRA Model Standards for Pharmacy Compounding of Hazardous Sterile Preparations
	• NAPRA Model Standards for Pharmacy Compounding of Non-Sterile Preparations
	• NAPRA Guidance Document for Pharmacy Compounding of Non-sterile Preparations
	• WRHA Hazardous Medication List
	• CPhM Community Standards of Practice – Extemporaneous Compounding
	• NIOSH List of Antineoplastic and Other Hazardous Drugs in Healthcare Settings, 2016

Date:	Applicant's Rating **1 2 3 4 N/O**	Supervisor's Rating **1 2 3 4 N/O**
Date:	Applicant's Rating **1 2 3 4**	Supervisor's Rating **1 2 3 4**
Date completed		**Supervisor's Initials**
Notes and Comments		

Notes and Comments	

3.4 Verify the technical aspects of the prescription to ensure accuracy and quality of products

3.4.1 Identify when an independent double check should be performed.
3.4.2 Check the product and its prescription label against the prescription using a systematic approach.

Activity	The pharmacy technician-in-training must demonstrate competency in his or her ability to accurately perform an independent check on the technical accuracy of completed prescriptions/orders prepared for release to patients, under normal working conditions. The pharmacy technician-in-training must accurately perform 200 technical checks in a row without making a mistake in order to meet this competency. The candidate must record ALL checked prescriptions (including those where an error is made) on the Program Prescription Daily Tracking Log (Appendix A). Please see "Demonstration of Product Release Proficiency" in the SPT Manual for more information. • A maximum of 50 prescription checks will be included in any one day. • A new tracking log must be used each day to record prescriptions checked and any errors identified. • No errors in checking are permitted during the technical checking process. If a mistake occurs, the evaluator/supervisor must inform the pharmacy technician in training and discuss the error made. The checking process must then be restarted back at zero, regardless of how far along the learner had come in reaching the targeted 200 consecutive checks. • All prescriptions checked by the pharmacy technician in training must be second checked by the supervisor or pharmacist for technical accuracy. Even if a regulated pharmacy technician is the pharmacy technician-in-training's supervisor for the SPT, the regulated pharmacy technician can only verify the work of the learner without a pharmacist checker if the process used in that pharmacy has been approved by Council. Otherwise, even if a regulated pharmacy technician acts as the evaluator for this exercise, a pharmacist must still do the final check and act as the evaluator. • No product can be released to the patient until the pharmacist has assessed the appropriateness of therapy and has counselled the patient. *The Demonstration of Product Release Proficiency (DPRP) only needs to be completed once in its entirety and does not need to be repeated if the DPRP was successfully completed during the first 120 hour block, but it is recommended that the learner perform as much practice as possible beyond the required 200 checks. *Pharmacy technicians can only, before a drug is dispensed, perform a final check when the process of preparing the drug for dispensing was performed by another technician, student, intern or a person referred to in section 64 of the Regulations to the *Pharmaceutical Act*, <u>AND</u> only if the pharmacy manager has received approval from the Council of the College of Pharmacists of Manitoba for the drug packaging preparation processes used in the pharmacy.
Resources	Structured Practical Training Manual – The Technical Checking Process

Date:		Applicant's Rating **1** **2** **3** **4** **N/O**	Supervisor's Rating **1** **2** **3** **4** **N/O**
Date:		Applicant's Rating **1** **2** **3** **4**	Supervisor's Rating **1** **2** **3** **4**
Date completed			**Supervisor's Initials**

