

**THE HANDBOOK OF CLINICAL LEARNING**  
**FIELDWORK PRACTICE FOR PHARMACIST PROFESSION (PKPA)**

**PHARMACY INSTALLATION**



**Name** :

**Student Number** :

**Group** :

**Period** :

**UNIVERSITAS AIRLANGGA HOSPITAL**  
**SURABAYA**  
**2023**

**THE HANDBOOK OF CLINICAL LEARNING  
FIELDWORK PRACTICE FOR PHARMACIST PROFESSION (PKPA)**

*The Handbook of Clinical Learning Fieldwork Practice for Pharmacist Profession (PKPA) Pharmacy  
Installation in Universitas Airlangga Hospital*

**PHARMACY INSTALLATION**

**STUDENT IDENTITY**

Name : .....

Place and Date of Birth : .....

Address : .....  
.....  
...

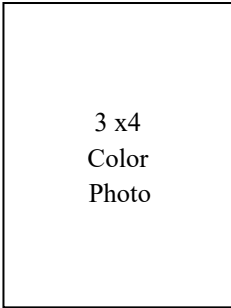
Telephone /Mobile Number : .....

Student Number : .....

Name of Parents/Guardians : .....

Address : .....  
.....  
...

Telephone /Mobile Number : .....



Signature

Work Period : Start date ..... End date .....

Status : New / Retake I / II / III / ...

## TABLE OF CONTENTS

TABLE OF CONTENTS .....	2
INTRODUCTION.....	3
OATH OF THE PROSPECTIVE PHARMACIST.....	4
A. PKPA RULES AND REGULATIONS .....	5
B. PKPA ACTIVITIES .....	5
1. Activities of PKPA Students in the Inpatient Unit .....	5
2. Perform tasks assigned by the ward pharmacist.Activities of PKPA Students in the Inpatient Pharmacy Unit .....	5
3. Activities of PKPA Students in the Outpatient Pharmacy Unit.....	6
4. Activities of PKPA Students in the Pharmacy Logistics and Procurement Unit....	6
5. Activities of PPKA Students in the Emergency Room (IGD) and Hemodialysis (HD) Pharmacy Unit .....	6
6. PKPA Activities in the Intensive Care Unit (ICU) Pharmacy Unit.....	7
7. PKPA Activities in the Operating Room (OR) Pharmacy Unit.....	7
C. TASKS.....	7
D. PKPA LOCATIONS.....	10
E. EVALUATION.....	10
STUDENT ASSESSMENT OF PHARMACIST PROFESSION PROGRAM .....	11
8. SCHEDULE OF PKPA ORIENTATION COURSE.....	15
9. SCHEDULE FOR PRE-INTERNSHIP, MATRICULATION, AND PKPA ACTIVITIES.....	18
STUDENT ACTIVITY PORTFOLIO FOR FIELDWORK PRACTICE FOR PHARMACIST PROFESSION AT UNIVERSITAS AIRLANGGA HOSPITAL ....	19
STUDENT ACTIVITY LOGBOOK.....	20
COMPETENCIES REQUIRED FOR STUDENTS IN FIELDWORK PRACTICE FOR THE PHARMACIST PROFESSION .....	21

## INTRODUCTION

This handbook serves as a guide for prospective pharmacists during their fieldwork practice for pharmacist profession at the Pharmacy Installation of Rumah Sakit Universitas Airlangga Surabaya.

The purpose of the Fieldwork Practice for Pharmacist Profession, hereinafter referred as PKPA, in hospitals for students in the Pharmacist Profession Program is to equip students with the knowledge and practical skills related to the roles, functions, and responsibilities of pharmacists in hospital pharmaceutical services, covering both managerial and clinical aspects. After completing PKPA, students are expected to possess the insight, knowledge, skills, and practical experience necessary to carry out pharmaceutical assignments in hospitals, thereby equipping them to enter the workforce as competent and professional newly graduated pharmacists.

This book also serves as a guide for students undergoing PKPA at Rumah Sakit Universitas Airlangga. It comprises the prospective pharmacist's oath, PKPA rules and regulations, PKPA activities, assignments during PKPA, PKPA locations, evaluation criteria, and PKPA schedules. The handbook contains student activity sheets, PKPA student evaluation sheets, PKPA student soft skills evaluation sheets, and self-reflection forms. At the end of the guide, there is a list of competencies that PKPA students must possess at Rumah Sakit Universitas Airlangga, in accordance with the competencies established for Indonesian pharmacists.

It is hoped that during the PKPA period, students can make the most of the opportunities during this period to prepare themselves to become competent pharmacists prepared to practice their profession in the community.

Surabaya, January 1 2023  
Pharmacy Manager  
Universitas Airlangga Hospital

Dr. apt. Yulistiani M.Si.  
NIP: 196604281992032001

## OATH OF THE PROSPECTIVE PHARMACIST

I, a prospective pharmacist of the Faculty of Pharmacy, solemnly pledge that:

1. I will appreciate the opportunity given to me to complete my education at Universitas Airlangga Hospital, and other locations where I serve as a prospective pharmacist.
2. I will carry out my duties in an honorable and ethical manner, in accordance with the dignity and noble traditions of the pharmacy profession.
3. I will always prioritize the health of my patients.
4. I will keep confidential everything I know because of my work as a prospective pharmacist.
5. I will not let considerations of nationality, ethnicity, religion, politics, party affiliation, or social status influence my obligations to patients.
6. I will respect patients as individuals who contribute to my knowledge.
7. I will treat my colleagues as my own siblings.
8. I will respect all paramedics as employees who jointly fulfill their duties to patients.
9. I will use and maintain all facilities and infrastructure in the best and most responsible manner.

I solemnly make this pledge with the utmost sincerity, upholding my personal honor.

Surabaya,

Prospective Pharmacist

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Student Number

## A. PKPA RULES AND REGULATIONS

During PKPA, students are required to:

1. Arrive on time, with the following PKPA hours from Monday to Friday:

Shift	PKPA Schedule	Description
Shift 1	08.00 to 12.00	Tentative
Shift 2	12.00 to 16.00	Tentative

2. Upon arrival and departure, sign in twice a day (signing in is not delegable).
3. If absent, provide a permission letter and make up the missed PKPA time at the relevant unit or location after the PKPA period ends.
4. Uphold, comply with, and implement the Indonesian pharmacist code of ethics.
5. Behave and speak in proper and correct Indonesian.
6. Dress cleanly, neatly, modestly, wear shoes, use uniform-colored scrubs, and wear a surgical mask.
7. Apply makeup in a reasonable manner.
8. Comply with all regulations applicable at Universitas Airlangga Hospital (RSUA).
9. Maintain harmonious working relationships with fellow PKPA participants, pharmacists, doctors, other healthcare professionals, and administrative staff.
10. During the PKPA, complete the tasks assigned.
11. Provide a letter of consent from the student agreeing to undertake the PKPA.
12. Provide a letter of consent from parents or guardians regarding the PKPA activities.
13. Take an antigen swab test no more than 3x24 hours before the PKPA starts, followed by the swab result.
14. Complete a full two-dose COVID-19 vaccination, accompanied by a certificate.

## B. PKPA ACTIVITIES

### 1. Activities of PKPA Students in the Inpatient Unit

Each student will undertake the PKPA in the inpatient unit, which includes the following activities:

1. Receive an explanation from the ward pharmacist, including an introduction to medical records.
2. Compile a database of patients and their therapies.
3. Conduct medication reconciliation for newly admitted inpatients.
4. Review therapy, identify drug-related problems, and provide solutions to these problems.
5. Develop a pharmaceutical care plan.
6. Participate in ward rounds conducted by clinical pharmacy.
7. Engage in discussions with clinical pharmacy staff in the Inpatient Pharmacy Unit.
8. Present selected cases.

### 2. Perform tasks assigned by the ward pharmacist. Activities of PKPA Students in the Inpatient Pharmacy Unit

Each student will undertake professional practice in the Inpatient Pharmacy Unit with the following activities:

1. Observe and learn about pharmacy supplies for inpatient needs.
2. Observe and learn about the flow of pharmacy supply services upon request from the inpatient ward.

3. Assist in preparing and distributing pharmacy supplies as requested by the inpatient ward.
4. Assist in the recording and administrative activities.
5. Learn about planning, requesting, storing, distributing, and reporting pharmacy supplies.
6. Compile information for Communication, Information, and Education (CIE) and providing counseling to patients scheduled for discharge under the supervision of the ward pharmacist.
7. Engage in discussions with the responsible pharmacist in the Inpatient Pharmacy Unit.
8. Perform tasks assigned by the responsible pharmacist in the Inpatient Pharmacy Unit.

### **3. Activities of PKPA Students in the Outpatient Pharmacy Unit**

Each student will engage in professional practice in the Outpatient Pharmacy Unit, including the following activities:

1. Independently observe:
  - a) Prescription acceptance process (e-prescription verification) - dispensing
  - b) The types of drugs and their indications
  - c) Different types of medical devices and their respective uses
  - d) Systems designed to organize and store medications and medical devices
2. Learn about planning, requesting, storing, distributing, and reporting pharmacy supplies.
3. Assist in prescription services (e-prescription verification, preparation, and dispensing of medication accompanied by Communication, Information, and Education (CIE), counseling).
4. Learn about reporting, evaluation, and monitoring activities.
5. Perform tasks assigned by the responsible pharmacist in the Outpatient Pharmacy Unit.
6. Engage in discussions with the responsible pharmacist in the Outpatient Pharmacy Unit.
7. Engage in discussions regarding prescription review with clinical pharmacy staff in the Outpatient Pharmacy.

