

COURSE OUTLINE

PROGRAM: Pharmacy Technician Bridging Education Program

COURSE NAME: Professional Practice – Pharmacy Technician Bridging

COURSE DURATION: 39 hours

PRIOR LEARNING ASSESSMENT AND RECOGNITION:

CH Exam _____ Portfolio _____ N/A X

I. COURSE DESCRIPTION

Students will be prepared for entry to practice in five main areas of focus: ethical principles, legal requirements, scope of practice, communication skills and professionalism. Through a variety of learning tools such as interactive case studies, assignments, pre- and post-class quizzes and group work, the student will enhance his/her ability to practice competently within the professional practice framework.

II. VOCATIONAL LEARNING OUTCOMES

On completion of this course, participants will have reliably demonstrated the ability to:

- 1.0 Demonstrate ethical principles appropriate to the role of pharmacy technician.
- 2.0 Comply with federal and provincial legislation and other regulatory requirements relevant to the area of pharmacy practice.
- 3.0 Act within the scope of practice for pharmacy technicians, in compliance with legislation and established policies and procedures.
- 4.0 Communicate effectively with pharmacy stakeholders including members of the pharmacy team, patients, patients' agents, and healthcare providers within the scope of the profession.
- 5.0 Maintain professional responsibility consistent with the ethics and standards of the profession and as a member of the health care team.

III. WEEKLY COURSE OVERVIEW

Week	Title	Learning Outcomes	Exercises, Assessment, Grading
1	Pharmacy as a Regulated Healthcare Profession	<ul style="list-style-type: none"> • Demonstrate an understanding of what it means to be a regulated healthcare profession • Utilize an ethics log exercise to monitor, assess and foster the development of personal and professional integrity • Identify the roles of the federal and provincial governments as they pertain to health • Describe the role of the provincial regulatory authorities in self-governance • Demonstrate an understanding of the concept of self-governance and the Social Contract • Differentiate between advocacy and regulatory organizations 	Brainstorming exercise Ethics log introduction Ethics log summary Week 1 Quiz (take home) – Introduction to Legislation Tech Talk – An Update on Pharmacy Technician Regulation in Canada
2	The Professional Role and Commitment Ethical Concepts, Principles and Decision Making	<ul style="list-style-type: none"> • Distinguish between occupations and professions • Demonstrate an understanding of the professional role and commitment of pharmacy technicians as regulated healthcare professionals • Demonstrate an understanding of patient vulnerability and the need for 'Respect Focused' patient care • Demonstrate an understanding of why pharmacy technicians need to behave ethically and with integrity • Demonstrate knowledge of ethics as a discipline of study • Distinguish between law and ethics • Identify ethical principles that commonly guide healthcare decision making • Distinguish between an ethical issue and an ethical dilemma • Distinguish between ethical standards and guidelines • Demonstrate knowledge of and the ability to apply the Pharmacy Model for Ethical Decision Making 	Pre-awareness survey Case study Post-class quiz Ethics Log Exercise Pre-Awareness Survey Case study Post-Class Quiz with Case Study

Week	Title	Learning Outcomes	Exercises, Assessment, Grading
3	Professional Competence and The Duty to Report	<ul style="list-style-type: none"> • Demonstrate an understanding of what constitutes professional competence and professional misconduct for pharmacy technicians • Describe the process for the professions “entry to practice” standard • Identify the Scope of Practice for pharmacy technicians • Identify the NAPRA competencies for pharmacy technicians • Demonstrate an understanding of the ethical and legal duty to report incompetence and professional misconduct 	<p>Ethics Log Exercise</p> <p>Pre-Awareness Survey</p> <p>Post-Class Quiz</p> <p>Case Study</p>
4	Professional Accountability Patient Relations and Conflict of Interest	<ul style="list-style-type: none"> • Demonstrate an understanding of the concept of ethical accountability • Identify the purpose of a Code of Ethics document • Demonstrate knowledge and understanding of the Pharmacy Code of Ethics • Demonstrate the ability to apply Standards and Guidelines in the Pharmacy Code of Ethics to short answer case study scenarios • Demonstrate an understanding of the need for professional boundaries • Define the purpose of the therapeutic relationship • Demonstrate an understanding of the two major forms of boundary violations • Identify practices that breach professional boundaries • Demonstrate an understanding of the preventative measures which pharmacy technicians can take to ensure they maintain professional boundaries • Identify how to handle boundary mistakes • Demonstrate an understanding of the concept of conflict of interest • Demonstrate an understanding of how to ethically manage conflict of interest 	<p>Ethics Log Exercise</p> <p>Pre-Awareness Survey</p> <p>Case Study</p> <p>Post-Class Quiz</p> <p>Ethics Log Exercise</p> <p>Pre-Awareness Survey</p> <p>Case Study</p> <p>Post-Class Quiz</p>

Week	Title	Learning Outcomes	Exercises, Assessment, Grading
5	<p>Legislation Overview & Federal Legislation</p> <p>Food and Drugs Act (and Regulations)</p> <p>Controlled Drugs & Substances Act and Regulations</p>	<ul style="list-style-type: none"> • Understand the legislative framework • Identify the federal legislation that directly affects the practice of pharmacy • Identify the federal classifications of drugs • Distinguish between the various prescription, purchasing, and record-keeping requirements for drugs by applying federal legislation • Use on-line resources to access federal legislation pertaining to drugs 	<p>Week 5 Quiz 1 – Federal Legislation</p> <p>Week 5 Quiz 2 – Narcotic Matrix</p>
6	<p>Provincial Legislation</p> <p>Health Professions Act (and Regulations)</p>	<ul style="list-style-type: none"> • Describe specific legislation that governs regulated health professions in BC and in particular, pharmacy • Demonstrate an understanding of the key processes of the College of Pharmacists of BC (CPBC) and its mandate of public protection • Demonstrate an understanding of the provincial bylaws governing registrants (people) and the pharmacy (place) 	
7	<p>Provincial Legislation</p> <p>Pharmacy Operations and Drug Scheduling Act and Regulations</p> <p>Drug Schedules Regulation</p> <p>Privacy Legislation</p>	<ul style="list-style-type: none"> • Describe specific legislation that governs regulated health professions in BC and in particular, pharmacy • Demonstrate an understanding of the key processes of the College of Pharmacists of BC (CPBC) and its mandate of public protection • Demonstrate an understanding of the provincial bylaws governing registrants (people) and the pharmacy (place) • Demonstrate knowledge and understanding of privacy and confidentiality legislation that affects pharmacy practice 	<p>Week 7 Quiz 1 – Provincial Legislation and Privacy Legislation</p> <p>Week 7 Quiz 2 – Drug Schedules</p>

Week	Title	Learning Outcomes	Exercises, Assessment, Grading
8	Standards of Practice and Continuing Competency	<ul style="list-style-type: none"> • Demonstrate knowledge and understanding of the standards of practice that fall under the scope of practice of a regulated pharmacy technician, and be able to apply standards to practice scenarios • Recognize and commit to life-long learning that includes self-evaluation and professional development as a strategy for maintaining professional competence 	Learning Record Assignment (Due Week 12)
9	Prescription Authentication & Drug Diversion	<ul style="list-style-type: none"> • Authenticate prescriptions and medication orders received for clarity, completeness and compliance within legal requirements including visual signs of prescription tampering • Recognize unusual patterns of drug distribution including diversion, drug misuse and fluctuations in use. • Recognize prescriptions that do not meet legal requirements • Identify and notify the pharmacist of changes in the drug, dosage, quantity, dosage form, directions, patient profile or health records, and if provided, diagnosis • Identify and notify the pharmacist of known allergies, alert flags for drug allergies, drug or disease interactions, patient non-compliance or other therapeutic issues and considerations or discrepancies 	Tech Talk – Practical Customer Service Tips for Technicians (Due Week 10)

