**Stage 2 Application**

**Learning Objective Mapped Accreditation: Pharmacy Manager**

**(Prepared – March 8, 2021)**

# Learning Objective Mapped Accreditation – Program Requirements

Programs must meet the following conditions:

1. The program has been accredited by CCCEP via the regular CCCEP accreditation process, considered Stage 1 of the application process for Learning Objective Mapped Accreditation.
2. The program must, following review of the Stage 2 application, be deemed to fully or substantially meet the eight required learning outcomes [See Appendix A].

# Accreditation Review Process

The learning objective mapped accreditation review process is a two-stage process.

* Stage 1: Regular review for a CCCEP-accredited program. Application is submitted through the CCCEP accreditation database as a new activity submission.
* Stage 2: Review the extent to which the program addresses the eight specified learning outcomes. Application occurs following successful accreditation on completion of Stage 1, and involves the completion of this application form and submission by email to [admin.assistant@cccep.ca](mailto:admin.assistant@cccep.ca)

Based on the review of the program content and the information contained in this application form, CCCEP’s expert reviewer will identify the extent to which the learning outcomes are met.

* **Fully met** – the program content clearly addresses all the indicators for the learning outcome;
* **Substantially met** – the program at least partially addresses the indicators for the learning outcome;
* **Partially met** – the program addresses some, but not all, of the indicators for the learning outcome; or
* **Not met** – the program addresses none or only a small number of the indicators for the learning outcome.

# Completing the Learning Outcome Assessment Section (Instructions)

The learning outcome assessment section begins on page 3 of the application form. In the **Columns entitled Program Location**, identify where the information on the learning outcomes and indicators may be found. Further explanation is in the table below.

|  |  |
| --- | --- |
| **Column** | **What to Enter** |
| **Module & Page #** | Identify the primary location in the program where the content related to the identified indicator can be found by stating the module/section and page number. |
| **Related Content** | Identify the location in the program where any additional program content may be found that is also supportive of the indicator. |

# Program, Provider and Contact Person Information

|  |  |
| --- | --- |
| **Program Title (s)** |  |
| **Stage 1 CCCEP Accreditation Number** |  |
| **Program Provider Name** |  |
| **Contact Person Name** |  |
| **Contact Person email** |  |
| **Contact Person phone number** |  |
| **Date Stage 2 Application Submitted** |  |

# Learning Outcome Assessment

1. **Create and implement policies and procedures that support and guide staff in the operations of the pharmacy to ensure compliance with:**
   1. **provincial and federal legislation and regulations**
   2. **pharmacy professional standards of practice and guidelines**
   3. **provincial labor standards and worker’s compensation**
   4. **pharmacy professional ethics**

| **Focus Area: Pharmacy Operations** | | | | |
| --- | --- | --- | --- | --- |
| **Indicators to be addressed in the program content to demonstrate that the learning outcome is met** | **Program Location** | | **CCCEP’s Expert Reviewer Assessment** | |
| **Module and page #** | **Related Content** | **Yes/No/ Partial** | **Reviewer Comments** |
| * 1. Identify and interpret the legislative requirements, standards, and policies that govern the responsibilities of a pharmacy manager and the operation of a pharmacy in their jurisdiction. |  |  |  |  |
| * 1. Make, justify and support ethical decisions according to the professional code of ethics applicable to their province/ territory. |  |  |  |  |
| * 1. Distinguish areas for which the pharmacy manager is responsible when pharmacy is located within a facility which provides other services (such as a grocery or department store). |  |  |  |  |
| * 1. Explain and interpret provincial employment/ labor standards, workers compensation and other relevant legislation to pharmacy staff. |  |  |  |  |
| * 1. Ensure appropriate provincial employment/ labor standards have been implemented in order to encourage the just treatment of employees. |  |  |  |  |
| Other Indicator(s)  [Note the indicator and identify location] |  |  |  |  |

| **The Learning Outcome is:** | | **CCCEP’s Expert Reviewer Comments** |
| --- | --- | --- |
| Fully met |  |  |
| Substantially met |  |
| Partially met |  |
| Not met |  |