### **4. Activities of PKPA Students in the Pharmacy Logistics and Procurement Unit**

Each student will undertake professional practice in pharmacy logistics with the following activities:

1. Learn about the role of pharmacy logistics in the selection process of pharmacy supplies in the hospital.
2. Learn about methods and procedures for planning pharmacy supplies in the hospital (regular, emergency, consignment, programmed drugs, etc.).
3. Learn about hospital pharmacy supply procurement policies and processes, including regular procurement, emergency procurement, e-catalog procurement, and non-e-catalog procurement.
4. Learn about the flow and process of receiving, storing, and distributing pharmacy supplies (medical equipment, medical gases, laboratory and radiology materials, and other chemicals) according to service standards and Good Pharmaceutical Distribution Practice (CDOB).
5. Receive goods from distributors, store them in the warehouse, and then distribute them to various units.
6. Observe and learn about the types of pharmacy supplies from each service unit at Universitas Airlangga Hospital (RSUA).
7. Learn about the process of withdrawing and returning pharmacy supplies.
8. Learn about the reporting process for narcotics and psychotropic substances.
9. Engage in discussions with pharmacists in pharmacy logistics and procurement service units.
10. Perform tasks assigned by the responsible pharmacist in pharmacy logistics and procurement service units.

### **5. Activities of PPKA Students in the Emergency Room (IGD) and Hemodialysis (HD) Pharmacy Unit**

Each student will undertake professional practice in the pharmacy unit of the Emergency Room (IGD) and Hemodialysis (HD) with the following activities:

1. Learn about specialized pharmacy supplies available in the IGD and HD pharmacies.
2. Learn about and observe the service flow in the IGD and HD pharmacies.
3. Assist in preparing and distributing pharmacy supplies according to the service system in the IGD and HD pharmacies.
4. Learn about planning, requesting, storing, distributing, and reporting pharmacy supplies.
5. Engage in discussions with the Responsible Pharmacists in the IGD and HD pharmacies.
6. Perform tasks assigned by the Responsible Pharmacists in the IGD and HD pharmacies.

**6. PKPA Activities in the Intensive Care Unit (ICU) Pharmacy Unit**

Each student will engage in professional practice in the pharmacy unit of the Intensive Care Unit (ICU), carrying out the following tasks:

1. Learn about specialized medical equipment in the pharmacy unit of the ICU.
2. Learn about the use and calculation of high-alert medication doses for intensive care patients.
3. Observe and learn about the service flow in the pharmacy unit of the ICU.
4. Assist in preparing and distributing pharmacy supplies in accordance with the intensive care service system.
5. Learn about planning, requesting, storing, distributing, and reporting pharmacy supplies.
6. Engage in discussions with the responsible pharmacist in the pharmacy unit of the ICU.
7. Perform tasks assigned by the responsible pharmacist in the pharmacy unit of the ICU.

**7. PKPA Activities in the Operating Room (OR) Pharmacy Unit**

Each student will engage in professional practice in the pharmacy unit of the OR, carrying out the following tasks:

1. Familiarize themselves with the rooms and patient flow in the Central Surgery Installation.
2. Learn about planning, requesting, storing, distributing, and reporting pharmacy supplies.
3. Observe and learn about pharmacy supplies for OR needs.
4. Observe and learn about the service flow in the pharmacy unit of the OR.
5. Assist in preparing pharmacy supplies for patients according to surgical procedures and schedules.
6. Engage in discussions with the responsible pharmacist in the pharmacy unit of the OR.
7. Perform tasks assigned by the responsible pharmacist.

**C. TASKS**

Every student is required to complete each assigned task.

INDIVIDUAL TASKS	GROUP TASKS
INPATIENT UNIT & MEDICINES INFORMATION SERVICE (PIO)	
<ol style="list-style-type: none"> <li>1. Using the drug therapy review sheet, the student studies at least one case of illness for each inpatient ward and discusses it with the relevant ward pharmacist.</li> <li>2. The student compiles a selected case report in MS Word format.</li> </ol>	<ol style="list-style-type: none"> <li>1. From each group, the ward pharmacist chooses one case to present at the case study presentation forum.</li> <li>2. The students present the selected cases using the SOAP (Subjective, Objective, Assessment, Plan) format with MS PowerPoint media within 20 minutes, followed by a discussion session.</li> <li>3. The student conducts a 15-minute drug usage education presentation using flyers and videos in the PIO discussion forum.</li> </ol>



INPATIENT PHARMACY UNIT	
<ol style="list-style-type: none"> <li>1. Under the supervision of a pharmacist, the student conducts medication counseling for a minimum of five inpatients scheduled for hospital discharge and documents it.</li> <li>2. Under the supervision of a pharmacist, the student plans the Unit Daily Dose (UDD) medication needs of each patient</li> <li>3. Under the supervision of a pharmacist, the student prepares the UDD medication requirements.</li> <li>4. The student creates medical consumables for chemotherapy patients.</li> <li>5. The student examines existing pharmacy documents, particularly:               <ol style="list-style-type: none"> <li>a) Patient Pharmacy Documents</li> <li>b) Medication Chart Documents</li> <li>c) Distribution Forms</li> <li>d) National and Hospital Formularies</li> <li>e) Handling Forms</li> </ol> </li> </ol>	<ol style="list-style-type: none"> <li>1. The student compiles a report in MS Word format about the services and management of inpatient pharmacy unit,</li> <li>2. The student performs management-related tasks in the outpatient pharmacy unit under the supervision of a pharmacist, including:               <ol style="list-style-type: none"> <li>a) Routine planning</li> <li>b) Receipt of supplies</li> <li>c) Storage of supplies</li> <li>d) Reporting and monitoring</li> </ol> </li> </ol>
OUTPATIENT PHARMACY UNIT	
<ol style="list-style-type: none"> <li>1. The student conducts prescription analysis for outpatient patients, each for one patient. The clinical pharmacist of the outpatient department discusses the analysis results.</li> <li>2. The student tracks the patient's medication history and reports it on the prescription analysis sheet.</li> <li>3. The student conducts medication counseling for a minimum of five outpatient pharmacy patients under the supervision of a pharmacist.</li> </ol>	<ol style="list-style-type: none"> <li>1. The student compiles a report in MS Word format about the services and management of outpatient pharmacy unit,</li> <li>2. The student performs management-related tasks in the outpatient pharmacy unit under the supervision of a pharmacist, including               <ol style="list-style-type: none"> <li>a) Routine planning</li> <li>b) Receipt of supplies</li> <li>c) Storage of supplies</li> <li>d) Reporting and monitoring</li> </ol> </li> </ol>
PHARMACY LOGISTICS AND PROCUREMENT UNIT	
<ol style="list-style-type: none"> <li>1. The student, under the supervision of a pharmacist, creates supply plans based on defects.</li> <li>2. The student performs tasks related to the distribution and receipt of drugs and medical equipment under the supervision of a pharmacist.</li> <li>3. The student observes existing pharmacy documents, specifically               <ol style="list-style-type: none"> <li>a) Purchase orders</li> <li>b) Acknowledgment Forms</li> <li>c) Invoice Registers</li> <li>d) Distribution Forms</li> <li>e) E-purchasing packages</li> <li>f) Returning documents</li> <li>g) Temperature Recording Forms</li> </ol> </li> </ol>	<ol style="list-style-type: none"> <li>1. The student compiles a report in MS Word format about the services and management provided by the Pharmacy Logistics and Procurement Unit.</li> <li>2. The student analyzes planning using the consumption method and then applies the ABC-VEN method for further analysis.</li> <li>3. In procurement, the student creates purchase orders for distributors (regulars, narcotics, psychotropics, and specific drugs).</li> <li>4. In procurement, the student creates electronic purchasing packages.</li> </ol>

THE EMERGENCY ROOM (IGD) AND HD PHARMACY UNIT	
<ol style="list-style-type: none"> <li>1. The student conducts medication counseling for a minimum of five discharge patients under the supervision of the IGD pharmacist.</li> <li>2. Each day, the student studies at least one disease case related to those in the IGD.</li> <li>3. The student prepares hemolysis kits under the supervision of the IGD pharmacist.</li> <li>4. The student observes the types of high-alert and life-saving drugs available in the emergency trolley and resuscitation room under the supervision of the IGD pharmacist.</li> </ol>	<ol style="list-style-type: none"> <li>1. The student compiles a report in MS Word format regarding the services and management carried out in the IGD and HD pharmacy unit.</li> <li>2. The student performs tasks related to Management in the Outpatient Pharmacy Unit under the supervision of a pharmacist, including:               <ol style="list-style-type: none"> <li>a) Routine planning</li> <li>b) Receipt of supplies</li> <li>c) Storage of supplies</li> <li>d) Reporting and monitoring</li> </ol> </li> <li>3. The student conducts research on information related to poisoning management in the IGD.</li> </ol>
THE INTENSIVE CARE UNIT (ICU) PHARMACY UNIT	
<ol style="list-style-type: none"> <li>1. The student plans the UDD medication needs of each patient under the supervision of the pharmacist.</li> <li>2. The student prepares the UDD medication under the pharmacist's supervision.</li> <li>3. Under the pharmacist's supervision, the student prepares Total Parenteral Nutrition (TPN).</li> <li>4. The student observes pharmacy documents, including:               <ol style="list-style-type: none"> <li>a) Patient Pharmacy Documents</li> <li>b) TPN Preparation Request Forms</li> <li>c) Medication Chart Forms</li> </ol> </li> <li>5. The student studies a minimum of one disease case that is associated with ICU cases.</li> </ol>	<ol style="list-style-type: none"> <li>1. The student compiles a report in MS Word format about the services and management provided by the ICU pharmacy unit.</li> <li>2. Under the supervision of a pharmacist, the student performs management-related tasks in the ICU pharmacy unit, including:               <ol style="list-style-type: none"> <li>a) Receipt of supplies</li> <li>b) Storage of supplies</li> <li>c) Reporting and monitoring</li> </ol> </li> </ol>
THE OPERATING ROOM (OR) PHARMACY UNIT	
<ol style="list-style-type: none"> <li>1. The student observes the layout of the central operating room.</li> <li>2. The student assesses the need for operation package supplies for elective procedures.</li> <li>3. The student prepares operation packages for elective and emergency patients, explaining the types of operations based on contamination levels.</li> <li>4. In the OR Pharmacy Unit, the student studies anesthesia drugs and equipment needed during surgical procedures.</li> <li>5. The student performs a re-examination of operation packages.</li> <li>6. The student investigates the special medical devices and surgical sutures available in the OR Pharmacy Unit.</li> </ol>	<ol style="list-style-type: none"> <li>1. The student compiles a report in MS Word format about the services and management provided by the OR Pharmacy Unit.</li> <li>2. The student assesses the need for operation package supplies for elective procedures.</li> <li>3. The student prepares elective operation packages for H+I procedures.</li> <li>4. The students are responsible for handling returns of operation package supplies and patient billing.</li> <li>5. Under the supervision of a pharmacist, the student performs management-related tasks in the OR Pharmacy Unit:               <ol style="list-style-type: none"> <li>a) Receipt of supplies</li> <li>b) Storage of supplies</li> <li>c) Reporting and monitoring</li> </ol> </li> </ol>

