



Care Definition, Practice Foundations, and Ability-Based Outcomes

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

The Husky Pharmacist™

- Demonstrates expertise — in medications, population health, and practice — that is both fundamentally sound and state-of-the-art,
- Thinks critically, prioritizes effectively, and identifies solutions,
- Has strong decision-making skills and the ability to justify those decisions,
- Works collaboratively with other health care professionals and appreciates the value of working as a team,
- Demonstrates leadership, professional engagement and management skills,
- Adapts and thrives as the profession of pharmacy, health care, and society evolve, and
- Communicates well.

The Husky Pharmacist’s Professional Identity is to be:

- a provider,
- a change-agile leader,
- curious & driven,
- patient-centered,
- organizationally savvy,
- an effective communicator, and
- accountable.

The UW SOP Practice Foundations

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 effectively care for patients and to promote the health of the public.

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 University of Washington School of Pharmacy will prepare pharmacy graduates to:

- Provide patient-centered and population-based care that optimizes medication therapy, including the assessment and assurance of medication therapy outcomes.

- Design and oversee safe, accurate, and timely medication distribution systems.
- Play a central role in value-based management of health care system resources to optimize quality of care and patient and population outcomes.
- Promote health improvement, wellness, and disease prevention for individuals and populations.
- Be the most accessible primary care provider, helping patients determine and access appropriate self-care and appropriately triage patients needing additional care.

1. General Abilities

1.1 Thinking, Problem Solving, and Decision Making

- 1.1.1 Demonstrate compassionate, informed, well-prioritized, rational, responsible decisions, and solve complex problems within scientific, social, cultural, legal, clinical, economic, and ethical contexts, even in situations of ambiguity.
 - 1.1.1.1 Identify and collect relevant information.
 - 1.1.1.2 Analyze, evaluate, interpret, and prioritize information using logical arguments and incorporating multiple perspectives.
 - 1.1.1.3 Synthesize and implement the most viable course of action/solution.
 - 1.1.1.4 Adapt when new or changing situations arise.
- 1.1.2 Display a provider mentality by identifying needs and suggesting options, prioritizing and justifying decisions when given a situation, engaging in shared decision making in a team, demonstrating comfort with ambiguous situations, and accountability for patient outcomes.

1.2 Communicate and Educate

- 1.2.1 Appropriately inform, educate, and motivate a variety of audiences through the use of multiple methods and media with clarity, sensitivity, and accuracy.
- 1.2.2 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.

1.3 Participate and engage as a healthcare team member by demonstrating mutual respect, understanding and the values of self-advocacy, inquisitive gumption, comfort with uncertainty, decision making, accountability, leadership, and change agility in order to meet patient care needs.

1.4 Leadership, Innovation and Advocacy

- 1.4.1 Initiate or contribute to positive change on behalf of patients and the profession.
- 1.4.2 Work 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.
- 1.4.3 Exert influence in order to achieve goals through consensus and compromise and be visionary, innovative, persistent, flexible and willing to take risks.
- 1.4.4 Demonstrate commitment, citizenship, stewardship, and engagement beyond the pharmacy community.

1.5 Social Awareness

- 1.5.1 Participate in efforts to help individuals and to improve society and the health care system through respecting autonomy, diversity, values, beliefs, and ethics.
- 1.5.2 Place health care and professional issues within appropriate historical, cultural, social, economic, scientific, political, legal and philosophical frameworks, and demonstrate sensitivity and tolerance within society.

1.6 Professional Conduct and Demeanor

- 1.6.1 Recognize and accept responsibility for own work, actions, and consequences.
- 1.6.2 Graciously seek and receive feedback and work to improve performance.
- 1.6.3 Display appropriate humility, confidence, initiative, persistence, and tolerance for ambiguity.
- 1.6.4 Act ethically and responsibly, with integrity, compassion, empathy, and respect.
- 1.6.5 Act in accordance with legal, ethical, social, economic, professional, and credentialing standards.

1.7 Professional Development

- 1.7.1 Demonstrate responsibility for assuring professional competence by routinely self-assessing learning needs and designing, implementing, and evaluating strategies to promote quality health care, develop increased competency and professional skill, and to foster career growth.

1.8 Professional Aesthetics

- 1.8.1 Practice in a manner that optimizes quality, beauty, balance, grace, and efficiency.

2. Patient Care

- 2.1 Establish professional relationships with patients, caregivers, prescribers, and other members of the interprofessional health care team.
- 2.2 Using the Pharmacists' Patient Care Process (PPCP) as a model, formulate, implement, evaluate, and revise patient care plans.
 - 2.2.1 Gather and organize all appropriate patient or drug-related information that will generate a new or revised care plan (PPCP "Collect").
 - 2.2.2 Evaluate the data to identify successful health outcomes, or actual or potential drug therapy problems (PPCP "Assess").
 - 2.2.3 Formulate, prioritize, and implement the patient care plan in collaboration with patients, their caregivers, and other health care professionals (PPCP "Plan" & "Implement").
 - 2.2.4 Assess the efficacy of the patient care plan and revise as necessary (PPCP "Follow-Up: Monitor and Evaluate").
- 2.3 Communicate and collaborate with patients, caregivers, health care professionals, and others to improve patient care.
 - 2.3.1 Communicate clearly, accurately, and knowledgeably with patients, caregivers, other health care professionals, and the public using appropriate verbal, nonverbal, and written communication skills.
 - 2.3.2 Document patient care activity in a patient profile, medical record or other communiqué to facilitate collaboration.
 - 2.3.3 Triage patients to appropriate health care providers and social service agencies.