Notes and Comments	

3.5 Collaborate with the pharmacist in the release of the product		
3.5.1 Determine whether the legal and professional requirements for a product to be released to the patient have been met. **3.5.2** Identify when the patient requires further consultation or education from the pharmacist.		
Activity	Discuss the following with your supervisor: What does the legislation state with respect to the responsibility of the pharmacist to: • Ensure appropriateness of therapy? • Counsel the patient? • Monitor ongoing appropriateness of therapy? What processes are in place at the practice site to confirm that the pharmacist has reviewed the prescription and patient record to determine appropriateness of therapy and that the requirements for counselling have been met? What processes are in place to ensure that prescriptions are released to the correct patient or agent? When would a patient require further consultation from the pharmacist? Why?	
Resources	• Manitoba Pharmaceutical Regulations (July 2013) • Code of Ethics • Practice Direction – Patient Counselling • NAPRA Model Standards of Practice for Pharmacy Technicians • NAPRA Model Standards of Practice for Pharmacists	
Date:	Applicant's Rating **1 2 3 4 N/O**	Supervisor's Rating **1 2 3 4 N/O**
Date:	Applicant's Rating **1 2 3 4**	Supervisor's Rating **1 2 3 4**
Date completed		**Supervisor's Initials**
Notes and Comments		

Notes and Comments	

4. Practice Setting

Pharmacy technicians contribute to the management of the practice setting with the goal of ensuring safe, effective and efficient product distribution.

Key Competencies

4.1   Optimize the safety, efficacy and efficiency of operations in the practice setting.

4.2   Contribute to the management of pharmacy inventory to ensure safe, effective and efficient product distribution.

4.3   Contribute to the management of record keeping activities within the practice setting.

4.1 Optimize the safety, efficacy and efficiency of operations in the practice setting			
4.1.1 Demonstrate the organization and time management skills necessary to effectively prioritize, organize and manage product distribution workflow. **4.1.3** Use and maintain automation and other technology to enhance safety, efficacy and efficiency in the practice setting.			
Activity	Describe some of the tasks or projects the pharmacy technicians perform at your practice site, for example: • Managing workflow • Supervising personnel • Maintenance of equipment (operations) and using systems • Preparing reports/documents • Organizing and filing • Maintaining relevant documents • Staff scheduling • Meeting with pharmaceutical representatives. What knowledge and skills are necessary to be effective in these roles? What knowledge and skills do you already have that would make you effective in these roles? What knowledge and skills would you need to develop? Discuss with your supervisor how incoming prescriptions or orders are prioritized. What are the various considerations? How is automation and other technology at your practice site maintained?		
Date:	Applicant's Rating **1 2 3 4 N/O**	Supervisor's Rating **1 2 3 4 N/O**	
Date:	Applicant's Rating **1 2 3 4**	Supervisor's Rating **1 2 3 4**	
Date completed		**Supervisor's Initials**	

Notes and Comments	

4.2 Contribute to the management of pharmacy inventory to ensure safe, effective and efficient product distribution	
4.2.1 Apply inventory and formulary management systems and strategies that incorporate best practices, including new technologies **4.2.2** Prepare and place orders for stock and supplies using appropriate technology from licensed sources **4.2.3** Identify issues with the drug supply chain **4.2.4** Return or properly dispose of recalled, expired and unusable products	
Activity	How is the inventory (ins and outs) tracked at your practice site? How are changes to the formulary incorporated into this system? How are orders placed for stock and supplies? From where? Identify various situations pertaining to ordering issues from the wholesaler and other suppliers at your practice site (e.g. pharmacy shortage, recalls, manufacturer back-order, raw ingredient shortage, etc.). How do you communicate with and inform patients and other health care professionals regarding these short-supply issues? How were these issues addressed? What options were offered to patients? Prepare a procedure that can be used by other pharmacy staff regarding ordering issues for different types of suppliers or different types of products. Discuss your algorithm with your supervisor and make changes accordingly. Identify specific drug distribution processes at your practice site that you are less familiar with (e.g. compounding, inventory control, computerized order entry, automated dispensing machine, etc.). Schedule more training time for these areas (on-site or off-site) during your SPT rotation, in consultation with your supervisor. Review how automation is utilized at your practice site, for example the use of Baker cells, Pyxis, etc. When would an inter-pharmacy transfer of stock be appropriate? On what conditions? How would this need to be documented? When is it not appropriate? Identify risks within the drug preparation and distribution system that could cause a medication error. How can these risks be minimized? Participate in the procurement of narcotics (in community) or special access drugs (in hospital), including the documentation required. Record at least ONE issue that you encountered and how this was addressed. Where can you find information on the relevant legislation (i.e. specific sections) to assist you in regards to the procurement, storage, disposal and record keeping of these drugs? What is Health Canada's Special Access Programme (SAP)? How does the pharmacy monitor for outdated stock? What is the procedure for dealing with expired drugs found in inventory (including regular prescription drugs, narcotics, and other CDSA drugs)? What do you do with drugs returned to the pharmacy from patients (if applicable)? Discuss with your supervisor how returned or expired narcotics and controlled substances at your practice site are monitored, accounted for and eventually destroyed. **Hospital Pharmacy Site:** Discuss how narcotics are transferred between areas within the hospital and the documentation requirements.
Resources	• Manitoba Pharmaceutical Regulations (July 2013) • CPhM Narcotic & Controlled Drug Accountability Guidelines