#### D. PKPA LOCATIONS

No.	LOCATIONS	Service Scope
1.	Inpatient Pharmacy Unit	Inpatient Units on Floors 3,4,5,6, 7 VK, Perina
2.	Outpatient Pharmacy Unit	Poli RSUA dan Poli VIP
3.	Pharmacy Logistics Unit	Pharmacy Logistics and Procurement
4.	Emergency and HD Pharmacy Unit	First Aid, RES, Wound Care, HD LT 1 and 6
5.	ICU Pharmacy Unit	ICU, ICCU, NICU, PICU, HCU Stroke
6.	OR Pharmacy Unit	Premed Room, Operating Room (OK), and RR
7.	Inpatient Room on Floor 3	Surgical Cases
8.	Inpatient Room on Floor 4	Internal Medicine Cases
9.	Inpatient Room on Floor 5	Obstetrics and Gynecology (obgyn) and Pediatrics Cases
10.	Inpatient Room on Floor 6	Cardiology and Neurology Cases

#### E. EVALUATION

1. Evaluation by Preceptor Unit  
(attached)

**STUDENT ASSESSMENT OF PHARMACIST PROFESSION PROGRAM  
UNIVERSITAS AIRLANGGA HOSPITAL**

Name :  
Student Number :  
Institution :  
Group :

No.	Assessment Description	Assessment of Each Pharmacy Unit									Notes		
		LOG	Inpatient Unit	Outpatient Unit	Emergency Room (IGD) & HD Unit	OK & ICU	ROOMS		Group Assignment	Total Score		Total Score	
							3&5	5&7					
<b>1</b>	<b>Hard Skills</b>												
a	Prescription assessment and service												The student is able to assess prescriptions according to the guidebook.
b	Reading medical records and integrated notes												The student is able to read and interpret medical records and integrated notes.
c	Medication reconciliation												The student is able to reconcile patient medications.
d	Patient medication therapy monitoring												The student is able to monitor patient therapy.
e	Monitoring of drug side effects												The student is able to analyze therapies with side effects.

No.	Assessment Description		Assessment of Each Pharmacy Unit								Total Score	Notes	
			LOG	Inpatient Unit	Outpatient Unit	Emergency Room (IGD) & HD Unit	OK & ICU	ROOMS		Group Assignment			Total Score
								3&5	5&7				
	f	Determination of medication usage schedule											The student is able to determine the schedule for patient therapy administration.
	g	Medication dispensing and information, counseling											The student is able to dispense medication and provide counseling and Communication, Information, and Education (KIE).
	h	Preparation of pharmaceutical supplies for services											The student is able to prepare medication.
	i	Management of pharmaceutical supplies											The student is able to understand the process of managing pharmaceutical supplies.
<b>2</b>	<b>Soft Skills</b>												
	a	Ethics											The student is able to maintain ethics in the implementation of PKPA.
	b	Attendance											The student is able to attend the implementation of PKPA.
	c	Communication											The student is able to communicate during the implementation of PKPA.

No.	Assessment Description	Assessment of Each Pharmacy Unit									Notes	
		LOG	Inpatient Unit	Outpatient Unit	Emergency Room (IGD) & HD Unit	OK & ICU	ROOMS		Group Assignment	Total Score		Total Score
							3&5	5&7				
	d Cooperation											The student is able to cooperate during the implementation of PKPA.
	e Discipline											The student is able to maintain discipline during the implementation of PKPA.
<b>3</b>	<b>Assignment</b>											
	a Portfolio											The student's accuracy in completing individual assignments.
	b Group task: Drug information service - photo education or ABC analysis task											The student's accuracy in completing group tasks: video drug information service - photo education or ABC analysis task.
	c Group Case Studies											The student's accuracy in completing presentation tasks.

The Scoring follows the guidelines below:	
NUMBER	LETTER
100-86	A
85-76	AB
77-70	B
69-62	BC
61-54	C
53-40	D
0-39	FAIL

PERCEPTOR'S NOTE
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SOFT SKILLS EVALUATION	
NUMBER	LETTER
100-86	Outstanding
85-78	Good
77-70	Below Expectation
69-0	Fail

## 8. SCHEDULE OF PKPA ORIENTATION COURSE

Day/ Date	Time (Duration)	Lecture Topics and Online Discussion	Speakers	Assignments (T)	Students assigned for Presentation
Monday	09.00 - 10.30 (1.5 hours)	<b>PKPA Pretest</b>	Apt. Khusnul Fitri Hamidah, M.Farm.Klin. / Apt. Okki Fajrin Dhisiati, S.Farm.	T: Reading Assignment - Presentation	<b>Group 1A</b>
		<b>Introduction to RSUA Installation</b>			
	10.30 - 12.00 (1.5 hours)	Hospital Regulations (T) Hospital Classification (T) IFRS-IFRSUA a. Duties, Functions, and Authorities of IFRS b. Service Coverage c. Pharmaceutical Human Resources d. Organizational Structure in IFRS e. Involvement of Pharmacy in Hospital Teams	Dr. Apt.Yulistiani, M.Si. / Apt. Febriansyah Nur Utomo, M.Farm.Klin	T: Reading Assignment - Presentation (Including PMK 72/2016)	<b>Group 1B</b>
		<b>Hospital Pharmacy Service Standards</b> 1. Legal Basis for Pharmacy Services in Hospitals 2. Role of Pharmacists in Hospitals 3. Types and Activities of Pharmacy Services in Hospitals 4. Risk Management 5. Quality Assurance in Hospital Pharmacy Services 6. Reporting and Documentation of Clinical Pharmacy			
13.00 - 14.30 (1.5 hours)	<b>High Alert (HA), Look-Alike Sound-Alike (LASA), and Emergency Drugs</b> 1. High Alert, LASA, Emergency Drugs (T) 2. Emergency Medical Supplies 3. Management of High Alert, LASA, Emergency Drugs (Emergency Trolley)	Apt.Yuli Putri Lestari, S.Farm./Apt.Hargus Haraudi Barkah, M.Farm.Klin.	T: Reading Assignment - Presentation	<b>Group 2A</b>	
	<b>Pharmacy Services in IGD-HD</b> 1. IGD-HD Pharmacy Units 2. Roles and Functions of IGD-HD Pharmacy Units 3. Service Hours and Human Resource Needs 4. Management of IGD Pharmacy Services (Including Emergency Trolley, Emergency Ambulance Kit, etc.) 5. Management of HD Pharmacy Services 6. Services Flow in IGD-HD Pharmacy Services 7. Control in IGD-HD Pharmacy Services 8. Quality Service Indicators for IGD-HD Pharmacy Units				
Tuesday	09.00 - 10.30 (1.5 hours)	<b>Effective Communication in Pharmaceutical Services</b> 1. Definition of Effective Communication (T) 2. Objectives of Effective Communication (T) 3. Communication Targets – Hospitals (T) 4. Communication Media – Hospitals (T) 5. Patient Rights to Information - Hospitals (T) 6. Knowledge & Skills of Communication - Hospitals (T)	Dr. Budi Suprpti, M.Si., Apt. / Marcha Debby Saraswati, S. Farm., Apt.	T: Reading Assignment - Presentation (Case Komunikasi)	<b>Group 3A</b>
		<b>Ward Pharmacist</b> 1. Duties and Functions of Medical Records 2. Pharmacy Activities in Inpatient Wards			
	10.30 - 12.00 (1.5 hours)	<b>MESO (T)/Drug Safety Monitoring</b> 1. Pharmacovigilance (T) 2. Mechanisms for Handling MESO in Hospitals	Apt. Mareta Rindang Andarsari, M.Farm.Klin. / Arina Dery Puspitasari, M.Farm.Klin., Apt.	T: Reading Assignment - Presentation	<b>Group 3B</b>
		<b>Inpatient Pharmacy Services at RSUA</b> 1. Inpatient Pharmacy Units 2. Duties and Functions of Inpatient Pharmacy Units 3. Service Hours and Human Resource Needs 4. Management of Pharmacy Services in Inpatient Units 5. Service Flow of Inpatient Pharmacy Services 6. Control in Inpatient Pharmacy Services 7. Quality Indicators for Inpatient Pharmacy Units			
13.00 - 14.30 (1.5 hours)	<b>The ICU Pharmacy Services at RSUA</b>	Fairuza Syarfina, S.Farm., Apt. / Varadila Fahma, S.Farm., Apt.	T: Reading Assignment - Presentation	<b>Group 4A</b>	



Day/ Date	Time (Duration)	Lecture Topics and Online Discussion	Speakers	Assignments (T)	Students assigned for Presentation	
	14.30 - 16.00 (1.5 hours)	<ol style="list-style-type: none"> <li>The ICU Pharmacy Units</li> <li>Duties and Functions of the ICU Pharmacy Units</li> <li>Service Hours and Human Resource Needs</li> <li>Management of Pharmacy Services in the ICU Units</li> <li>Service Flow of the ICU Pharmacy Services</li> <li>Control in the ICU Pharmacy Services</li> <li>Quality Indicators for the ICU Pharmacy Units</li> </ol>	Hargus Haraudi Barkah, M.Farm. Klin., Apt. / Febriansyah Nur Utomo, M.Farm.Klin., Apt.			
Wednesday	09.00 - 10.30 (1.5 hours)	<b>Antibiotic Resistance Control Program at RSUA (T)</b>	Mareta Rindang Andarsari, M. Farm.Klin., Apt. / Khusnul Fitri Hamidah, S.Farm., Apt.	T: Reading Assignment - Presentation	<b>Group 4B</b>	
		<ol style="list-style-type: none"> <li>Global Issues – Antibiotic Usage (T)</li> <li>Antibiotic Resistance (T)</li> <li>Prevention Strategies by the Antibiotic Resistance Control Team</li> <li>Quality Indicators</li> <li>Role of Pharmacy in the Antibiotic Resistance Control Program</li> </ol>				
	10.30 - 12.00 (1.5 hours)	<b>Operating Room Pharmacy Services at RSUA</b>	Ajeng Widya Utami, S.Farm., Apt. / Titik Sugiarti, S.Farm., Apt.			
		<ol style="list-style-type: none"> <li>Operating Room Pharmacy Units</li> <li>Duties and Functions of Operating Room Pharmacy Units</li> <li>Service Hours and Human Resource Needs</li> <li>Central Surgery Room Layout</li> <li>Management of Pharmacy Services in Operating Room Units</li> <li>Service Flow of Operating Room Unit Pharmacy Services</li> <li>Control in Pharmacy Services in Operating Room Units (Including Handling of Narcotics Residues)</li> <li>Quality Indicators for Operating Room Pharmacy Units</li> </ol>				
13.00 - 14.30 (1.5 hours)	<b>Outpatient Pharmacy Services</b>	apt. Maria Al Qibtiyah, S.Farm. / apt. Ajeng Widya Utami, S.Farm.		T: Reading Assignment - Presentation	<b>Group 5A</b>	
	<ol style="list-style-type: none"> <li>Outpatient Pharmacy Units</li> <li>Duties and Functions of Outpatient Pharmacy Units</li> <li>Service Hours and Human Resource Needs</li> <li>Management of Pharmacy Services in Outpatient Units</li> <li>Service Flow of Outpatient Pharmacy Services (e-prescriptions)</li> <li>Control in Outpatient Pharmacy Services</li> <li>Quality Indicators for Outpatient Pharmacy Units</li> </ol>					
14.30 - 16.00 (1.5 hours)	<b>Pharmacy Services for TB and HIV AIDS patients</b>	Zamrotul Izzah, S.Farm., M.Sc., Apt./Febri Kusumowidagdo, S. Farm., Apt.		T: Reading Assignment - Presentation	<b>Group 5 B</b>	
	<ol style="list-style-type: none"> <li>TB-HIV as a National Program (T)</li> <li>TB-HIV Services in Primary Health Centers and Hospitals (T)</li> <li>TB-HIV Services at RSUA (T)</li> <li>Role of Pharmacists in TB-HIV Services (T)</li> <li>Management of TB-HIV Program Drugs</li> <li>TB-HIV Program Drug Services</li> <li>TB-HIV Program Drug Reporting System</li> </ol>					
Thursday	09.00 - 10.30 (1.5 hours)	<b>Pharmacy and Therapeutics Committee (KFT) – Hospital Formulary</b>	Dr. Yulistiani, M.Si., Apt. / Dinda Monika Nusantara R., M.Farm. Klin., Apt.	T: Reading Assignment - Presentation	<b>Group 6A</b>	
		<ol style="list-style-type: none"> <li>Duties and Functions (T)</li> <li>Structure and Membership of KFT (T)</li> <li>Role of Pharmacy in KFT (T)</li> <li>Hospital Formulary (T)</li> <li>Drug Selection Process for the Formulary</li> </ol>				
	10.30 - 12.00 (1.5 hours)	<b>Pharmacy Logistics at RSUA</b>	apt. Titik Sugiarti, S.Farm. / apt. Putri Kusniawati, S.Farm.		T: Reading Assignment - Presentation	<b>group 6B</b>
<ol style="list-style-type: none"> <li>Methods for Planning Pharmacy Supply Needs</li> <li>Evaluation Methods for Planning Pharmacy Supply Needs</li> <li>Storage Systems for Pharmacy Supplies in Pharmacy Logistics <ul style="list-style-type: none"> <li>Fluids, Drugs, Medical Supplies, Reagents, Hazardous Materials</li> <li>LASA, High Alert, Psychotropics, Narcotics</li> <li>Cold Chain</li> </ul> </li> <li>Pharmacy Supply Distribution System</li> <li>Pharmacy Supply Control System</li> <li>Pharmacy Supply Reporting System</li> <li>Disposal and Recall of Pharmacy Supplies</li> </ol>						
		<b>Pharmacy Procurement at RSUA</b>				
		<ol style="list-style-type: none"> <li>Procurement Flow for Drugs and Medical Supplies</li> </ol>				

Day/ Date	Time (Duration)	Lecture Topics and Online Discussion	Speakers	Assignments (T)	Students assigned for Presentation
Friday	13.00 - 14.30 (1.5 hours)	<ul style="list-style-type: none"> <li>2. Distributor Selection Process</li> <li>3. Types of Order Letters (Narcotics, Psychotropics, Specific Drugs, Precursors)</li> <li>4. Invoice Completeness</li> <li>5. Drug Acceptance Procedures in Hospitals</li> </ul>	apt. Nur Fauzi Hamidi, S.Farm., / apt. Okki Fajrin Dhisiasi, S.Farm.		
	14.30 - 16.00 (1.5 hours)	<b>Management of Pharmacy Supplies During a Pandemic</b> <ul style="list-style-type: none"> <li>1. Planning, Procurement, Distribution, Reporting</li> <li>2. Service Area Zoning (T)</li> <li>3. Zoning - PPE Level (T)</li> </ul>	Nur Fauzi Hamidi, S.Farm., Apt. / Febri Kusumowidagdo, S.Farm., Apt.	T: Reading Assignment - Presentation	Group 7A
	09.00 - 10.30 (1.5 hours)	<b>Sterile Dispensing and Cytostatic Handling</b> <ul style="list-style-type: none"> <li>1. Duties and Functions (T)</li> <li>2. Layout and Facilities (Class BSC, etc.) (T)</li> <li>3. Personal Protective Equipment (PPE) (T)</li> <li>4. Human Resource Requirements (T)</li> <li>5. Standard Operating Procedures (SPO) - Documents</li> <li>6. Correct Techniques for Sterile Dispensing and Cytostatic Handling</li> <li>7. Handling Cytostatic Spills and Waste</li> </ul>	Febriansyah Nur Utomo, M.Farm. Klin., Apt/ Dinda Monika Nusanantara R. M.Farm.Klin., Apt.	T: Reading Assignment - Presentation	Group 7B
	10.30 - 12.00 (1.5 hours)	<b>Hospital Accreditation – Pharmaceutical Services and Drug Use (PKPO)</b> <ul style="list-style-type: none"> <li>1. Objectives</li> <li>2. National Hospital Accreditation Standards</li> <li>3. Hospital Accreditation Requirements</li> <li>4. Pharmacy in Hospital Accreditation</li> <li>5. PKPO Standards 1-7</li> <li>6. Survey Implementation – PKPO</li> </ul>	Dr. apt. Budi Suprapti, M.Si. / apt.Marcha Debby Saraswati, S.Farm.		
	13.00 - 14.30	Letter of Agreement Group Distribution Attendance Report Portfolio Submission	apt. Okki Fajrin Dhisiasi, S.Farm. / apt. Aulia Maulidina, S.Farm.,		

## 9. SCHEDULE FOR PRE-INTERNSHIP, MATRICULATION, AND PKPA ACTIVITIES

Subject	Pharmacy Management and Inpatient Clinical Pharmacy Services	Surgical and Medical Clinical Pharmacy Services	Pediatric and Obgyn Clinical Pharmacy Services	Outpatient Clinical Pharmacy Services and Management	Pharmacy Management in Logistics and Procurement of Medical Supplies	Clinical Pharmacy Services and Management in IGD - HD	Pharmacy Management in IGD-HD, ICU-OR
Unit	Inpatient Pharmacy Unit	Inpatient Ward on floors 3 & 4	Inpatient Ward on floors 5 & 6	Outpatient Pharmacy Unit	Logistics Pharmacy & Procurement	IGD-HD Pharmacy Unit	ICU and OK Pharmacy Unit
Time	08.00 - 12.00	08.00 - 12.00	08.00 - 12.00	08.00 - 12.00	08.00 - 12.00	08.00 - 12.00	08.00 - 12.00
Week 1	Online PKPA Briefing						
Week 2	Group 1	Group 2	Group 3	Group 4	Group 5	Group 6	Group 7
Week 3	Group 7	Group 1	Group 2	Group 3	Group 4	Group 5	Group 6
Week 4	Group 6	Group 7	Group 1	Group 2	Group 3	Group 4	Group 5
Week 5	Group 5	Group 6	Group 7	Group 1	Group 2	Group 3	Group 4
Week 6	Group 4	Group 5	Group 6	Group 7	Group 1	Group 2	Group 3
Week 7	Group 3	Group 4	Group 5	Group 6	Group 7	Group 1	Group 2
Week 8	Group 2	Group 3	Group 4	Group 5	Group 6	Group 7	Group 1

**STUDENT ACTIVITY PORTFOLIO FOR FIELDWORK PRACTICE FOR PHARMACIST PROFESSION AT UNIVERSITAS AIRLANGGA HOSPITAL**

**Student Name / Number / Group:**

<b>Day, Date</b>	<b>Description of Activities and Learning Outcomes</b>	<b>Signature, Name of Unit Preceptor</b>

## STUDENT ACTIVITY LOGBOOK

### FIELDWORK PRACTICE FOR THE PHARMACIST PROFESSION AT UNIVERSITAS AIRLANGGA HOSPITAL

**Student Name** :  
**Student Number:**  
**Institution** :

<b>Day, Date</b>	<b>Brief Description of Activities</b>	<b>Signature, Name of Unit Preceptor</b>

**COMPETENCIES REQUIRED FOR STUDENTS IN FIELDWORK PRACTICE FOR THE PHARMACIST PROFESSION**  
**UNIVERSITAS AIRLANGGA HOSPITAL SURABAYA**

<b>Standards of Competency</b>	<b>Performance Indicator</b>	<b>Unit of Work</b>
<b>1. Professional and Ethical Pharmaceutical Practice</b>		
1.1 Mastery of the Code of Ethics applicable in Professional Practice.	1.1.1 Ability to explain the Indonesian Pharmacist Code of Ethics and the Indonesian Pharmacist Discipline Guidelines.	Inpatient Pharmacy & PIO, Inpatient Unit, Outpatient Unit, Logistics Pharmacy Unit, IGD & HD, ICU, OK (Operating Room)
	1.1.2 Ability to explain the application of the Indonesian Pharmacist Code of Ethics and the Indonesian Pharmacist Discipline Guidelines in everyday practice.	Inpatient Pharmacy & PIO, Inpatient Unit, Outpatient Unit, Logistics Pharmacy Unit, IGD & HD, ICU, OK (Operating Room)
	1.1.3 Ability to apply professional considerations in conducting pharmaceutical practice by adhering to the code of ethics and discipline.	Inpatient Pharmacy & PIO, Inpatient Unit, Outpatient Unit, Logistics Pharmacy Unit, IGD & HD, ICU, OK (Operating Room)
1.2 Legal Practice in accordance with Regulatory Provisions.	1.2.1 Explaining the specific pharmaceutical regulations and general health regulations and their application in practice.	Inpatient Pharmacy & PIO, Inpatient Unit, Outpatient Unit, Logistics Pharmacy Unit, IGD & HD, ICU, OK (Operating Room)
	1.2.2 Applying regulatory provisions and important aspects of pharmaceutical registration and legislation.	Inpatient Pharmacy & PIO, Inpatient Unit, Outpatient Unit, Logistics Pharmacy Unit, IGD & HD, ICU, OK (Operating Room)
	1.2.4 Paying attention to and identifying new drugs on the market.	Inpatient Pharmacy & PIO, Inpatient Unit, Outpatient Unit, Logistics Pharmacy Unit, IGD & HD, ICU, OK (Operating Room)
	1.2.5 Complying with legislation for pharmaceutical preparations that have the potential for misuse.	Inpatient Pharmacy & PIO, Inpatient Unit, Outpatient Unit, Logistics Pharmacy Unit, IGD & HD, ICU, OK (Operating Room)
	1.2.6 Demonstrating knowledge about marketing and sales.	Inpatient Pharmacy & PIO, Inpatient Unit, Outpatient Unit, Logistics Pharmacy Unit, IGD & HD, ICU, OK (Operating Room)

Standards of Competency	Performance Indicator	Unit of Work
	1.2.9 Documenting pharmaceutical service activities and all supporting documents.	Inpatient Pharmacy & PIO, Inpatient Unit, Outpatient Unit, Logistics Pharmacy Unit, IGD & HD, ICU, OK (Operating Room)
1.3 Professional and Ethical Practice	1.3.1 Applying professional considerations with the primary priority of patient health and safety in the procurement, management, and provision of pharmaceutical preparations and medical devices.	Inpatient Pharmacy & PIO, Inpatient Unit, Outpatient Unit, Logistics Pharmacy Unit, IGD & HD, ICU, OK (Operating Room)
	1.3.2 Applying professional considerations with the primary priority of patient health and safety in the procurement, management, and provision of pharmaceutical preparations and medical devices.	Inpatient Pharmacy & PIO, Inpatient Unit, Outpatient Unit, Logistics Pharmacy Unit, IGD & HD, ICU, OK (Operating Room)
	1.3.3 Recognizing personal limitations and being willing to communicate with colleagues and/or other professions for the benefit of the patient.	Inpatient Pharmacy & PIO, Inpatient Unit, Outpatient Unit, Logistics Pharmacy Unit, IGD & HD, ICU, OK (Operating Room)
	1.3.4 Providing guidance to patients or the public in selecting appropriate pharmaceutical preparations and the correct quantities to purchase/use.	Inpatient Pharmacy & PIO, Inpatient Unit, Outpatient Unit, Logistics Pharmacy Unit, IGD & HD, ICU, OK (Operating Room)
	1.3.5 Achieving and maintaining the highest standards of professional service.	Inpatient Pharmacy & PIO, Inpatient Unit, Outpatient Unit, Logistics Pharmacy Unit, IGD & HD, ICU, OK (Operating Room)
	1.3.6 Establishing and maintaining professional relationships with colleagues and other professions.	Inpatient Pharmacy & PIO, Inpatient Unit, Outpatient Unit, Logistics Pharmacy Unit, IGD & HD, ICU, OK (Operating Room)
	1.3.7 Respecting the trust and confidentiality of professional relationships with patients and the public.	Inpatient Pharmacy & PIO, Inpatient Unit, Outpatient Unit, Logistics Pharmacy Unit, IGD & HD, ICU, OK (Operating Room)
	1.3.8 Complying with the Indonesian Pharmacist Code of Ethics and discipline.	Inpatient Pharmacy & PIO, Inpatient Unit, Outpatient Unit, Logistics Pharmacy Unit, IGD & HD, ICU, OK (Operating Room)
	1.3.9 Evaluating one's own performance and its impact on patient or public treatment.	Inpatient Pharmacy & PIO, Inpatient Unit, Outpatient Unit, Logistics Pharmacy Unit, IGD & HD, ICU, OK (Operating Room)

Standards of Competency	Performance Indicator	Unit of Work
2. Optimization of Pharmaceutical Preparation Usage		
2.1 Efforts Towards Rational Drug Use	2.1.1 Providing considerations for drug selection/use.	Inpatient Pharmacy & Drug Information Service, Inpatient Unit, Outpatient Unit, IGD & HD, ICU, OK (Operating Room)
	2.1.2 Providing regimen considerations.	Inpatient Pharmacy & Drug Information Service, Inpatient Unit, Outpatient Unit, IGD & HD, ICU, OK (Operating Room)
	2.1.3 Applying the patient care process to address patient drug use-related problems.	Inpatient Pharmacy & Drug Information Service, Inpatient Unit, Outpatient Unit, IGD & HD, ICU, OK (Operating Room)
	2.1.4 Utilizing mnemonics, DTP classification, and monitoring parameters according to patient conditions and needs.	Inpatient Pharmacy & Drug Information Service, Inpatient Unit, Outpatient Unit, IGD & HD, ICU, OK (Operating Room)
	2.1.5 Assessing patients, their medical history, and medication history with empathy.	Inpatient Pharmacy & Drug Information Service, Inpatient Unit, Outpatient Unit, IGD & HD, ICU, OK (Operating Room)
	2.1.6 Analyzing and determining patient drug use-related problems considering needs, therapy guidelines, costs, and regulatory provisions.	Inpatient Pharmacy & Drug Information Service, Inpatient Unit, Outpatient Unit, IGD & HD, ICU, OK (Operating Room)
	2.1.7 Planning, prioritizing, and resolving drug-related problems.	Inpatient Pharmacy & Drug Information Service, Inpatient Unit, Outpatient Unit, IGD & HD, ICU, OK (Operating Room)
	2.1.8 Measuring objective and subjective parameters to monitor patient drug therapy and ensuring monitoring processes are carried out.	Inpatient Pharmacy & Drug Information Service, Inpatient Unit, Outpatient Unit, IGD & HD, ICU, OK (Operating Room)
	2.1.9 Evaluating the effectiveness, safety, and cost of drugs.	Inpatient Pharmacy & Drug Information Service, Inpatient Unit, Outpatient Unit, IGD & HD, ICU, OK (Operating Room)
	2.1.10 Documenting activities in the patient care process.	Inpatient Pharmacy & Drug Information Service, Inpatient Unit, Outpatient Unit, IGD & HD, ICU, OK (Operating Room)



Standards of Competency	Performance Indicator	Unit of Work
	2.1.11 Obtaining, reconciling, reviewing, maintaining, and updating patient medication history and relevant patient symptoms/complaints.	Inpatient Pharmacy & Drug Information Service, Inpatient Unit, Outpatient Unit, IGD & HD, ICU, OK (Operating Room)
2.2 Consultation and Counseling on Pharmaceutical Preparations	2.2.1 Identifying patient needs through various approaches to meet those needs.	Inpatient Pharmacy, Inpatient Unit, Outpatient Unit, ICU
	2.2.2 Preparing the environment, procedures, facilities, mentality, and attitude for providing information and educating patients about drugs and other pharmaceutical preparations.	Inpatient Pharmacy, Inpatient Unit, Outpatient Unit, ICU
	2.2.3 Gathering information about the patient's medication history, directly from the patient, the patient's family, medication records, peers, and other healthcare professionals.	Inpatient Pharmacy, Inpatient Unit, Outpatient Unit, ICU
	2.2.4 Providing information and education about drugs and other pharmaceutical preparations as needed and understood by the patient.	Inpatient Pharmacy, Inpatient Unit, Outpatient Unit, ICU
	2.2.5 Explaining the characteristics of drugs, drug mechanisms, and product characteristics to patients and their relevance to the patient's medication.	Inpatient Pharmacy, Inpatient Unit, Outpatient Unit, ICU
	2.2.6 Respecting patient privacy and confidentiality.	Inpatient Pharmacy, Inpatient Unit, Outpatient Unit, IGD & HD, ICU, OK (Operating Room)
	2.2.7 Conducting counseling steps systematically.	Inpatient Pharmacy, Inpatient Unit, Outpatient Unit, ICU
	2.2.8 Assisting patients in understanding drug therapy issues or other pharmaceutical preparations experienced by the patient by asking questions in a focused, factual manner and trying to avoid bias.	Inpatient Pharmacy, Inpatient Unit, Outpatient Unit, ICU
	2.2.9 Discussing with the patient the resolution of drug therapy issues and/or other pharmaceutical preparations in a clear manner, considering patient comfort and acceptability.	Inpatient Pharmacy, Inpatient Unit, Outpatient Unit, ICU
	2.2.10 Explaining and demonstrating the proper use of drugs and other pharmaceutical preparations and their aids.	Inpatient Pharmacy, Inpatient Unit, Outpatient Unit, ICU
	2.2.11 Measuring patient understanding from feedback provided by the patient.	Inpatient Pharmacy, Inpatient Unit, Outpatient Unit, ICU
	2.2.12. Ensuring that the information provided is understood by the patient.	Inpatient Pharmacy, Inpatient Unit, Outpatient Unit, ICU
	2.2.13 Implementing follow-up recommendations for patient drug issues.	Inpatient Pharmacy, Inpatient Unit, Outpatient Unit, ICU

Standards of Competency	Performance Indicator	Unit of Work
	2.2.14 Documenting all drug counseling and counseling activities and/or other pharmaceutical preparations.	Inpatient Pharmacy, Inpatient Unit, Outpatient Unit, ICU
2.4 Pharmacovigilance	2.4.1 Identifying adverse drug reactions or other pharmaceutical preparations.	Inpatient Pharmacy, Inpatient Unit, Outpatient Unit, IGD & HD, ICU, OK (Operating Room)
	2.4.2 Taking corrective action against adverse reactions that occur or referring patients to a doctor/healthcare facility.	Inpatient Pharmacy, Inpatient Unit, Outpatient Unit, IGD & HD, ICU, OK (Operating Room)
	2.4.3 Taking preventive action against the potential recurrence of adverse drug reactions or other pharmaceutical preparations.	Inpatient Pharmacy, Inpatient Unit, Outpatient Unit, IGD & HD, ICU, OK (Operating Room)
	2.4.4 Educating patients about adverse drug reactions or other pharmaceutical preparations experienced by the patient.	Inpatient Pharmacy, Inpatient Unit, Outpatient Unit, IGD & HD, ICU, OK (Operating Room)
	2.4.5 Documenting all findings, corrective actions, and preventive efforts made.	Inpatient Pharmacy, Inpatient Unit, Outpatient Unit, IGD & HD, ICU, OK (Operating Room)
	2.4.6 Reporting adverse drug reactions & other pharmaceutical incidents to both the institution and regulatory bodies.	Inpatient Pharmacy, Inpatient Unit, Outpatient Unit, IGD & HD, ICU, OK (Operating Room)
2.5 Drug Use Evaluation	2.5.1 Prioritizing drugs that need to be evaluated based on request frequency and risk.	Inpatient Pharmacy, Inpatient Unit, Outpatient Unit, IGD & HD, ICU, OK (Operating Room)
	2.5.2 Designing research to evaluate drug use.	Inpatient Pharmacy, Inpatient Unit, Outpatient Unit, IGD & HD, ICU, OK (Operating Room)
	2.5.3 Collecting and compiling drug use data.	Inpatient Pharmacy, Inpatient Unit, Outpatient Unit, IGD & HD, ICU, OK (Operating Room)
	2.5.4 Analyzing the appropriateness of drug use based on best practices and evidence.	Inpatient Pharmacy, Inpatient Unit, Outpatient Unit, IGD & HD, ICU, OK (Operating Room)
	2.5.5 Developing and implementing improvement plans.	Inpatient Pharmacy, Inpatient Unit, Outpatient Unit, IGD & HD, ICU, OK (Operating Room)
	2.5.6 Evaluating the impact of improvements.	Inpatient Pharmacy, Inpatient Unit, Outpatient Unit, IGD & HD, ICU, OK (Operating Room)
	2.5.7 Documenting drug use evaluation results.	Inpatient Pharmacy, Inpatient Unit, Outpatient Unit, Emergency Department & Hemodialysis, Intensive Care Unit, Operating Room

Standards of Competency	Performance Indicator	Unit of Work
2.6 Clinical Pharmacy Services Based on Biopharmaceutics-Pharmacokinetics	2.6.1 Providing considerations for drug selection based on pharmacokinetic aspects, especially in geriatrics, pediatrics, renal impairment, liver impairment, and pregnant and lactating women.	Inpatient Pharmacy, Inpatient Unit, Outpatient Unit, IGD & HD, ICU, OK (Operating Room)
	2.6.2 Providing considerations for drug/product selection based on biopharmaceutical aspects.	Inpatient Pharmacy, Inpatient Unit, Outpatient Unit, IGD & HD, ICU, OK (Operating Room)
	2.6.3 Providing regimen considerations based on pharmacokinetic parameter data.	Inpatient Pharmacy, Inpatient Unit, Outpatient Unit, IGD & HD, ICU, OK (Operating Room)
	2.6.4 Monitoring drug use with narrow therapeutic ranges.	Inpatient Pharmacy, Inpatient Unit, Outpatient Unit, IGD & HD, ICU, OK (Operating Room)
	2.6.5 Documenting data/information on drug selection considerations and monitoring results for drugs with narrow therapeutic ranges.	Inpatient Pharmacy, Inpatient Unit, Outpatient Unit, IGD & HD, ICU, OK (Operating Room)
<b>3. Dispensing of Pharmaceutical Preparations and Medical Devices</b>		
3.1 Preparation of Pharmaceutical Preparations	3.1.1 Deciding on the legality and completeness of prescriptions.	Inpatient Pharmacy, Inpatient Unit, Outpatient Unit, IGD & HD, ICU, OK (Operating Room)
	3.1.2 Conducting pharmaceutical suitability analysis.	Inpatient Pharmacy, Inpatient Unit, Outpatient Unit, IGD & HD, ICU, OK (Operating Room)
	3.1.3 Analyzing drug compatibility and stability.	Inpatient Pharmacy, Inpatient Unit, Outpatient Unit, IGD & HD, ICU, OK (Operating Room)
	3.1.4 Calculating doses and accurately converting drug strengths and forms.	Inpatient Pharmacy, Inpatient Unit, Outpatient Unit, IGD & HD, ICU, OK (Operating Room)
	3.1.5 Determining pharmaceutical preparations formulations that require special handling, e.g., sterile preparations and cytostatics.	Inpatient Unit
	3.1.6 Preparing non-sterile preparations, mixing sterile preparations (i.v. ad mixture), sterilizing pharmaceutical preparations & medical devices, and preparing cytostatics according to standards and guidelines.	Inpatient Unit
	3.1.7 Preparing labels as needed, including storage, ED (Expiration Date), or BUD (Beyond Use Date).	Inpatient Pharmacy, Inpatient Unit, Outpatient Unit, Pharmacy Logistics Unit, IGD & HD, ICU, OK (Operating Room)
	3.1.8 Packaging pharmaceutical preparations in suitable containers to maintain quality and prevent misuse.	Inpatient Pharmacy, Inpatient Unit, Outpatient Unit, Pharmacy Logistics Unit, IGD & HD, ICU, OK (Operating Room)

Standards of Competency	Performance Indicator	Unit of Work
	3.1.10 Designing, creating, and updating patient medication records (PMR) along with all changes and actions on prescriptions.	Inpatient Pharmacy, Inpatient Unit, Outpatient Unit, IGD & HD, ICU, OK (Operating Room)
3.2 Delivery of Pharmaceutical Preparations and Medical Devices	3.2.1 Ensuring patient identity and authorization of the recipient of prescribed pharmaceutical preparations and/or medical devices.	Inpatient Pharmacy, Inpatient Unit, Outpatient Unit, IGD & HD, ICU, OK (Operating Room)
	3.2.2 Ensuring the appropriateness of the pharmaceutical preparations and/or medical devices prepared compared to those requested in the prescription.	Inpatient Pharmacy, Inpatient Unit, Outpatient Unit, IGD & HD, ICU, OK (Operating Room)
	3.2.3 Delivering pharmaceutical preparations and medical devices with a friendly, open, communicative, and assertive attitude while observing professional ethics.	Inpatient Pharmacy, Inpatient Unit, Outpatient Unit, IGD & HD, ICU, OK (Operating Room)
	3.2.4 Providing explanations about the function or purpose, frequency, timing and method of use, limitations of use, potential side effects, and storage methods of pharmaceutical preparations and/or medical devices.	Inpatient Pharmacy, Inpatient Unit, Outpatient Unit, IGD & HD, ICU, OK (Operating Room)
	3.2.5 Explaining the identity of drugs and the characteristics of the dosage forms used by the patient.	Inpatient Pharmacy, Inpatient Unit, Outpatient Unit, IGD & HD, ICU, OK (Operating Room)
	3.2.6 Ensuring that patients understand the information provided.	Inpatient Pharmacy, Inpatient Unit, Outpatient Unit, IGD & HD, ICU, OK (Operating Room)
	3.2.7. Documenting pharmaceutical preparations delivery activities and information provided to patients.	Inpatient Pharmacy, Inpatient Unit, Outpatient Unit, IGD & HD, ICU, OK (Operating Room)
	3.2.8. Identifying and taking action to prevent and/or address dispensing errors and near misses.	Inpatient Pharmacy, Inpatient Unit, Outpatient Unit, IGD & HD, ICU, OK (Operating Room)
	3.2.9. Implementing and managing a reporting system for dispensing error and near-miss incidents.	Inpatient Pharmacy, Inpatient Unit, Outpatient Unit, IGD & HD, ICU, OK (Operating Room)
	3.2.10. Reporting defective and/or substandard pharmaceutical preparations to the appropriate authorities.	Inpatient Pharmacy, Inpatient Unit, Outpatient Unit, IGD & HD, ICU, OK (Operating Room)
<b>4. Provision of Information on Pharmaceutical Preparations and Medical Devices</b>		
4.1 Provision of Information on Pharmaceutical Preparations and Medical Devices	4.1.1 Identifying accurate and reliable sources of information related to pharmaceutical preparations and medical devices, and recognizing the limitations of available information sources.	Drug Information Service
	4.1.2 Conducting information searches using information technology and communication to obtain accurate, relevant, and up-to-date information related to pharmaceutical preparations and medical devices.	Drug Information Service

Standards of Competency	Performance Indicator	Unit of Work
	4.1.3 Analyzing, evaluating, interpreting, and organizing information related to pharmaceutical preparations and medical devices as needed.	Drug Information Service
	4.1.4 Documenting data/information obtained or prepared.	Drug Information Service
4.2 Provision of Information on Pharmaceutical Preparations and Medical Devices	4.2.1 Identifying communication barriers and establishing strategies to overcome them.	Inpatient Pharmacy, Inpatient Unit, Outpatient Unit, IGD & HD, ICU, OK (Operating Room)
	4.2.2 Providing appropriate, accurate, up-to-date, and relevant information related to pharmaceutical preparations and medical devices according to needs.	Inpatient Pharmacy & PIO, Inpatient Unit, Outpatient Unit, IGD & HD, ICU, OK (Operating Room)
	4.2.3 Advising on the safe and rational use of pharmaceutical preparations and medical devices (e.g., selection, indications/contraindications, usage, storage, side effects) while observing professional ethics.	Inpatient Pharmacy & Drug Information Service, Inpatient Unit, Outpatient Unit, IGD & HD, ICU, OK (Operating Room)
	4.2.4 Ensuring that the recipient of information understands the information provided.	Inpatient Pharmacy & Drug Information Service, Inpatient Unit, Outpatient Unit, IGD & HD, ICU, OK (Operating Room)
	4.2.5 Documenting the process of providing information to patients, peers, and/or other healthcare professionals.	Inpatient Pharmacy & Drug Information Service, Inpatient Unit, Outpatient Unit, IGD & HD, ICU, OK (Operating Room)
<b>6. Preventive and Promotional Efforts for Public Health</b>		
6.1 Provision of Drug Information and Health Services	6.1.1 Identifying accurate and reliable sources of information related to drugs and healthcare services and recognizing the limitations of available information sources.	Inpatient Pharmacy & PIO, Inpatient Unit, outpatient Unit
	6.1.2 Conducting information searches using information technology and communication to obtain accurate, relevant, up-to-date information related to drugs and healthcare services.	Inpatient Pharmacy & PIO, Inpatient Unit, outpatient Unit
	6.1.3 Analyzing, evaluating, interpreting, and organizing information as needed for community needs.	Inpatient Pharmacy & PIO, Inpatient Unit, outpatient Unit
6.2 Promotion of Proper and Correct Use of Pharmaceutical Preparations	6.2.1 Gathering information, identifying, and determining issues regarding drug use or other pharmaceutical preparations occurring in the community while considering local, social and cultural conditions.	Inpatient Pharmacy & PIO, Inpatient Unit, outpatient Unit
	6.2.2 Providing information related to issues and solutions regarding drug use or other pharmaceutical preparations relevant to community needs.	Inpatient Pharmacy & PIO, Inpatient Unit, outpatient Unit

Standards of Competency	Performance Indicator	Unit of Work
	6.2.3 Promoting proper ways for the community to obtain, use, store, and dispose of drugs or other pharmaceutical preparations.	Inpatient Pharmacy & PIO, Inpatient Unit, outpatient Unit
6.3 Preventive and Promotional Efforts for Public Health	6.3.1 Gathering information, identifying, and prioritizing the primary healthcare needs of the community while considering local, social, and cultural conditions.	Inpatient Pharmacy & PIO, Inpatient Unit, outpatient Unit
	6.3.2 Providing health information and relevant health issues according to the needs of the community.	Inpatient Pharmacy & PIO, Inpatient Unit, outpatient Unit
	6.3.3 Providing advice on disease prevention and control efforts, and healthy lifestyles.	Inpatient Pharmacy & PIO, Inpatient Unit, outpatient Unit
	6.3.4 Building partnerships with community groups and healthcare providers to improve public health.	Inpatient Pharmacy & PIO, Inpatient Unit, outpatient Unit
	6.3.5 Evaluating the effectiveness and efficiency of health promotion activities conducted.	Inpatient Pharmacy & PIO, Inpatient Unit, outpatient Unit
	6.3.6 Documenting data/information and the results of health promotion activities conducted.	Inpatient Pharmacy & PIO, Inpatient Unit, outpatient Unit
<b>7. Management of Pharmaceutical Preparations and Medical Devices</b>		
7.1 Selection of Raw Materials, Pharmaceutical Preparations, Medical Devices	7.1.1 Conducting analysis of prevalent health issues.	Inpatient Pharmacy, Inpatient Unit, Outpatient Unit, Pharmacy Logistics Unit, IGD & HD, ICU, OK (Operating Room)
	7.1.2 Selecting raw materials, pharmaceutical preparations, and medical devices according to community needs while considering the prevalence patterns of diseases, availability of healthcare facilities, socioeconomic and cultural factors, human resources, genetics, demographics, and the environment.	Inpatient Pharmacy, Inpatient Unit, Outpatient Unit, Pharmacy Logistics Unit, IGD & HD, ICU, OK (Operating Room)
	7.1.3 Determining criteria for selecting raw materials, pharmaceutical preparations, and medical devices that are legitimate, high-quality, safe, and beneficial, supported by valid evidence.	Inpatient Pharmacy, Inpatient Unit, Outpatient Unit, Pharmacy Logistics Unit, IGD & HD, ICU, OK (Operating Room)
	7.1.4 Establishing procurement needs for raw materials, pharmaceutical preparations, and medical devices based on scientific evidence, pharmacokinetics, accessibility, and affordability.	Inpatient Pharmacy, Inpatient Unit, Outpatient Unit, Pharmacy Logistics Unit, IGD & HD, ICU, OK (Operating Room)
7.2 Procurement of Raw Materials,	7.2.1 Determining procurement calculation methods suitable for the usage patterns of raw materials, pharmaceutical preparations, and medical devices.	Pharmacy Logistics Unit & Procurement Unit

Standards of Competency	Performance Indicator	Unit of Work
Pharmaceutical Preparations, Medical Devices	7.2.2 Calculating procurement needs for raw materials, pharmaceutical preparations, and medical devices accurately.	Pharmacy Logistics Unit & Procurement Unit
	7.2.3 Identifying and selecting suppliers while considering legal regulations, quality assurance, timeliness, and economic aspects.	Pharmacy Logistics Unit & Procurement Unit
	7.2.4 Choosing appropriate methods for procurement of raw materials, pharmaceutical preparations, and medical devices.	Procurement Unit
	7.2.5 Selecting an effective and efficient supply chain system.	Procurement Unit
	7.2.6 Explaining procedures and legal regulations in pharmaceutical procurement, including procurement of narcotic drugs, psychotropic drugs, life-saving drugs, government program drugs, and emergency drugs.	Pharmacy Logistics Unit & Procurement Unit
	7.2.7 Conducting procurement of raw materials, pharmaceutical preparations, and medical devices in accordance with legal regulations.	Procurement Unit
	7.2.8 Documenting procurement activities of raw materials, pharmaceutical preparations, and medical devices along with all supporting data.	Procurement Unit
	7.3 Procurement of Raw Materials, Pharmaceutical Preparations, Medical Devices	7.3.1 Documenting procurement activities of raw materials, pharmaceutical preparations, and medical devices along with all supporting data.
7.3.2 Planning and determining the storage of raw materials, pharmaceutical preparations, and medical devices based on dosage forms, legality, pharmacology, toxicological aspects, and alphabetically.		Inpatient Pharmacy, Inpatient Unit, Outpatient Unit, Pharmacy Logistics Unit, IGD & HD, ICU, OK (Operating Room)
7.3.3 Accepting raw materials, pharmaceutical preparations, and medical devices based on predefined criteria and procedures.		Inpatient Pharmacy, Inpatient Unit, Outpatient Unit, Pharmacy Logistics Unit, IGD & HD, ICU, OK (Operating Room)
7.3.4 Choosing transportation methods capable of ensuring the quality, utility, and safety of raw materials, pharmaceutical preparations, and medical devices.		Inpatient Pharmacy, Inpatient Unit, Outpatient Unit, Pharmacy Logistics Unit, IGD & HD, ICU, OK (Operating Room)
7.3.5 Selecting distribution methods suitable for patient/consumer conditions in pharmaceutical service areas.		Inpatient Pharmacy, Inpatient Unit, Outpatient Unit, Pharmacy Logistics Unit, IGD & HD, ICU, OK (Operating Room)
7.3.6 Conducting distribution of raw materials, pharmaceutical preparations, and medical devices according to procedures, ensuring their quality, utility, and safety.		Inpatient Pharmacy, Inpatient Unit, Outpatient Unit, Pharmacy Logistics Unit, IGD & HD, ICU, OK (Operating Room)

Standards of Competency	Performance Indicator	Unit of Work
	7.3.7 Conducting quality control of received and stored raw materials, pharmaceutical preparations, and medical devices to ensure their quality meets standards.	Inpatient Pharmacy, Inpatient Unit, Outpatient Unit, Pharmacy Logistics Unit, IGD & HD, ICU, OK (Operating Room)
	7.3.8 Controlling inventory levels of raw materials, pharmaceutical preparations, and medical devices based on inventory analysis and established ratios.	Inpatient Pharmacy, Inpatient Unit, Outpatient Unit, Pharmacy Logistics Unit, IGD & HD, ICU, OK (Operating Room)
	7.3.9 Identifying and determining raw materials, pharmaceutical preparations, and medical devices that deviate in quality, utility, and/or safety.	Inpatient Pharmacy, Inpatient Unit, Outpatient Unit, Pharmacy Logistics Unit, IGD & HD, ICU, OK (Operating Room)
	7.3.10 Controlling factors affecting the quality, utility, and safety of raw materials, pharmaceutical preparations, and medical devices.	Inpatient Pharmacy, Inpatient Unit, Outpatient Unit, Pharmacy Logistics Unit, IGD & HD, ICU, OK (Operating Room)
	7.3.11 Documenting data and processes of storage and distribution of raw materials, pharmaceutical preparations, and medical devices.	Inpatient Pharmacy, Inpatient Unit, Outpatient Unit, Pharmacy Logistics Unit, IGD & HD, ICU, OK (Operating Room)
7.4 Disposal of Raw Materials, Pharmaceutical Preparations, Medical Devices	7.4.1 Explaining legal provisions and safety requirements related to the disposal of raw materials, pharmaceutical preparations, and medical devices.	Pharmacy Logistics Unit
	7.4.2 Explaining criteria for the disposal of raw materials, pharmaceutical preparations, and medical devices.	Pharmacy Logistics Unit
	7.4.3 Conducting disposal of raw materials, pharmaceutical preparations, and medical devices in accordance with legal regulations, material properties, and environmental impact.	Pharmacy Logistics Unit
	7.4.4 Documenting data and processes of disposal of raw materials, pharmaceutical preparations, and medical devices.	Pharmacy Logistics Unit
7.5 Recall of Raw Materials, Pharmaceutical Preparations, Medical Devices	7.5.1. Documenting data and processes of disposal of raw materials, pharmaceutical preparations, and medical devices.	Pharmacy Logistics Unit
	7.5.2 Documenting data and processes of disposal of raw materials, pharmaceutical preparations, and medical devices.	Pharmacy Logistics Unit
	7.5.3 Explaining the risks faced if recall is not carried out by the competent authorities.	Pharmacy Logistics Unit



Standards of Competency	Performance Indicator	Unit of Work
	7.5.4 Explaining how to retrieve distribution data for pharmaceutical preparations, such as patient names, contact details, purchase dates, and quantities purchased.	Pharmacy Logistics Unit
	7.5.5 Assessing the influence and impact of recalling raw materials, pharmaceutical preparations, and medical devices.	Pharmacy Logistics Unit
	7.5.6 Identifying healthcare professionals and related personnel to plan the recall of raw materials, pharmaceutical preparations, and medical devices.	Pharmacy Logistics Unit
	7.5.7 Explaining the procedure for recalling raw materials, pharmaceutical preparations, and medical devices, both mandatory and voluntary.	Pharmacy Logistics Unit
	7.5.8 Explaining important information to be disseminated to relevant parties.	Pharmacy Logistics Unit
	7.5.9 Conducting public information dissemination regarding the recall of raw materials, pharmaceutical preparations, and medical devices as needed.	Pharmacy Logistics Unit
	7.5.10 Documenting data and processes of recalling raw materials, pharmaceutical preparations, and medical devices.	Pharmacy Logistics Unit
7.6 Infrastructure Management	7.6.1 Explaining the process of analyzing data to obtain information necessary for controlling inventory of raw materials, pharmaceutical preparations, and medical devices.	Inpatient Pharmacy & PIO, Inpatient Unit, Outpatient Unit, Pharmacy Logistics Unit, IGD & HD, ICU, OK (Operating Room)
	7.6.2 Explaining the benefits of information technology in inventory control of raw materials, pharmaceutical preparations, and medical devices.	Inpatient Pharmacy & PIO, Inpatient Unit, Outpatient Unit, Pharmacy Logistics Unit, IGD & HD, ICU, OK (Operating Room)
	7.6.3 Explaining the relationship between position in the organizational structure and pharmacy service functions.	Inpatient Pharmacy & PIO, Inpatient Unit, Outpatient Unit, Pharmacy Logistics Unit, IGD & HD, ICU, OK (Operating Room)
	7.6.4 Developing and explaining the tasks, responsibilities, and authorities of each position in the organizational structure.	Inpatient Pharmacy & PIO, Inpatient Unit, Outpatient Unit, Pharmacy Logistics Unit, IGD & HD, ICU, OK (Operating Room)
	7.6.5. Explaining the qualifications required for specific positions in the organizational structure and their legal and competency requirements.	Inpatient Pharmacy & PIO, Inpatient Unit, Outpatient Unit, Pharmacy Logistics Unit, IGD & HD, ICU, OK (Operating Room)

Standards of Competency	Performance Indicator	Unit of Work
	7.6.6 Calculating human resource needs based on job types and volumes of work in their respective fields.	Inpatient Pharmacy & PIO, Inpatient Unit, Outpatient Unit, Pharmacy Logistics Unit, IGD & HD, ICU, OK (Operating Room)
	7.6.7 Explaining how to assess employees' understanding of their tasks and responsibilities, labor regulations, and workplace conditions affecting policies and activities.	Inpatient Pharmacy & PIO, Inpatient Unit, Outpatient Unit, Pharmacy Logistics Unit, Emergency Department & Hemodialysis, Intensive Care Unit, Operating Room
	7.6.8 Developing a human resource training program.	Inpatient Pharmacy & PIO, Inpatient Unit, Outpatient Unit, Pharmacy Logistics Unit, Emergency Department & Hemodialysis, Intensive Care Unit, Operating Room
	7.6.9 Analyzing financial data and interpreting financial reports.	Inpatient Pharmacy & PIO, Inpatient Unit, Outpatient Unit, Pharmacy Logistics Unit, IGD & HD, ICU, OK (Operating Room)
	7.6.10 Designing and implementing budgets effectively and transparently.	Inpatient Pharmacy & PIO, Inpatient Unit, Outpatient Unit, Pharmacy Logistics Unit, IGD & HD, ICU, OK (Operating Room)
	7.6.11 Designing and implementing budgets effectively and transparently.	Inpatient Pharmacy & PIO, Inpatient Unit, Outpatient Unit, Pharmacy Logistics Unit, IGD & HD, ICU, OK (Operating Room)
	7.6.12 Calculating and determining prices of raw materials, pharmaceutical preparations, and medical devices.	Pharmacy Logistics Unit
	7.6.13 Explaining tax systems related to pharmacy service facilities.	Pharmacy Logistics Unit
	7.6.14 Documenting infrastructure management activities.	Inpatient Pharmacy & PIO, Inpatient Unit, Outpatient Unit, Pharmacy Logistics Unit, IGD & HD, ICU, OK (Operating Room)
<b>8. Effective Communication</b>		
8.1 Communication Skills	8.1.1 Being open to sharing information with others.	Inpatient Pharmacy & PIO, Inpatient Unit, Outpatient Unit, Pharmacy Logistics Unit, IGD & HD, ICU, OK (Operating Room)
	8.1.2 Valuing the opinions and perspectives of others.	Inpatient Pharmacy & PIO, Inpatient Unit, Outpatient Unit, Pharmacy Logistics Unit, IGD & HD, ICU, OK (Operating Room)

Standards of Competency	Performance Indicator	Unit of Work
	8.1.3 Demonstrating sensitivity and concern for the needs, values, beliefs, and cultures of others.	Inpatient Pharmacy & PIO, Inpatient Unit, Outpatient Unit, Pharmacy Logistics Unit, IGD & HD, ICU, OK (Operating Room)
	8.1.4 Demonstrating sensitivity and concern for the needs, values, beliefs, and cultures of others.	Inpatient Pharmacy & PIO, Inpatient Unit, Outpatient Unit, Pharmacy Logistics Unit, IGD & HD, ICU, OK (Operating Room)
	8.1.5 Explaining opinions and conveying information verbally and non-verbally in a way that builds trust without causing anger, anxiety, or other detrimental effects.	Inpatient Pharmacy & PIO, Inpatient Unit, Outpatient Unit, Pharmacy Logistics Unit, IGD & HD, ICU, OK (Operating Room)
	8.1.6 Explaining how to maintain professionalism when communicating with patients, patient families, and/or other healthcare professionals.	Inpatient Pharmacy & PIO, Inpatient Unit, Outpatient Unit, Pharmacy Logistics Unit, Emergency Department & Hemodialysis, Intensive Care Unit, Operating Room
	8.1.7 Organizing information to convey ideas and opinions clearly.	Inpatient Pharmacy & PIO, Inpatient Unit, Outpatient Unit, Pharmacy Logistics Unit, IGD & HD, ICU, OK (Operating Room)
	8.1.8 Communicating information accurately and confidently, both verbally and non-verbally.	Inpatient Pharmacy & PIO, Inpatient Unit, Outpatient Unit, Pharmacy Logistics Unit, IGD & HD, ICU, OK (Operating Room)
	8.1.9 Clarifying and elaborating on ideas, opinions, and information to enhance understanding.	Inpatient Pharmacy & PIO, Inpatient Unit, Outpatient Unit, Pharmacy Logistics Unit, IGD & HD, ICU, OK (Operating Room)
	8.1.10 Actively contributing to pharmaceutical perspectives in decision-making and problem-solving.	Inpatient Pharmacy & PIO, Inpatient Unit, Outpatient Unit, Pharmacy Logistics Unit, IGD & HD, ICU, OK (Operating Room)
	8.1.11 Choosing terminology, style, and forms of verbal and non-verbal communication appropriate to the situation, communication material, and audience to maintain smooth and effective communication.	Inpatient Pharmacy & PIO, Inpatient Unit, Outpatient Unit, