

Using standards to guide your CPD

Guidance to meet the Board's CPD requirements for renewal of registration

This reference card has been developed to support pharmacists meet the Pharmacy Board of Australia's continuing professional development (CPD) requirements for renewal of registration. It should be read in conjunction with the Board's *Continuing professional development registration standard* and *Guidelines on continuing professional development*.

What are the specific Board requirements?

The Board requires CPD activities to be 'relevant to the scope of the registered pharmacist's role as a provider of pharmacy services and to the practice of pharmacy'.

The Board defines 'practice' as 'any role, whether remunerated or not, in which the individual uses their skills and knowledge as a pharmacist in their profession'. It is not restricted to the provision of direct clinical care.

What standards underpin professional practice of pharmacists?

There are two types of standards which underpin the practice of all pharmacists – those which apply to the individual (competency standards) and those which relate to the systems and procedures required to deliver a quality service (professional practice standards). Personal competence and the adoption of quality standards are both required to ensure professional services deliver optimal health outcomes for consumers.

How can the standards be used to meet the Board requirements?

Standards can be used to assist pharmacists develop their individual learning plans to guide their CPD and practice improvement. It is important that pharmacists take the time to reflect on their practice and assess where improvement may be needed. An honest self-assessment is essential to accurately identify areas where additional learning will benefit the individual and their daily practice. A structured reflection on practice such as this is required for Group 3 CPD activities.

The *Competency Standards* and *Professional Practice Standards* are resources that can assist pharmacists in their self-assessment. They can be accessed through the PSA website www.psa.org.au/standards

Competency Standards

Which competencies are required for your role?

Since the competency framework is generic, it can be customised by individuals or organisations to address current and future roles and services in which pharmacists are or may be engaged. In other words, the framework can be used as a guide for the detailed description of specific roles, positions or services in a manner that assists with recruitment, performance review, and training and development.

You can identify the competencies needed for your professional role or service by developing your **Professional Practice Profile**:

- Select *Domains* containing relevant Competency Standards. (Note: Domains 1 and 2 are universally applicable to all areas of practice.)
- Select the *Standards* from each Domain that define the key activities of the role or service under consideration. (Note: the selection must include all Standards in Domains 1 and 2.)



- Assess which of the *Elements* represent the building blocks for describing the Standard as it applies to the role or service under consideration
- Assess which of the *Performance Criteria* specify the required level of performance and represent the behaviours expected to be seen in a competent practitioner.

Sometimes organisations or employers will develop **Professional Practice Profiles** for particular services, particularly when there is a credentialing process involved. New registrants are expected to have a broad and sound basis on which to enter the many areas of pharmacy practice; the applicable standards are highlighted in the competency framework through the use of shading.

An example of a **Professional Practice Profile** can be seen below for a hypothetical dispensing pharmacist in a community pharmacy.

Example 1: Professional Practice Profile – Dispensing pharmacist in community pharmacy

Domain (* = universally applicable)	Standards	Elements	Performance Criteria
1 – Professional and ethical practice*	All	All	All
2 – Communication, collaboration and self-management*	All	All	All
4 – Review and supply prescribed medicines	All	All	All
5 – Prepare pharmaceutical products	5.1	1	1 & 2
		2	1–3
		3	1–4
		4	1–5
		5 & 6	All
	5.2	All	All
6 – Deliver primary and preventive health care	6.1	1	1–3
		2 & 3	All
	6.2	All	All
	6.3	1 & 3	All
		2	1
7 – Promote and contribute to optimal use of medicines	7.1	1	1, 3–5
		2	1, 3–10
		3	1 & 2, 4–6
		4	All
	7.2	1, 2 & 4	All
	7.3	3	1–3, 6 & 7
		1	1
		3	1
8 – Critical analysis, research and education	8.1	2	1–3, 5
		3	1
		4	3–5

Self-assess against the standards

Undertake an honest self-assessment of your abilities by applying the Performance Criteria or Evidence Examples to determine areas in which training and/or development is needed to enhance knowledge and skills.

The findings of this ‘gap analysis’ can be confirmed through discussion with colleagues and supervisors where necessary.

Identify relevant CPD activities for correcting the identified ‘gaps’ in knowledge and skills

In many instances colleagues and/or managers can provide advice and assistance on suitable training and/or development opportunities or activities, many of which will be available within the workplace.

Alternatively, pharmacists may obtain advice on relevant training and development opportunities from professional associations such as PSA or SHPA and access training/learning activities offered by these and other organisations.

Professional Practice Standards

How the standards relate to your pharmacy practice

Pharmacists are in a unique position where they can optimise health outcomes for the community they serve through promoting the quality use of medicines and related healthcare services. Professional standards allow the pharmacy profession as a whole to qualitatively and quantitatively gauge their commitment to providing high-quality, reliable health care services, as well as reveal areas where these services can be improved.

The *Professional Practice Standards* defines a range of pharmacy services that are offered by pharmacists, and describes the qualities required by pharmacists to deliver these services to a level that is acceptable to both consumers and professional peers.



Which standards are relevant to you?

Standard 1: Fundamental Pharmacy Practice covers the principles of services that are fundamental to the role of the pharmacist. As such, it is the 'universal' standard that directly relates to all others, and should be applied in conjunction with all the standards. All pharmacists should self-assess against this standard regardless of their area of practice.

For the other standards, each pharmacist should reflect on the scope of their own practice and identify which standards are applicable. The pharmacist should then assess themselves against these applicable standards.

This self-assessment by the standards should be done regularly, such as annually, or when changes occur in a pharmacist's professional practice. It gives pharmacists a benchmark to evaluate the services they provide, and helps them identify areas where improvement is needed. Once changes have been implemented to address these areas of improvement, pharmacists can use the standards to re-assess the merits of these changes.

A quick guide to reading the standards

Each standard is broken down into several sections. First, there is the standard itself: a statement describing the qualities that govern what constitutes an acceptable level of service in that area of practice. Below that, the scope describes the context of the standard in practice, particularly if and how it relates to any other standards.

A simple table is provided to help pharmacists' self-assessment. A list of criteria, that is, observable results or behaviours that show a pharmacist is capable of meeting the standard, are printed in the left-hand column of the table. Each criterion is further broken down into indicators. These are practical activities that provide measurable evidence that the pharmacist meets the criterion.

After reading each indicator, the pharmacist should ask themselves: Do I do this?

Then in the self-check box beside each indicator, the pharmacist should mark 'yes', 'no', or 'not applicable (n/a)' depending on their honest self-assessment. If the answer to the indicator is 'yes' then no further action needs to be taken. However, if the answer is 'no', this should prompt the pharmacist to investigate the resources in the right-hand column which can assist them in meeting this criterion.

Standard 1 Criterion 1, is shown here as an example, with a completed self-check.

Criteria/Indicators	Self check: Yes/No/NA	Resources
Criterion 1: The pharmacist promotes and delivers all services in an ethical and professional manner		
1. Applies the relevant code(s) of professional conduct to everyday practice	yes	<ul style="list-style-type: none"> Pharmaceutical Society of Australia. Code of professional conduct. www.psa.org.au Society of Hospital Pharmacists of Australia. Code of ethics. www.shpa.org.au Therapeutic Goods Administration. www.tga.gov.au <ul style="list-style-type: none"> Therapeutics goods advertising code Price information code of practice Medicines Australia. Code of conduct. www.medicinesaustralia.com.au Pharmacy Guild of Australia. Quality Care Pharmacy Program. Customer service charter (P11B). www.guild.org.au/qcpp Pharmacy Board of Australia. www.pharmacyboard.gov.au <ul style="list-style-type: none"> Code of conduct for registered health professionals Guidelines on advertising
2. Provides access to accurate information about the pharmacy services available and how to access these services	yes	
3. Applies a documented procedure to ensure all advertising and promotional material: <ul style="list-style-type: none"> is accurate is ethical contains a statement encouraging consumers to seek advice from a pharmacist or another health care provider on the safe use of therapeutic products complies with the relevant advertising codes 	no	

In this example, the pharmacist has answered 'no' to indicator 3. Using the resources provided as a guide, the pharmacist may wish to refer to the Pharmacy Board of Australia (PBA) website and look up their guidelines on advertising. From this the pharmacist can develop a documented procedure to review all advertising and promotional material distributed from the pharmacy, in consultation with the PBA guidelines.

Putting the professional standards into practice

After self-assessing against the *Professional Practice Standards* pharmacists are encouraged to develop an individual learning plan so targeted changes can be made to help them maintain high-quality pharmacy practice. The learning plan will become a documented list of areas where improvement is required and a plan of how the pharmacist can address these improvement areas through CPD activities. The learning needs recognised through the self-assessment of the *Professional Practice Standards* can then be added to those identified when reviewing the Competency Standards and a complete learning plan developed. By pinpointing specific learning objectives and goals, the related CPD activities undertaken by the pharmacist will have a direct impact on their everyday practice.

The Board's *Guidelines on continuing professional development* also outline other specific requirements. PSA reference cards will help you meet these requirements. Others to be available in this series include:

- Allocating CPD credits
- PSA programs for meeting CPD requirements
- Accredited and non-accredited CPD
- Maintaining records.

Distributed with Australian Pharmacist, reference cards will also be available for members to download. Log in at www.psa.org.au