- 2.3.4 Incorporate patients' informational, attitudinal, functional, socioeconomic, cultural, and behavioral needs to achieve optimal therapeutic outcomes.
- 2.3.5 Appraise the effectiveness of one's communication strategy and adapt the approach and delivery to meet the needs of the recipient(s).
- 2.3.6 Encourage patients to assume an active role in their self-care and overall health.
- 2.3.7 Facilitate a collaborative environment sensitive to individual needs and organizational culture to enhance problem solving, creativity, and the management of disagreement and conflict.
- 2.3.8 Provide effective disclosure of adverse events and errors to care team, patients, and families.
- 2.4 Retrieve, analyze, and interpret the scientific, professional, and lay literature to support patient care.
 - 2.4.1 Provide relevant health information appropriately targeted to patients and their families, caregivers, health care professionals, and others.
 - 2.4.2 Determine the underlying informational needs of the individual requesting health information.
 - 2.4.3 Select resources that will accurately and efficiently find drug and health information.
 - 2.4.4 Identify relevant monographs through a well-designed literature search.
 - 2.4.5 Apply best evidence to individualize patient care or make decisions about populations.
 - 2.4.6 Appropriately document drug information provided.
- 2.5 Prepare and distribute medical products prescribed as part of the patient's care plan.
 - 2.5.1 Review and interpret medical product orders for patients.
 - 2.5.2 Appropriately prepare and dispense medical products.
- 2.6 Implement systems to enhance quality improvement and prevent adverse events.
 - 2.6.1 Participate as an effective member of an interprofessional team to improve process and systems to achieve quality measures.
 - 2.6.2 Manage and report errors, near misses and adverse events.

3. Practice Management

- 3.1 Participate in the management and use of health care resources.
 - 3.1.1 Identify the key features of private and public (Medicare/Medicaid/VA) payers of health care, accountable care networks, and the populations they serve.
 - 3.1.2 Describe the relationship between health care costs and the medical product distribution and use systems.
 - 3.1.3 Apply strategies to prevent risks associated with transitions of care, coordination of care and transmission of information.
 - 3.1.4 Use health information technology and systems to prevent or mitigate harm caused by medical errors.

3.2 Manage pharmacy operations and personnel.

- 3.2.1 Discuss and apply practice management principles (workflow, planning, organizing, directing and controlling resources) in the practice setting.
- 3.2.2 Discuss and practice performance evaluation in the practice setting (e.g., pharmacists, technicians, and other supporting personnel), including providing appropriate verbal and written feedback to enhance team performance and to facilitate career development.
- 3.2.3 Explain the role and responsibilities (functional and legal) of the Pharmacist In Charge / Responsible Pharmacist across pharmacy practice settings.

3.3 Optimize physical and technological resources.

- 3.3.1 Evaluate a pharmacy practice site's layout and technology with regard to its impact on patient safety, efficiency, privacy, and patient and health care services.

3.4 Analyze medical product use systems.

- 3.4.1 Define the role of the pharmacist in the use of medical products in the health care system: procurement and formulary, inventory management and storage, prescribing, dispensing, administration, monitoring, documentation, quality assurance, and continuous quality improvement.
- 3.4.2 Discuss the application of outcomes research and continuous quality improvement methods, including adverse event/error reporting, drug utilization review, medication use evaluation, and quality performance, to the evaluation of pharmacy and health care services with regard to patient safety and access to care.

4. Public Health

4.1 Promote access to effective, quality health care and health promotion and disease prevention services.

- 4.1.1 Define and assess the health status of individuals and populations served, including the determinants of health and illness, factors contributing to health promotion and disease prevention, factors influencing the use of health services, and the epidemiology of diseases.
- 4.1.2 Formulate and suggest strategies to promote healthy lifestyles and programs for preventive health care and disease detection for individuals and populations served.
- 4.1.3 Collaborate with other organizations to develop methods to help ensure that population-based public health initiatives and related programs achieve stated goals.
- 4.1.4 Document and assess the outcomes of programs, interventions or services intended to improve the health status of individuals and populations served.
- 4.1.5 Advocate for policies and practices that increase access to health services and reduce health risks and health disparities.

4.2 Communicate and collaborate with patients, caregivers, other health care providers, communities, organizations, and policy makers to identify common goals and address public health problems.

- 4.2.1 Identify the roles of other health care professionals, pertinent organizations, and policy makers responsible for addressing public health issues, including emergency preparedness and response.
- 4.2.2 Consider options and potential outcomes when developing plans in collaboration with others.
- 4.2.3 Communicate public health concerns involving notifiable diseases and public health emergencies effectively with others including agencies and patients.