NI Centre for Pharmacy Learning & Development

# MMAP Foundation Module

## Working in a Clinical Environment

## Holistic observation

Candidate name: _____ Date: _____

Observation no.: _____

*Please observe the candidate undertaking the task/competence and assess whether they have achieved (√) or not achieved (×) the task/competence during the observed patient interaction.*

| **Competence to be assessed:** | **Observed** x **or** ✓ |
|---|---|
| 1. Demonstrates knowledge of ward – e.g. ward layout, nursing staff, computer access etc. | |
| 2. Ensures the patient is well enough, the environment is safe and suitable for confidential communication | |
| 3. Demonstrates awareness of hand hygiene policy and infection control isolation precautions | |
| 4. Introduces self to patient, confirms the patient's identity and purpose of the discussion gaining appropriate consent if required (within remit of role) | |
| 5. Evaluates patient's need for, and provides appropriate medicines related information identifying any compliance/adherence issues within remit of role | |
| 6. Demonstrates empathy and develops a rapport with the patient | |
| 7. Uses a range of communication skills and appropriate language to communicate effectively with the patient/carer/HCP /interface teams/mentor – (circle as appropriate) within remit of role | |
| 8. Maintains focus in a busy ward environment | |
| 9. Demonstrates a logical approach to the process, prioritising workload and using time effectively | |
| 10. Produces work efficiently, implementing appropriate self-checks to minimise errors | |
| 11. Maintains a professional manner and image (adhering to Trust dress code) and demonstrates punctuality | |
| 12. Demonstrates effective problem-solving skills using own initiative and makes clear decisions | |
| 13. Works effectively as part of the pharmacy team and within the wider multidisciplinary team | |
| 14. Works within SOPs and scope of practice, understanding limitations and refers appropriately as required | |
| 15. Demonstrates / understands the accurate and timely order and supply of medicines considering availability in hospital or community | |
| 15. Liaises effectively within the multidisciplinary team | |
| 16. Demonstrates knowledge of critical medicines and appropriate action | |
| 17. Labels / relabels medicines accurately- including patient's own drugs within remit of role | |
| 18. Checks patient/ward details/allergies are accurately documented on EPIC record and refer if appropriate | |
| 19. Able to identify patients with PODs, compliance aids/blisterpacks and appropriately endorses the Medicines Administration Record (MAR) e.g. Fridge, PODs Chemist details etc. within remit of role | |
| 20. Demonstrates clear communication with relevant people to ensure efficient and safe supply of medicines | |
| 21. Generates Patient list via appropriate system (if applicable) | |
| 22. Able to identify new patients and generates ECR | |
| 23. Demonstrates a professional and positive attitude in carrying out duties | |

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*Over the course of the five holistic observations, candidates should demonstrate the majority of the competency-based criteria. For others, hypothetical scenarios should be discussed with the Lead Clinical Pharmacy Technician / Clinical pharmacist during the fifth holistic observation.*

| **Competence to be assessed:** | **Observed Or** x ✓ |
|---|---|
| 24. Demonstrates a mature approach to work colleagues and patients | |
| 25. Ability to work in an efficient, accurate and timely manner | |
| 26. Recognises limitations and is prepared to be accountable for own actions | |
| 27. Acceptance of positive feedback | |
| 28. Dealing with emotional circumstances | |

**Feedback to candidate on holistic observation:**

Candidate signature: _____ Date: _____

Educational Supervisor signature: _____ Date: _____

Lead Clinical Tech / Clinical Pharmacist signature: _____ Date: _____