

## Care Definition, Practice Foundations, and Ability-Based Outcomes

*“The pharmacist graduating from the University of Washington School of Pharmacy promotes the health and well-being of individuals and the public through the provision of care that is accessible, compassionate, comprehensive, consistent, continuous, competent, credible, discerning, ethical, innovative, and integrative.”*

### The UW SOP Practice Foundations<sup>1</sup>

Pharmacists are vital members of the health care system and are able to:

- Commit to care for and care about patients.
- Develop and maintain an in-depth knowledge of biomedical, sociobehavioral, administrative, regulatory, and clinical sciences.
- Apply evidence-based therapeutic principles, evolving sciences, and emerging technologies to contemporary pharmacy practice to provide patient care.

Operating within the above framework, pharmacists bring unique contributions of pharmacy practice to health care and have the ability to manage medication therapy and to be accountable for patients' therapeutic outcomes. In doing so, they communicate and collaborate with patients, caregivers, health care professionals, and qualified support personnel. In their work with patients, practitioners, and others involved in providing care with patients, pharmacists are recognized as experts regarding medication use. The UW SOP will prepare pharmacy graduates to:

- Provide patient-centered and population-based care that optimizes medication therapy, including the measurement and assurance of medication therapy outcomes.
- Design and oversee safe, accurate, and timely medication distribution systems.
- Manage health care system resources to improve therapeutic outcomes.
- Promote health improvement, wellness, and disease prevention.
- Be the most accessible primary care provider, helping patients determine and access appropriate self-care and triage patients needing additional care.

---

<sup>1</sup> Adapted from the Joint Commission of Pharmacy Practitioners (JCPP) Future Vision of Pharmacy Practice 2015, February 2005

## The UW SOP General Abilities<sup>2</sup>

To be capable of the above the UW SOP pharmacist has several general abilities. These abilities are not mutually exclusive; each ability informs the others.

### Thinking, Problem Solving, and Decision Making

The UW SOP pharmacist can think critically and creatively, make compassionate, informed, rational, responsible decisions, and solve complex problems within scientific, social, cultural, legal, clinical, economic, and ethical contexts, even in situations of ambiguity. Our pharmacist can retrieve, analyze, and interpret the scientific, professional, and lay literature.

### Communication

The UW SOP pharmacist can appropriately inform, educate, and motivate using a variety of methods and media with clarity, sensitivity, and accuracy. Our pharmacist is able to read and listen effectively using appropriate communication practices to identify and manage problems and conflicts and to foster collaborative decision-making and quality health care.

### Leadership, Innovation and Advocacy

The UWSOP pharmacist initiates or contributes to positive change on behalf of patients and the profession. Our pharmacist works collaboratively with patients, health care providers, professional and community organizations and others to promote the health, safety and welfare of individuals and populations, as well as the advancement of the profession. Our pharmacist exerts influence in order to achieve goals through consensus and compromise and is visionary, innovative, persistent, flexible and willing to take risks. Our pharmacist also demonstrates commitment, citizenship, stewardship, and engagement beyond the pharmacy community.

### Social Awareness

The UW SOP pharmacist participates in efforts to help individuals and to improve society and the health care system through respecting autonomy, diversity, values, beliefs, and ethics. Our pharmacist places health care and professional issues within appropriate historical, cultural, social, economic, scientific, political, legal and philosophical frameworks, and demonstrates sensitivity and tolerance within society.

### Professional Conduct and Demeanor

The UW SOP pharmacist acts ethically and responsibly, with integrity, compassion, empathy, and respect. Our pharmacist accurately self-assesses behaviors and conduct, and seeks, accepts and applies constructive feedback.

### Professional Development

The UW SOP pharmacist is responsible for assuring professional competence by self-assessing learning needs and designing, implementing, and evaluating strategies to promote quality health care and career growth.

### Professional Aesthetics

The UW SOP pharmacist practices in a manner that optimizes quality, beauty, balance, grace, and efficiency.

<sup>2</sup> Adapted from ACPE CAPE Advisory Panel on Educational Outcomes, November 1998.

## The UW SOP Professional Abilities<sup>3,4</sup>

### Patient Care

The UW SOP pharmacist provides care in collaboration with patients, caregivers, prescribers, and other members of an interprofessional health care team based upon evidence and sound therapeutic principles. In providing care, our pharmacist respects the needs of individuals and populations by incorporating relevant professional, legal, ethical, biopsychosocial, cultural, educational, aesthetic, and economic factors that may impact therapeutic outcomes. Our pharmacist provides care within a patient-centered evidence-based practice.

- I. Establish professional relationships with patients, caregivers, prescribers, and other members of the interprofessional health care team.**
- II. Formulate, implement, evaluate, and revise patient care plans.**
  - A. Gather and organize all appropriate patient or drug-related information that will generate a new or revised care plan.
    1. Identify the patient's primary complaint(s) and reason(s) for seeking medical care.
    2. Interview the patient and caregiver to obtain a health and medication history and any other pertinent information.
    3. Identify patient attitudes toward taking medication, health-related behaviors and modifications, and therapeutic outcomes.
    4. Identify relevant information in the patient profile, medical record, or other documents.
    5. Perform or order appropriate objective assessments.
    6. Identify signs or potential indicators of drug misuse, abuse, failure, or therapeutic success.
  - B. Evaluate the data to identify successful health outcomes, or actual or potential drug therapy problems.
    1. Determine accuracy of patient allergy and adverse event history.
    2. Evaluate laboratory test results and pharmacokinetic data.
    3. Evaluate information obtained from the patient interview, history, and physical assessment.
    4. Assess patient's concordance with the patient care plan.
    5. Evaluate signs or potential indicators of drug misuse, abuse, failure, or therapeutic success.
    6. Assess the patient's therapeutic management to determine the extent to which medical conditions are prevented or treated.
  - C. Formulate and implement the patient care plan in collaboration with patients, their caregivers, and other health care professionals.
    1. Apply relevant literature needed to develop or revise an appropriate, comprehensive care plan.
    2. Integrate knowledge to design patient-specific care plans.
      - a. Apply knowledge of disease pathophysiology.
      - b. Apply chemical, biochemical, pharmacological, pharmacokinetic and pharmacotherapeutic principles.
      - c. Consider psychosocial aspects of illness and health in the management problems related to therapy.

<sup>3</sup> Adapted from the Accreditation Standards and Guidelines for the Professional Program in Pharmacy Leading to the Doctor of Pharmacy Degree. Accreditation Council for Pharmacy Education. January 15, 2006

<sup>4</sup> Adapted from the Pharmacy Practice Outcomes for Doctor of Pharmacy Students, based on the 2004 CAPE Educational Outcomes, as modified by a subcommittee of the American Association of Colleges of Pharmacy, October 2005

- d. Apply basic principles of wellness to reduce adverse health events and promote quality of life.
- e. Interpret evidence based on populations to individualize care for the specific patient.
- 3. Identify pharmacotherapeutic outcomes and endpoints of therapy that incorporate the recommendations of the providers and payers while maintaining respect for the patient's wishes.
- 4. Initiate and modify appropriate drug and non-drug therapy as part of the care plan.
  - a. Delete or add medications or change dose, dose form, route, frequency, or duration based on patient-specific concerns, and pharmacokinetic, pharmacodynamic, and pharmacoeconomic principles.
  - b. Recommend non-drug therapy, medical goods and devices, or complementary therapies that benefit the patient.
  - c. Minimize or avoid drug interactions, adverse effects, and contraindications associated with the recommended care plan.
- D. Assess the efficacy of the patient care plan and revise as necessary.

### **III. Communicate and collaborate with patients, caregivers, health care providers, and others to improve patient care.**

- A. Communicate clearly, accurately, and knowledgeably with patients, caregivers, other health care professionals, and the public using appropriate verbal, nonverbal, and written communication skills.
- B. Document patient care activity in a patient profile, medical record or other communiqué to facilitate collaboration.
- C. Triage patients to appropriate health care providers and social service agencies.
- D. Incorporate patients' informational, attitudinal, functional, socioeconomic, cultural, and behavioral needs to achieve optimal therapeutic outcomes.
- E. Construct a health communication strategy.
- F. Assess the effectiveness of the health communication strategy.
  - 1. Evaluate patient and caregiver understanding of the health care plan.
  - 2. Appraise patient and caregiver skill in medical product use.
  - 3. Assess patient and caregiver participation in the care plan.
  - 4. Modify health communication strategy as needed.
- G. Encourage patients to assume an active role in their self-care and overall health.
- H. Facilitate a collaborative environment sensitive to individual needs and organizational culture to enhance problem solving, creativity, and the management of disagreement and conflict.

### **IV. Retrieve, analyze, and interpret the scientific, professional, and lay literature to support patient care.**

- A. Provide relevant health information appropriately targeted to patients and their families, caregivers, health care providers, and others.
- B. Determine the underlying informational needs of the individual requesting health information.
- C. Select resources that will accurately and efficiently find drug and health information.
- D. Identify relevant monographs through a well-designed literature search.
- E. Apply best evidence to individualize patient care or make decisions about populations.

F. Document drug information provided.

**V. Prepare and distribute medical products prescribed as part of the patient's care plan.**

- A. Implement systems to enhance quality improvement and prevent adverse events.
- B. Review and interpret medical product orders for patients.
- C. Appropriately prepare and dispense medical products.

**VI. Act in accordance with legal, ethical, social, economic, and professional guidelines.**

**Systems Management**

The UW SOP pharmacist manages and uses resources of the health care system, in collaboration with patients, caregivers, health care providers, and administrative and support personnel to promote health, improve therapeutic outcomes of medication use, and ensure safe, accurate, and timely medical products distribution. Our pharmacist promotes cost-effective use of human, physical, medical, information, and technological resources in the provision of patient care and carries out these duties in accordance with legal, ethical, social, economic, and professional guidelines.

Our pharmacist manages operations and medical product use systems by developing and implementing quality-improvement strategies, based on patient-specific and population data, to optimize patient safety. Our pharmacist participates in the development of health policy involving medical products and health insurance benefit design.

**I. Participate in the management and use of health care resources within health care systems.**

- A. Identify the key features of private and public payers of health care.
  - 1. Describe benefits provided under Medicare.
  - 2. Describe the roles of state and federal governments in financing and administering Medicaid.
  - 3. Describe the objectives of health insurance and managed health care programs.
  - 4. Differentiate between insuring health and managing health care.
- B. Describe the relationship between health care costs and the medical product distribution and use systems.
- C. Describe the evolution of pharmacists' roles in the health care system.
- D. Define the role of the pharmacist in providing medication therapy management.

**II. Manage pharmacy operations.**

- A. Evaluate a pharmacy for ownership or management using principles of financial management and business indicators.
- B. Establish a mission statement with component goals and actions.
- C. Develop a strategic plan to achieve the identified goals.
- D. Develop a business plan that maximizes opportunities for financial success of the practice.
  - 1. Determine the cost to deliver services and the appropriateness of pricing strategies.
  - 2. Determine a budget and document financial resource allocation.
  - 3. Predict patient care needs and professional service opportunities.
  - 4. Establish effective time management and priority-setting procedures.
  - 5. Determine the legal, accounting, and managerial role of the management or technical team.
  - 6. Identify strategies for managing organizational change.

- E. Evaluate the achievements of a practice in relation to the established mission, fiscal resources, and customer needs.
- F. Effectively market a pharmacy and health care services.
  - 1. Assess demand and competition, and identify a viable market within a target location.
  - 2. Develop strategies to address marketing needs.
  - 3. Document services and outcomes to enhance marketing and reimbursement.
  - 4. Develop direct-selling skills for approaching patients, providers, and payers to engage in medication therapy management or health care services.
- G. Identify the impact of the government and private payers on pharmacy operations.
- H. Evaluate and negotiate contracts with payers.
- I. Develop strategies for reimbursement for health care services.

### **III. Manage personnel.**

- A. Define the organizational structure of a pharmacy within the context of the practice community.
- B. Develop job descriptions commensurate with the defined organizational structure.
- C. Orchestrate a staff capable of fulfilling the pharmacy's mission.
- D. Apply state and federal regulations that affect personnel policies.
- E. Recruit, retain, supervise, assess, and reward individuals.

### **IV. Optimize physical and technological resources.**

- A. Evaluate a pharmacy's layout.
- B. Re-design a pharmacy that promotes safety, efficiency, privacy, and patient and health care services.
- C. Apply contemporary technology to information, medical product storage and distribution systems.

### **V. Manage medical product distribution and control systems.**

- A. Select vendors of medical products, and information technology that meet or exceed accepted standards.
- B. Implement an inventory control system.
  - 1. Develop an optimal inventory mix/level.
  - 2. Maintain records of products received and removed from inventory.
  - 3. Manage medical product control, storage, and security functions.
- C. Apply principles of quality improvement for optimizing safety, efficiency, and effectiveness of a medical product distribution system.

### **VI. Manage medical product use systems.**

- A. Participate in the organization's system for defining, implementing, and improving quality systems that govern the prescription, selection, preparation, processing, distribution, and administration of medical products.
- B. Participate in the organization's system for reporting and managing near-misses, errors, and adverse drug experiences with medical products.
  - 1. Identify and report near-misses and errors with medical products and adverse drug experiences to appropriate individuals, organizations, and agencies.

2. Evaluate these reports to identify preventable causes within the system.
  3. Recommend and implement actions to minimize the occurrence of adverse drug experiences and medical product near-misses and errors.
- C. Participate in the organization's process for conducting medical product use evaluations.
1. Develop appropriate outcome indicators.
  2. Conduct medical product use evaluations.
  3. Implement quality improvement measures based on interpretation of data.
  4. Evaluate effectiveness of quality improvement measures.
- D. Participate in the maintenance and application of a formulary system.

**VII. Apply principles of outcomes research and continuous quality improvement methods to the evaluation of pharmacy and health care services.**

**VIII. Act in accordance with legal, ethical, social, economic, risk management, and professional guidelines.**

**Public Health**

The UW SOP pharmacist collaborates with patients, caregivers, other health care providers, communities, organizations, and policy makers to promote health literacy, disease prevention, health, and wellness. Our pharmacist contributes to the identification and resolution of public health challenges by applying population-specific data, quality improvement strategies, informatics, and research processes, participating in the development of health policy and by directly providing health care services.

**I. Promote the availability of effective quality health, and disease prevention services.**

- A. Define and assess the health status of individuals and populations, including determinants of health and illness, factors contributing to health promotion and disease prevention, factors influencing the use of health services, and epidemiology of diseases.
- B. Formulate and implement strategies to promote healthy lifestyles and programs for preventive health care and disease detection.
1. Define the role of pharmacists in addressing public health problems.
  2. Anticipate and consider social, economic, and cultural contexts.
  3. Provide public health-related services and educational material tailored to the needs of patients, caregivers, other health care providers, communities, organizations, and policy makers.
  4. Provide emergency care including cardiopulmonary resuscitation and referral to poison control and treatment.
  5. Participate in the development and implementation of emergency plans and disaster response systems on the local and national levels.
  6. Provide patients, caregivers, other health care providers, communities, organizations, and policy makers with access and referral to health and social service resources.
- C. Develop methods to ensure that public health initiatives/programs continue to achieve stated goals.
1. Conduct a continuing assessment of community health needs and resources.
  2. Prioritize programs based on identifiable criteria and standards.
  3. Amend existing programs or develop additional services.
  4. Promote a healthy lifestyle, including the appropriate use of screening tools and immunizations.

5. Consult and collaborate with other members of the health care team and public agencies; provide follow-up and referral when necessary.
  - D. Document and evaluate the outcomes of the program, intervention or service.
  - E. Continually advocate for policies that increase access to health services and reduce health risks and disparities.
- II. Communicate and collaborate with patients, caregivers, other health care providers, communities, organizations, and policymakers to identify and address public health problems.**
- A. Identify other health care providers, pertinent organizations, and policy makers responsible for addressing public health issues.
  - B. Seek and share information to garner support for common goals.
  - C. Consider options and outcomes, and develop and implement a plan in collaboration with patients, caregivers, other health care providers, communities, organizations, and policymakers.
  - D. Communicate public health concerns effectively with patients, caregivers, other health care providers, communities, organizations, and policymakers.
- III. Implement and evaluate public health services and policy decisions in accordance with legal, ethical, social, economic, and professional guidelines.**
- A. Incorporate local, state, federal, and international regulations.
  - B. Use ethical principles to resolve dilemmas.
  - C. Consider historical, cultural, scientific, political, and philosophical frameworks.
  - D. Act with respect and sensitivity.
  - E. Apply economic principles in public health policy development.
  - F. Document outcomes to evaluate effectiveness and costs.
  - G. Participate with professional organizations.