	• Controlled Drugs and Substances Act and Regulations • Health Canada Guidance Document: Reporting of loss or theft of controlled substances, precursors and cannabis. • Health Canada Special Access Programme • Manitoba Medications Return Program website and FAQ document • Loss/Theft Report for Controlled Substances and Precursors • Sample Forms for Expired and Returned CDSA Drug Inventory Count • Sample Form for Narcotic Acquisition Log • Sample Form for Narcotic Sales Report • Sample Form for Perpetual Inventory Log

Date:	Applicant's Rating **1 2 3 4 N/O**	Supervisor's Rating **1 2 3 4 N/O**
Date:	Applicant's Rating **1 2 3 4**	Supervisor's Rating **1 2 3 4**
Date completed		**Supervisor's Initials**
Notes and Comments		

4.2 Contribute to the management of pharmacy inventory to ensure safe, effective and efficient product distribution	
4.2.5 Reconcile inventory for controlled substances, or any other substances selected. **4.2.6** Investigate inventory discrepancies and communicate findings to the pharmacist and/or other appropriate authority.	
Activity	Perform inventory count for narcotics, controlled drugs, and targeted substances. Discuss with your supervisor the legislation and steps on how narcotic discrepancies should be identified, investigated and reported to the pharmacist. Review and discuss with your supervisor the CPhM Narcotic and Controlled Drug Accountability Guidelines. • How are the manual adjustments to the computer or perpetual manual inventory monitored and reviewed? • What are the documentation and reporting requirements for any narcotic discrepancies discovered? • Who needs to be notified of discrepancies?
Resources	• *Controlled Drugs and Substances Act* and Regulations • Narcotic Control Regulations • CPhM Narcotic & Controlled Drug Accountability Guidelines • Health Canada Guidance Document: Reporting of loss or theft of controlled substances, precursors and cannabis. • Loss/Theft Report for Controlled Substances and Precursors • Sample Form for Narcotic Acquisition Log • Sample Form for Narcotic Sales Report • Sample Form for Perpetual Inventory Log • Sample Form for Expired and Returned CDSA Drug Inventory Count

Date:	Applicant's Rating **1 2 3 4 N/O**	Supervisor's Rating **1 2 3 4 N/O**
Date:	Applicant's Rating **1 2 3 4**	Supervisor's Rating **1 2 3 4**
Date completed		**Supervisor's Initials**
Notes and Comments		

Notes and Comments	

4.3 Contribute to the management of record keeping activities within the practice setting

4.3.1 Use appropriate information technology to organize, maintain and retrieve pharmacy records.   **4.3.2** Use information technology and record-keeping procedures that maintain the integrity, security and permanence of pharmacy records.

Activity	Watch the professional development event entitled "HOT!! Privacy Issues: Handle with Care" at the following website: http://www.sbrstream.ca/1/Watch/170.aspx . Password is case sensitive and is CPhM. For accountability purposes, it is important that the various aspects of the drug distribution process are well documented. It must be clear who has taken the responsibility for each aspect of the drug distribution process including: • Receiving a prescription • Entering the prescription into the pharmacy computer system • Preparing the prescription (including all steps involved in compliance or unit dose packaging) • Assessing the prescription for therapeutic appropriateness • Verification of the technical accuracy of the completed prescription • Patient counseling, and • Any follow up or monitoring activities. Note how documentation at your practice site is auditable and traceable for the various aspects of drug distribution. Could any changes be made to improve the process?
Resources	• NAPRA Model Standards of Practice for Pharmacy Technicians • HOT!! Privacy Issues: Handle with Care Presentation https://www.cphm.ca/site/pd_previous?nav=qa • Practice Direction: Records and Information

Date:	Applicant's Rating **1 2 3 4 N/O**	Supervisor's Rating **1 2 3 4 N/O**
Date:	Applicant's Rating **1 2 3 4**	Supervisor's Rating **1 2 3 4**
Date completed		**Supervisor's Initials**
Notes and Comments		

Notes and Comments	

5. Health Promotion

Pharmacy technicians support health promotion activities for patients, communities and populations in collaboration with the pharmacist.

Key Competencies

> **5.1** Support patient-specific health promotion activities in collaboration with the pharmacist.
> **5.2** Support public health activities in collaboration with the pharmacist.
> **5.3** Contribute to the maintenance of a healthy environment for the public.

5.1/5.2 Support patient-specific/public health promotion activities in collaboration with the pharmacist		
Gather information and participate in health promotion activities in collaboration with the pharmacist.		
Activity	Assist in the preparation or gathering of information for a health promotion event or topic (e.g. flu vaccine clinic, Pharmacy Awareness Month, Heart Month, World Diabetes Day, infection prevention). Give a 5 to 10 minute presentation to your supervisor or staff on a health promotion topic that is to be determined by your supervisor.	
Date:	Applicant's Rating **1 2 3 4 N/O**	Supervisor's Rating **1 2 3 4 N/O**
Date:	Applicant's Rating **1 2 3 4**	Supervisor's Rating **1 2 3 4**
Date completed		**Supervisor's Initials**
Notes and comments		

5.3 Contribute to the maintenance of a healthy environment for the public.		
5.3.1 Promote the proper handling and disposal of drugs and hazardous materials with the patient, self and others.		
Activity	Review all the WRHA Safe Handling of Hazardous Medication reference documents found at http://www.cphm.ca/site/practiceresources?nav=practice.	
	What are hazardous drugs? What are special precautions in handling hazardous drugs? For the patient? For a patient's caregiver?	
	Hospital Practice Site: What precautionary measures do other healthcare staff, such as nursing and healthcare aids, take when handling hazardous drugs?	
Date:	Applicant's Rating **1 2 3 4 N/O**	Supervisor's Rating **1 2 3 4 N/O**
Date:	Applicant's Rating **1 2 3 4**	Supervisor's Rating **1 2 3 4**
Date completed		**Supervisor's Initials**
Notes and Comments		

6. Knowledge and Research Application

Pharmacy technicians access, retrieve and apply relevant information to make evidence-informed decisions within their practice with the goal of ensuring safe and effective product distribution.

Key Competencies

 6.1 Respond to questions that do not require pharmacist referral using appropriate strategies.

 6.2 Apply relevant information to practice.

6.1 Respond to questions that do not require pharmacist referral using appropriate strategies				
6.1.1 Clarify requests for information to identify questions that require pharmacist referral. 6.1.2 Use a variety of retrieval techniques to access reliable and appropriate information, including evidence-based information when possible. 6.1.3 Organize and provide information using strategies appropriate to the target audience.				
Activity	Develop and maintain a list of questions that are common in your practice site that the pharmacy technician can answer. Questions may be from patients, physicians, staff members, or other health care professionals. Provide detailed answers to these questions that other pharmacy technicians can use to educate themselves and others on the topic. Collect answers from a variety of reliable and evidence-based resources (when possible). Maintain a list of references you used in developing your responses. When would you refer a question to the pharmacist? <u>Drug Interactions</u> **Community Pharmacy Site:** DPIN identifies different levels of drug interactions (ME1, ME2, ME3). What do each of these levels mean and how do you respond? **Hospital Pharmacy Site:** The hospital drug order entry/EPR produce interaction warnings. Do the warnings identify different levels of risk? If so, how do you respond to the warning of various levels?				
Date:	Applicant's Rating **1** **2** **3** **4** **N/O**		Supervisor's Rating **1** **2** **3** **4** **N/O**	
Date:	Applicant's Rating **1** **2** **3** **4**		Supervisor's Rating **1** **2** **3** **4**	
Date completed			**Supervisor's Initials**	
Notes and Comments				

Notes and Comments	

6.2 Apply relevant information to practice	
6.2.1 Gather new information, including evidence-based information when possible, that may be applicable to practice. **6.2.2** Evaluate the information and use current, relevant and reliable information to improve practice.	
Activity	Review your Personal Learning Action Plan again. Take THREE topics from the Plan or another area of your practice as a pharmacy technician where you might need further learning or education. Research these areas/topics to further improve your understanding and address your knowledge gaps. Report your learnings to your preceptor. Further enhance your knowledge by watching a pre-recorded (or attending a live) Professional Development program. A list of PD programs can be found on the College website. Previously recorded programs can be found at http://www.cphm.ca/site/pd_previous?nav=qa and upcoming programs can be found at http://www.cphm.ca/site/pdprograms?nav=qa. Keep track of your learning with the Professional Development Log for Pharmacy Technicians (sample found on the College website or in this Logbook). Evaluate the learning with your supervisor and discuss how this learning can be implemented into your practice.
Resources	• Professional Development Log for Pharmacy Technicians • Professional Development for Pharmacy Technicians • Professional Development (http://www.cphm.ca/site/pd?nav=qa)

Date:	Applicant's Rating **1 2 3 4 N/O**	Supervisor's Rating **1 2 3 4 N/O**
Date:	Applicant's Rating **1 2 3 4**	Supervisor's Rating **1 2 3 4**
Date completed		**Supervisor's Initials**
Notes and Comments		

Notes and Comments	

7. Communication and Education

Pharmacy technicians communicate effectively with patients, the pharmacy team, other health professionals and the public, providing education when required.

Key Competencies

> **7.1** Establish and maintain effective communication skills.
>
> **7.2** Use safe, effective and consistent communication systems.

7.1 Establish and maintain effective communication skills
7.1.2 Demonstrate verbal and non-verbal communication skills, including listening skills. **7.1.3** Demonstrate appropriate interview techniques. **7.1.4** Select appropriate communication and education techniques for use with the patient and other health professionals. **7.1.5** Conduct interpersonal interactions in a professional manner. **7.1.6** Communicate with sensitivity, respect and empathy.

Activity	Discuss with your supervisor the importance of communication between members of the health care team.
	Reflect on a time where the interaction between you and another health care professional was positive because you demonstrated strong listening and non-verbal communication skills. What effective communication skills were demonstrated? Now reflect on a situation where the interaction was not ideal between you and another health care professional because your listening and communication skills were not ideal. What issues need to be addressed under this circumstance and what improvement is needed? What were the outcomes of each situation? What did you do differently in each example?
	Identify a situation where, during a patient interview, you asked appropriate questions pertaining to the patient's medical history and obtained relevant information that may have otherwise been missed. What skills did you demonstrate?
	Describe the last time there was a conflict between co-workers, or between a health care provider and a patient. What happened and why? Would you do anything differently looking back on the situation?
	Identify a situation where a patient was upset or frustrated with you (or another health professional). Were you able to show empathy to the patient while maintaining professionalism? How did you resolve the issue?

Date:	Applicant's Rating	**1**	**2**	**3**	**4**	**N/O**	Supervisor's Rating	**1**	**2**	**3**	**4**	**N/O**
Date:	Applicant's Rating	**1**	**2**	**3**	**4**		Supervisor's Rating	**1**	**2**	**3**	**4**	
Date completed							**Supervisor's Initials**					

Notes and Comments	

7.2 Use safe, effective and consistent communication systems

7.2.2 Record and store information in a consistent manner for efficient access and retrieval by relevant personnel.

Activity	Describe at least TWO situations where your clear, accurate and timely documentation contributed to quality patient care. What information was documented under these two circumstances? Was any information missed? Why is accurate and timely documentation important? What is considered to be part of the patient record and what are the requirements for storage and retention of records?
Resources	• Manitoba Pharmaceutical Regulations (July 2013) • Records and Information Practice Direction • Hospital Standards of Practice and Guidelines • Guide to Pharmacy Practice in Manitoba

Date:		Applicant's Rating 1 2 3 4 N/O	Supervisor's Rating 1 2 3 4 N/O
Date:		Applicant's Rating 1 2 3 4	Supervisor's Rating 1 2 3 4
Date completed			**Supervisor's Initials**
Notes and Comments			

8. Intra- and Inter-Professional Collaboration

Pharmacy technicians work in collaboration with the pharmacy team and other health professionals to support the delivery of comprehensive services, make best use of resources and ensure continuity of care in order to achieve the patient's health goals.

Key Competencies

    8.1   Create and maintain collaborative professional relationships.

    8.2   Contribute to the effectiveness of working relationships in collaborative teams.

    8.3   Participate in the delivery of collaborative health services in collaboration with the pharmacist.

    8.4   Accept referrals from and make referrals to the pharmacist.

8.1 Create and maintain collaborative professional relationships	
8.1.1 Identify potential collaborators with whom to initiate ongoing professional relationships. **8.1.2** Collaborate with other parties in the relationship to define roles and responsibilities of each party.	
Activity	List the types of healthcare professionals that you interact with during your rotation, and describe the nature of these interactions. What are each professional's roles and responsibilities? Discuss with your supervisor the importance of an interdisciplinary approach to health care. Do all patients require an interdisciplinary approach to their health care? Discuss some specific patients your supervisor has had in his/her career that have required an integrated approach to health care. Review the chart on the CPhM website outlining prescribing authorities for various healthcare professionals in Manitoba. Which healthcare professionals in Manitoba have prescribing authority and what limitations or conditions exist on their prescribing? What types of drugs (within the scope of practice) can be prescribed by these healthcare professionals?
Resources	• Enhancing Interdisciplinary Collaboration in Primary Health Care in Canada http://tools.hhr-rhs.ca/index.php?option=com_mtree&task=att_download&link_id=5305&cf_id=68&lang=en • Prescribing Practices: Doctor/Pharmacist Relationships • CPhM Prescribing Authority Table

Date:	Applicant's Rating **1** **2** **3** **4** **N/O**	Supervisor's Rating **1** **2** **3** **4** **N/O**
Date:	Applicant's Rating **1** **2** **3** **4**	Supervisor's Rating **1** **2** **3** **4**
Date completed		**Supervisor's Initials**
Notes and Comments		

Notes and Comments	

8.2 Contribute to the effectiveness of working relationships in collaborative teams
8.3 Participate in the delivery of collaborative health services in collaboration with the pharmacist
8.3.1 Collaborate with team members to ensure appropriate utilization of resources.
8.3.2 Collaborate with team members to determine and achieve team goals and objectives.
8.3.3 Facilitate continuity of care.

Activity	What is your responsibility as a pharmacy technician with respect to collaboration with members of the health care team at your practice site? During prescription processing and the final product release?
	How will you verify that the pharmacist has completed the therapeutic and clinical assessment of the prescription prior to release of the final product?
	What are the team goals and objectives at your practice site? Who sets these goals?
	What do you do in your practice to ensure patients receive the highest quality of care?
Resources	• A Guide to Pharmacy Practice in Manitoba
	• Enhancing Interdisciplinary Collaboration in Primary Health Care in Canada http://tools.hhr-rhs.ca/index.php?option=com_mtree&task=att_download&link_id=5305&cf_id=68&lang=en
	• Pharmacy Technician Resource Guide – Know Your Role and The Collaborative and Complimentary Roles of the Pharmacy and Pharmacy Technician
Date:	Applicant's Rating **1 2 3 4 N/O**	Supervisor's Rating **1 2 3 4 N/O**
Date:	Applicant's Rating **1 2 3 4**	Supervisor's Rating **1 2 3 4**
Date completed		**Supervisor's Initials**
Notes and Comments		

8.4 Accept referrals from and make referrals to the pharmacist		
8.4.1 Recognize situations that fall beyond the scope of practice of pharmacy technicians and refer these situations to the pharmacist. **8.4.2** Accept responsibility for referrals from the pharmacist.		
Activity	Discuss with your supervisor the role of the pharmacy technician and differentiate your scope from that of a pharmacist, versus the rest of the pharmacy team members or health care team. How would you explain the pharmacy technician's scope of practice to a patient? Discuss with your supervisor THREE different situations where you needed to make referrals to pharmacists at your practice site, or to other health care professionals. Why was a referral to other health care professional necessary in each of these circumstances?	
Resources	• A Guide to Pharmacy Practice in Manitoba • Manitoba Pharmaceutical Regulations (July 2013) • Pharmacy Technician Resource Guide – Know Your Role and The Collaborative and Complimentary Roles of the Pharmacy and Pharmacy Technician	
Date:	Applicant's Rating **1 2 3 4 N/O**	Supervisor's Rating **1 2 3 4 N/O**
Date:	Applicant's Rating **1 2 3 4**	Supervisor's Rating **1 2 3 4**
Date completed		**Supervisor's Initials**
Notes and Comments		

9. Quality and Safety

Pharmacy technicians collaborate in developing, implementing and evaluating policies, procedures and activities that promote quality and safety.

Key Competencies

9.1   Contribute to a culture of patient safety.

9.2   Contribute to continuous quality improvement and risk management activities related to the drug distribution system.

9.3   Ensure the quality, safety and integrity of products.

9.4   Create and maintain a working environment that promotes safety.

9.1/9.2 Contribute to a culture of patient safety and contribute to continuous quality improvement and risk management activities related to the drug distribution system	
9.1.1 Apply principles of patient safety to improve practice. **9.1.2** Employ best practices when informing the patient of the occurrence of a medication incident. **9.1.3** Share information about problems, resolutions, system changes and lessons learned with the workplace team. **9.2.1** Apply principles of continuous quality improvement to practice. **9.2.2** Apply principles of risk management to practice by anticipating, recognizing and managing situations that place the patient at risk. **9.2.3** Identify the occurrence of a medication incident or close call and respond effectively to mitigate harm and prevent reoccurrence.	
Activity	What principles of patient safety are in place in your practice site? Read the Incidents and Discrepancies Practice Direction. Discuss with your supervisor how errors are handled at the practice site, both those that have reached the patient and those that are identified before reaching the patient. For hospital practice sites, discuss the process for error reporting within the site and the health region. Describe TWO or THREE situations pertaining to medication errors or near misses that you encountered at your practice site. Document these occurrences (e.g. using tools such as the Institute of Safe Medication Practices Canada (ISMP-Canada) reporting program available at www.ismp-canada.org or using the tools specific to your practice site). Discuss with your supervisor how the collected information is processed for the purpose of error prevention. How is the information shared at the workplace? Who needs to be notified if an error occurs? What policies or procedures are in place at your practice site for informing patients of a medication incident? Discuss with your supervisor a time you informed a patient of a medication error. What was the patient's response? How did you maintain professionalism? What aspect of the encounter could be improved? What are critical incidents and what is the role of the pharmacy technician for critical incident reporting? What is continuous quality improvement and why is it important? Are there any situations that may place the patient at risk at your practice site? Discuss with your supervisor. How can this be prevented or improved? Describe how the principles of failure modes and effects analysis (FMEA) can be applied in the pharmacy and/or hospital drug distribution system in order to prevent errors and improve safety.

	Safety IQ is a patient safety initiative implemented by CPhM. Familiarize yourself with the program by reviewing the Safety IQ webpage and past issues of eQuipped the Safety IQ newsletter.
	Discuss what is safety culture and how does it improve patient safety?
Resources	- ISMP Reporting Tools - ISMP FMEA - Incidents and Discrepancies Practice Direction *Apology Act* - Medication Incident and Discrepancy Report Form - Safety IQ webpage: https://cphm.ca/site/safetyiq - Tech Talk CE – How to Prevent Medication Incidents CCCEP 1329-2018-2562-I-T - Culture Shift 101: Safety and Just Culture in Community Pharmacy PD presentation and resources (see College website for previously recorded PD programs)

Date:	Applicant's Rating **1 2 3 4 N/O**	Supervisor's Rating **1 2 3 4 N/O**
Date:	Applicant's Rating **1 2 3 4**	Supervisor's Rating **1 2 3 4**
Date completed		**Supervisor's Initials**

Notes and Comments	

9.3 Ensure the quality, safety and integrity of products		
9.3.1 Maintain the cleanliness, functionality and integrity of compounding, packaging, dispensing and storage equipment. **9.3.2** Ensure that products are stored and transported under the conditions required to maintain product quality, safety and integrity, including cold chain management.		
Activity	Participate in the regular cleaning and maintenance of various dispensary supplies and equipment. Reflect on TWO situations where the proper maintenance of equipment or the proper storage condition contributes to product and patient safety. What quality assurance process is in place for the various types of packaging that you prepare at your practice site? What does cold chain management mean? What do you do if a product that requires refrigeration or freezing has been left at room temperature for an undetermined time?	
Resources	Manitoba Health Cold Chain Protocol – Vaccines and Biologics • National Vaccine Storage and handling Guidelines for Immunization Providers (2007) • Manitoba Health Cold Chain Protocol – Vaccines and Biologics • Drug Distribution Practice Direction	
Date:	Applicant's Rating **1 2 3 4 N/O**	Supervisor's Rating **1 2 3 4 N/O**
Date:	Applicant's Rating **1 2 3 4**	Supervisor's Rating **1 2 3 4**
Date completed		**Supervisor's Initials**
Notes and Comments		

9.4 Create and maintain a working environment that promotes safety										

9.4.3 Identify factors that impact the safety of the working environment, including resource allocation, procedural consistency and ergonomics.

Activity	Describe TWO or THREE measures and initiatives that are in place at your practice site to ensure workplace safety. Are there any factors that can be improved? Where can you find information and standards regarding workplace safety at your practice site and online?
Resources	• *The Workplace Safety and Health Act* • SAFE Manitoba

Date:		Applicant's Rating	1	2	3	4	N/O	Supervisor's Rating	1	2	3	4	N/O
Date:		Applicant's Rating	1	2	3	4		Supervisor's Rating	1	2	3	4	
Date completed								Supervisor's Initials					

Notes and Comments	

Appendix A

Demonstration of Product Release Proficiency
Daily Tracking Log

Demonstration of Product Release Proficiency Daily Tracking Log

Check prescriptions to ensure the correct: patient, drug, dosage form, route, dose, quantity, directions, prescriber, and container/packaging

Ensure that prescriptions are filled and checked to be in compliance with regulations and policies regarding the dispensing of drugs.

Use a new Daily Tracking Log each day to record all items checked by the pharmacy technician-in-training (maximum of 50 per day). The pharmacy technician candidate is required to complete a total of 200 checks without making any errors in order to satisfy the SPT Program requirements. All checks are to be recorded on this log, along with all details of any errors missed by the pharmacy technician-in-training. The DPRP daily tracking log forms do *not* need to be submitted to the College, rather the applicant should retain it for their own records. The daily tracking log must be available for inspection on demand and may be requested by the College at any time.

Pharmacy technician-in-training (fill in unshaded area): Use a new line for each prescription checked and if applicable, record the error identified during your technical check.

Evaluator (fill in grey shaded area): Initial either "no error missed" or "error missed". If an error is missed, record the details and discuss with SPT learner.

PLEASE NOTE: The practice site does not need to have a Pharmacy Technician Final Check Application approved by the College in order for the pharmacy technician-in-training to complete the DPRP since an evaluator is completing the final check. However, once listed, a pharmacy technician can only perform the final check within a pharmacy that has had a Pharmacy Technician Final Check application and process approved by the College.

Demonstration of Product Release Proficiency Daily Tracking Log

Date:						
Name of pharmacy technician-in-training:			Evaluator:			
Check # (MAX 50/day)	Rx # (if applicable) and type of items checked	Record "No Error" or if error is identified by learner, record type of error identified	Check complete (initial)	No Error Missed (initial)	Error Missed (initial)	Describe type of error missed by the learner
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