Week	Title	Learning Outcomes	Exercises, Assessment, Grading
10	Communication Skills, Conflict Management & Professional Communications	<ul style="list-style-type: none"> • Demonstrate appropriate verbal, non-verbal communication and listening skills • Recognize facilitators of and challenges to communication • Use appropriate communication techniques, language/terminology • Use oral and written language and communication style appropriate to purpose, setting and situation that meet the needs of diversity • Conduct interpersonal interactions and manage conflict in a professional manner • Use interpersonal skills when interacting with patients, patients' agents and healthcare providers • Identify the parameters of the pharmacy technician's actions in response to patients' questions • Recognize and effectively communicate to the pharmacist questions and concerns that are outside the pharmacy technician scope of practice and/or personal competency. • Use established communication policies, procedures, or protocols within the pharmacy and when interacting with the patients, the patients' agents and healthcare providers. 	<p>Tech Talk – Communication in a Multicultural Society (Due Week 11)</p> <p>Tech Talk - Communication in Pharmacy Practice (Due Week 11)</p>
11	Focus on Error Prevention	<ul style="list-style-type: none"> • Define adverse event, adverse drug event, medication error/incident • Understand the philosophy of “beyond blame” as it relates to medication incidents • Identify common causes of medication incidents and determine suitable prevention strategies for each • Professionally handle a medication incident 	<p>Tech Talk – Medication Incident Awareness (Due Week 12)</p>

Week	Title	Learning Outcomes	Exercises,Assessment,Grading
12	Professionalism and Course Review	<ul style="list-style-type: none"> Course review 	Mini-Practice Exam
13	Final Exam		

III. ASSESSMENT OF LEARNING

Assessment Method	% of Final Grade	Associated Learning Outcome(s)	Week Due
Ethics Log Assignment	10%	1.0	Weekly - Weeks 2-4
Ethics Post Quizzes (Take Home) (5)	10%	1.0	Weekly – Weeks 2-4
Legislation Post Quizzes/Assignments (Take Home) (5)	20%	3.0	Weeks 1,5,7
Learning Record Assignment	10%	2.0	Week 12
Tech Talk Assignments: <ul style="list-style-type: none"> An Update on Pharmacy Technician Regulation in Canada Practical Customer Service Tips for Technicians Communication in a Multicultural Society Communication in Pharmacy Practice Medication Incident Awareness 	15%	3.0 and 5.0	Week 2 Week 9 Week 11 Week 11 Week 12
Final Exam*	35%	ALL	Week 13

Important Notes:

- The final exam will be 150 multiple choice and true/false or matching questions. Three hours will be allotted for the exam.**
- Successful completion of the final exam in this course will also meet the College of Pharmacists of B.C. Jurisprudence Examination requirements. Students are allowed and will be provided with only 1 resource for the final exam: the CPBC (provincial) drug schedules without the explanatory/descriptive information. A copy of the Prescription Regulations Chart will not be provided.**
- Cheating and/or plagiarism will not be tolerated. It should be noted that sharing information or seeking advance notice from colleagues about the content and format of tests, examinations or assignments is a clear example of academic dishonesty. Instances of academic dishonesty are subject to the policies and penalties established by the college delivering this course.**

Grading:

To successfully pass Professional Practice, the student must attain an average of 70% in all course assignments as well as a mark of at least 70% in the Final Exam. No supplemental examinations will be provided. This practice is consistent across the Pharmacy Technician Bridging Program and overrides individual college policies regarding provision of supplemental examinations.

Attendance is mandatory

Assignments must be submitted directly to the instructor and are due at the beginning of class on the scheduled due date. Late submission of assignments or papers, without the professor's consent will result in 20% per day reduction. After five working days, including weekends and holidays, the assignment or paper will receive a mark of zero. All assignments must be submitted to complete the course.

Note to Instructor: It is important that students understand how assignments and tests are evaluated before they begin working on them. Please make certain to discuss the marking scheme and expectations for assignment/tests as they are assigned.

IV. REQUIRED TEXTS AND OTHER LEARNING MATERIALS

Students must have Internet access; a list of websites will be made available at the beginning of the course.