1. **Create and implement policies and procedures that support and guide staff in the operations of the pharmacy to promote quality care and inspire public confidence.**

| **Focus Area: Pharmacy Operations** | | | | |
| --- | --- | --- | --- | --- |
| **Indicators to be addressed in the program content to demonstrate that the learning outcome is met** | **Program Location** | | **CCCEP’s Expert Reviewer Assessment** | |
| **Module & Page #** | **Related Content** | **Yes/No/ Partial** | **Reviewer Comments** |
| * 1. Support staff pharmacists and pharmacy technicians to prioritize patient care within their respective scopes of practice by evaluating and appropriately organizing staffing and workflow. |  |  |  |  |
| * 1. Recognize and interpret key elements of quality patient care promotion. |  |  |  |  |
| Other Indicator(s)  [Note the indicator and identify location] |  |  |  |  |

| **The Learning Outcome is:** | | **CCCEP’s Expert Reviewer Comments** |
| --- | --- | --- |
| Fully met |  |  |
| Substantially met |  |
| Partially met |  |
| Not met |  |

1. **Design and implement processes to effectively communicate with diverse pharmacy team members and the public (including websites and advertising).**

| **Focus Area: Communication** | | | | |
| --- | --- | --- | --- | --- |
| **Indicators to be addressed in the program content to demonstrate that the learning outcome is met** | **Program Location** | | **CCCEP’s Expert Reviewer Assessment** | |
| **Module & Page #** | **Related Content** | **Yes/No/ Partial** | **Reviewer Comments** |
| * 1. Respond effectively to conflict situations in the pharmacy using skills of conciliation and communication. |  |  |  |  |
| * 1. Establish procedures to effectively communicate management issues, pharmacy operations, and important patient care notices to pharmacy staff |  |  |  |  |
| * 1. Develop guidelines for communicating to the public in a way that promotes quality care and inspires public confidence |  |  |  |  |
| Other Indicator(s)  [Note the indicator and identify location] |  |  |  |  |

| **The Learning Outcome is:** | | **CCCEP’s Expert Reviewer Comments** |
| --- | --- | --- |
| Fully met |  |  |
| Substantially met |  |
| Partially met |  |
| Not met |  |

1. **Design and implement processes to effectively communicate with other health care professionals, patients, family members, and other caregivers to ensure patient safety and continuous quality care.**

| **Focus Area: Communication** | | | | |
| --- | --- | --- | --- | --- |
| **Indicators to be addressed in the program content to demonstrate that the learning outcome is met** | **Program Location** | | **CCCEP’s Expert Reviewer Assessment** | |
| **Module & Page #** | **Related Content** | **Yes/No/ Partial** | **Reviewer Comments** |
| * 1. Evaluate pharmacy communication policies to guarantee patient confidentiality (including the use of social media, text messaging, and email) and cultural sensitivity. |  |  |  |  |
| * 1. Develop templates and guidelines for communicating to other health care professionals and patient caregivers that promote interdisciplinary teamwork, quality patient care, and increases patient care continuity and safety. |  |  |  |  |
| Other Indicator(s)  [Note the indicator and identify location] |  |  |  |  |

| **The Learning Outcome is:** | | **CCCEP’s Expert Reviewer Comments** |
| --- | --- | --- |
| Fully met |  |  |
| Substantially met |  |
| Partially met |  |
| Not met |  |

1. **Design and implement recordkeeping procedures and documentation in the pharmacy that meet legislative, regulatory, and professional requirements.**

| **Focus Area: Documentation** | | | | |
| --- | --- | --- | --- | --- |
| **Indicators to be addressed in the program content to demonstrate that the learning outcome is met** | **Program Location** | | **CCCEP’s Expert Reviewer Assessment** | |
| **Module & Page #** | **Related Content** | **Yes/No/ Partial** | **Reviewer Comments** |
| * 1. Evaluate and adjust pharmacy documentation and recordkeeping strategies to ensure patient confidentiality and ease of retrieval. |  |  |  |  |
| * 1. Explain and implement strategies to document any patient information, care decisions made (including rationale), and any important information that ensures continuity of quality patient care and safety within the pharmacy. |  |  |  |  |
| Other Indicator(s)  [Note the indicator and identify location] |  |  |  |  |

| **The Learning Outcome is:** | | **CCCEP’s Expert Reviewer Comments** |
| --- | --- | --- |
| Fully met |  |  |
| Substantially met |  |
| Partially met |  |
| Not met |  |

1. **Appraise and adjust pharmacy processes to ensure legal, accurate, appropriate, and complete prescription medication dispensing**

| **Focus Area: Dispensing/Evaluation Prescriptions** | | | | |
| --- | --- | --- | --- | --- |
| **Indicators to be addressed in the program content to demonstrate that the learning outcome is met** | **Program Location** | | **CCCEP’s Expert Reviewer Assessment** | |
| **Module & Page #** | **Related Content** | **Yes/No/ Partial** | **Reviewer Comments** |
| * 1. Periodically assess pharmacist patient care decisions to ensure optimal standard of care and patient safety. |  |  |  |  |
| * 1. Evaluate and facilitate staff competence to apply professional and legal requirements for appropriate preparation, packaging, and labelling, of prescriptions. |  |  |  |  |
| Other Indicator(s)  [Note the indicator and identify location] |  |  |  |  |

| **The Learning Outcome is:** | | **CCCEP’s Expert Reviewer Comments** |
| --- | --- | --- |
| Fully met |  |  |
| Substantially met |  |
| Partially met |  |
| Not met |  |

1. **Establish a healthy, supportive pharmacy working environment that promotes professionalism, quality patient care, and professional development of staff member**

| **Focus Area: Human Resources/Working Environment** | | | | |
| --- | --- | --- | --- | --- |
| **Indicators to be addressed in the program content to demonstrate that the learning outcome is met** | **Program Location** | | **CCCEP’s Expert Reviewer Assessment** | |
| **Module & Page #** | **Related Content** | **Yes/No/ Partial** | **Reviewer Comments** |
| * 1. Develop a performance management system for all staff that includes regular staff performance planning and review, as well as discipline- related policies that are respectful and use a problem-solving approach. |  |  |  |  |
| * 1. Model professionalism and mentor pharmacy staff to exemplify professionalism. |  |  |  |  |
| * 1. Identify strategies to motivate and engage pharmacy staff in order to provide optimal patient care, provide continuous patient safety, and inspire confidence in the profession of pharmacy. |  |  |  |  |
| Other Indicator(s)  [Note the indicator and identify location] |  |  |  |  |

| **The Learning Outcome is:** | | **CCCEP’s Expert Reviewer Comments** |
| --- | --- | --- |
| Fully met |  |  |
| Substantially met |  |
| Partially met |  |
| Not met |  |

1. **Prevent and manage medication errors and other incidents in order to promote patient safety**

| **Focus Area: Patient Safety/Error Management** | | | | |
| --- | --- | --- | --- | --- |
| **Indicators to be addressed in the program content to demonstrate that the learning outcome is met** | **Program Location** | | **CCCEP’s Expert Reviewer Assessment** | |
| **Module & Page #** | **Related Content** | **Yes/No/ Partial** | **Reviewer Comments** |
| * 1. Establish and maintain processes for proper disclosure of medication incidents to patients, patient agents and circle of care, to ensure effective and supportive communication. |  |  |  |  |
| * 1. Document and discuss incidents and near misses with pharmacy staff while fostering a non-punitive culture which encourages voluntary reporting of incidents. |  |  |  |  |
| * 1. Examine root causes of incidents and near misses and design system improvements to prevent similar incidents. |  |  |  |  |
| * 1. Review and continually update policies and procedures to ensure workflows for pharmacy services promote safety and quality and a safe, supportive work environment for pharmacy staff. |  |  |  |  |
| * 1. Establish a system for pharmacy assessment to review policies, procedures and practices to identify opportunities for continuous quality improvement. |  |  |  |  |
| Other Indicator(s)  [Note the indicator and identify location] |  |  |  |  |

| **The Learning Outcome is:** | | **CCCEP’s Expert Reviewer Comments** |
| --- | --- | --- |
| Fully met |  |  |
| Substantially met |  |
| Partially met |  |
| Not met |  |

**THIS SECTION TO BE COMPLETED BY CCCEP’s LEARNING OBJECTIVE MAPPED EXPERT REVIEWER**

**Declaration of Learning Objective Mapped Accreditation Expert Reviewer**

I have reviewed the program identified on page 1 of this application to determine whether the program satisfies the eight required learning outcomes and have determined the extent to which it has met them, as summarized in the table below.

| **Learning Outcome** | **Fully met** | **Substantially met** | **Partially met** | **Not met** |
| --- | --- | --- | --- | --- |
|  | | | | |
| 1. Create and implement policies and procedures that support and guide staff in the operations of the pharmacy to ensure compliance with: 2. provincial and federal legislation and regulations 3. pharmacy professional standards of practice and guidelines 4. provincial labor standards and worker’s compensation 5. pharmacy professional ethics |  |  |  |  |
| 1. Create and implement policies and procedures that support and guide staff in the operations of the pharmacy to promote quality care and inspire public confidence. |  |  |  |  |
| 1. Design and implement processes to effectively communicate with diverse pharmacy team members and the public (including websites and advertising). |  |  |  |  |
| 1. Design and implement processes to effectively communicate with other health care professionals, patients, family members, and other caregivers to ensure patient safety and continuous quality care. |  |  |  |  |
| 1. Design and implement recordkeeping procedures and documentation in the pharmacy that meet legislative, regulatory, and professional requirements. |  |  |  |  |
| 1. Appraise and adjust pharmacy processes to ensure legal, accurate, appropriate, and complete prescription medication dispensing |  |  |  |  |
| 1. Establish a healthy, supportive pharmacy working environment that promotes professionalism, quality patient care, and professional development of staff member |  |  |  |  |
| 1. Prevent and manage medication errors and other incidents in order to promote patient safety |  |  |  |  |
|  |  |  |  |  |

Name of CCCEP Expert Reviewer: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date of Initial Review: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**OPTIONS FOR CCCEP EXPERT REVIEWER:**

**OPTION 1**: Following initial review of the program, if it has been determined to have **fully met** or **substantially met** the eight identified learning outcomes, please complete the following section.

## Accreditation Approval

The Learning Objective Mapped Accreditation for this program is approved.

I affirm this declaration by signing in the box below:

|  |  |
| --- | --- |
|  |  |
| ***Signature of Expert Reviewer*** | ***Date Signed*** |

**Note**: The Expert Reviewer may digitally sign and submit this form in PDF format.

**OPTION 2**: Following initial review of the program, if it has been determined to have **not met** or **only partially met** any of the eight identified learning outcomes, please complete the following section.

# Revisions Required

Revisions are required before this program can be accredited.

[Expert Reviewer to identify the area(s) where revisions are required]

*NOTE to PROVIDERS:*

If an expert reviewer chooses OPTION 2 it is your responsibility to ensure the program revisions are made as identified, or a detailed explanation provided as to why it is felt they cannot or should not be made, and the revised program is to be re-submitted to the Expert Reviewer. At the conclusion of the Expert Reviewer’s second review they must complete the section below (see OPTION 3).

**OPTION 3**: (Expert Reviewer to complete this section if a revised version was required and has been reviewed)

Note to Expert Reviewer – complete one of the two sections below based on your review of the **revised** program.

**Revised version - Accreditation Approval**

This is to confirm that I have reviewed the revised program to determine whether it satisfies the eight required learning outcomes and determined the extent to which it has met them, as summarized in the table below.

| **Learning Outcome** | **Fully met** | **Substantially met** | **Partially met** | **Not met** |
| --- | --- | --- | --- | --- |
|  | | | | |
| 1. Create and implement policies and procedures that support and guide staff in the operations of the pharmacy to ensure compliance with: 2. provincial and federal legislation and regulations 3. pharmacy professional standards of practice and guidelines 4. provincial labor standards and worker’s compensation 5. pharmacy professional ethics |  |  |  |  |
| 1. Create and implement policies and procedures that support and guide staff in the operations of the pharmacy to promote quality care and inspire public confidence. |  |  |  |  |
| 1. Design and implement processes to effectively communicate with diverse pharmacy team members and the public (including websites and advertising). |  |  |  |  |
| 1. Design and implement processes to effectively communicate with other health care professionals, patients, family members, and other caregivers to ensure patient safety and continuous quality care. |  |  |  |  |
| 1. Design and implement recordkeeping procedures and documentation in the pharmacy that meet legislative, regulatory, and professional requirements. |  |  |  |  |
| 1. Appraise and adjust pharmacy processes to ensure legal, accurate, appropriate, and complete prescription medication dispensing |  |  |  |  |
| 1. Establish a healthy, supportive pharmacy working environment that promotes professionalism, quality patient care, and professional development of staff member |  |  |  |  |
| 1. Prevent and manage medication errors and other incidents in order to promote patient safety |  |  |  |  |

The Learning Objective Mapped Accreditation for this revised program is approved.

I affirm this declaration by signing in the box below:

|  |  |
| --- | --- |
|  |  |
| ***Signature of Expert Reviewer*** | ***Date Signed*** |

**Note**: The Expert Reviewer may digitally sign and submit this form in PDF format.

**Revised version - Accreditation NOT approved**

This is to confirm that I have reviewed the revised program to determine the extent to which it satisfies the eight required learning outcomes and determined the extent to which it has met them, as summarized in the table below.

| **Learning Outcome** | **Fully met** | **Substantially met** | **Partially met** | **Not met** |
| --- | --- | --- | --- | --- |
|  | | | | |
| 1. Create and implement policies and procedures that support and guide staff in the operations of the pharmacy to ensure compliance with: 2. provincial and federal legislation and regulations 3. pharmacy professional standards of practice and guidelines 4. provincial labor standards and worker’s compensation 5. pharmacy professional ethics |  |  |  |  |
| 1. Create and implement policies and procedures that support and guide staff in the operations of the pharmacy to promote quality care and inspire public confidence. |  |  |  |  |
| 1. Design and implement processes to effectively communicate with diverse pharmacy team members and the public (including websites and advertising). |  |  |  |  |
| 1. Design and implement processes to effectively communicate with other health care professionals, patients, family members, and other caregivers to ensure patient safety and continuous quality care. |  |  |  |  |
| 1. Design and implement recordkeeping procedures and documentation in the pharmacy that meet legislative, regulatory, and professional requirements. |  |  |  |  |
| 1. Appraise and adjust pharmacy processes to ensure legal, accurate, appropriate, and complete prescription medication dispensing |  |  |  |  |
| 1. Establish a healthy, supportive pharmacy working environment that promotes professionalism, quality patient care, and professional development of staff member |  |  |  |  |
| 1. Prevent and manage medication errors and other incidents in order to promote patient safety |  |  |  |  |

The Learning Objective Mapped Accreditation for this revised program is **NOT** approved.

# Appendix A: Pharmacy Manager Learning Outcomes

# Pharmacy Manager Outcomes

The purpose of the pharmacy manager program is to provide pharmacy managers with the information they need so that they are able to (bolded):

## Pharmacy Operations

Outcome:

1. **Create and implement policies and procedures that support and guide staff in the operations of the pharmacy to ensure compliance with:**
   1. **provincial and federal legislation and regulations**
   2. **pharmacy professional standards of practice and guidelines**
   3. **provincial labor standards and worker’s compensation**
   4. **pharmacy professional ethics**

Indicators:

* 1. Identify and interpret the legislative requirements, standards, and policies that govern the responsibilities of a pharmacy manager and the operation of a pharmacy in their jurisdiction
  2. Make, justify and support ethical decisions according to the professional code of ethics applicable to their province/ territory
  3. Distinguish areas for which the pharmacy manager is responsible when pharmacy is located within a facility which provides other services (such as a grocery or department store)
  4. Explain and interpret provincial employment/ labor standards, workers compensation and other relevant legislation to pharmacy staff
  5. Ensure appropriate provincial employment/ labor standards have been implemented in order to encourage the just treatment of employees

Outcome:

1. **Create and implement policies and procedures that support and guide staff in the operations of the pharmacy to promote quality care and inspire public confidence.**

Indicators:

2.1 Support staff pharmacists and pharmacy technicians to prioritize patient care within their respective scopes of practice by evaluating and appropriately organizing staffing and workflow

2.2 Recognize and interpret key elements of quality patient care promotion

## Communication

Outcome:

1. **Design and implement processes to effectively communicate with diverse pharmacy team members and the public (including websites and advertising).**

Indicators:

* 1. Respond effectively to conflict situations in the pharmacy using skills of conciliation and communication
  2. Establish procedures to effectively communicate management issues, pharmacy operations, and important patient care notices to pharmacy staff
  3. Develop guidelines for communicating to the public in a way that promotes quality care and inspires public confidence

1. **Design and implement processes to effectively communicate with other health care professionals, patients, family members, and other caregivers to ensure patient safety and continuous quality care.**

Indicators:

* 1. Evaluate pharmacy communication policies to guarantee patient confidentiality (including the use of social media, text messaging, and email) and cultural sensitivity
  2. Develop templates and guidelines for communicating to other health care professionals and patient caregivers that promote interdisciplinary teamwork, quality patient care, and increases patient care continuity and safety

## Documentation

Outcome:

1. **Design and implement recordkeeping procedures and documentation in the pharmacy that meet legislative, regulatory, and professional requirements.**

Indicators:

* 1. Evaluate and adjust pharmacy documentation and recordkeeping strategies to ensure patient confidentiality and ease of retrieval
  2. Explain and implement strategies to document any patient information, care decisions made (including rationale), and any important information that ensures continuity of quality patient care and safety within the pharmacy

## Dispensing/ Evaluation Prescriptions

Outcome:

1. **Appraise and adjust pharmacy processes to ensure legal, accurate, appropriate, and complete prescription medication dispensing**

Indicators:

6.1 Periodically assess pharmacist patient care decisions to ensure optimal standard of care and patient safety

6.2 Evaluate and facilitate staff competence to apply professional and legal requirements for appropriate preparation, packaging, and labelling, of prescriptions

## Human Resources/ Working Environment

Outcome:

1. **Establish a healthy, supportive pharmacy working environment that promotes professionalism, quality patient care, and professional development of staff member**

Indicators:

* 1. Develop a performance management system for all staff that includes regular staff performance planning and review, as well as discipline- related policies that are respectful and use a problem-solving approach
  2. Model professionalism and mentor pharmacy staff to exemplify professionalism
  3. Identify strategies to motivate and engage pharmacy staff in order to provide optimal patient care, provide continuous patient safety, and inspire confidence in the profession of pharmacy

## Patient Safety/ Error Management

Outcome:

1. **Prevent and manage medication errors and other incidents in order to promote patient safety**

Indicators:

8.1 Establish and maintain processes for proper disclosure of medication incidents to patients, patient agents and circle of care, to ensure effective and supportive communication

8.2 Document and discuss incidents and near misses with pharmacy staff while fostering a non-punitive culture which encourages voluntary reporting of incidents

* 1. Examine root causes of incidents and near misses and design system improvements to prevent similar incidents
  2. Review and continually update policies and procedures to ensure workflows for pharmacy services promote safety and quality and a safe, supportive work environment for pharmacy staff
  3. Establish a system for pharmacy assessment to review policies, procedures and practices to identify opportunities for continuous quality improvement