

## COMMUNITY PHARMACY COMPETENCIES

*The following competencies reflect what most students should be able to complete on a Community Pharmacy Experience\**

Competency	Examples
Optimize patient-specific outcomes using the Pharmacist-Provided Patient Care Process (PPCP) as it applies in the community pharmacy setting.	Collect patient information and interpret it based on results of monitoring parameters to support improved patient outcomes.
	Perform disease state management services such as BP monitoring, Adherence Calls, MTM, drug therapy changes per collaborative care, etc.
	Conduct formal MTM process
	Assess and resolve DUR's
	Make recommendations and/or modify care plans to address patient specific needs
	When possible, initiate/change drug therapy to address patient specific needs
	Perform CMR when appropriate and make recommendations/changes accordingly
	Prepare a patient case presentation
Proactively identify and resolve patient-specific barriers to medication adherence.	Could be part of MTM, Late-to-refill calls, New-to-Therapy Calls
	Prepare a patient case presentation
Assist patients with their self-care and medication self-administration including making recommendations regarding medications (prescription and OTC) and non-drug therapy alternatives.	OTC counseling/consulting
	Self-care consults
	Could be included in MTM
Triage and refer patients to other members of the health care team when appropriate to meet a specific patient's health needs.	Through general consulting following patient questions or following physical assessment services i.e., blood pressure. We refer to poison control, urgent care, ER, PCP, specialist, etc.
Instruct patients on health and wellness strategies including provision of screening and education services when indicated.	Deliver preventative disease screening services
	Participate in immunization services
	Participate in point-of-care testing services
	OTC counseling/consulting
	Participate in health fairs

	Prepare a patient case presentation
Proactively perform patient tailored counseling and medication education using the most current and relevant information.	Medication education on all new prescriptions
	Medication education on refills when appropriate
	Proactively perform patient tailored counseling and medication education using the most current and relevant information.
Adjust communication styles and techniques (e.g. motivational interviewing, coaching, counseling/education) in response to patient specific needs and individual social determinants of health (e.g. culture, religion, health literacy, literacy, disabilities, and cognitive impairment).	Could be included in MTM, prescription filling, OTC consults
	Could include communicating with other health care providers
Accurately apply the prescription verification process (e.g. legitimate prescription, appropriate dose, interactions, DUR.	Engage in prescription fill process i.e., ensure proper all legal aspects are met
Use a computerized pharmacy management system for best practices related to safe medication use and distribution.	Engage in prescription fill process
Demonstrate the role of a pharmacist in managing legal, human, financial, technological and/or physical resources for day-to-day operations in the pharmacy.	Identifies situations requiring the intervention and management of the pharmacist in the community pharmacy setting.
	Identifies strengths and areas for improvement within the practice or business model, considering alternatives and potential strategies.
	Discusses site's budget and financial projections.
	Identifies opportunities for staff training and creates a training plan.
	Provides an in-service to pharmacy staff.
	Given a human resources conflict, describes perspectives of all involved.
	Completes a needs assessment regarding technology at the site.
	Examines the pros and cons of the site's physical layout and develops an improvement plan.
	Conducts an inventory analysis and creates a plan to increase turnover.
	Writes a report about strategies to manage drug shortages.
	Contrasts pharmacist and pharmacy technician activities at the site and makes recommendations to improve workflow.
	Reviews the drug storage policies to ensure proper drug storage.

Use continuous quality improvement techniques to optimize the medication use process.	Participates in site's CQI process.
	Reviews CQI data to determine improvement opportunities.
	Creates a report recommending potential improvements based on site data.
	Participates in the reporting of quality-related events.

\* Common Competencies for Core APPEs AACP Experiential Education (EE) Section Task Force April 2017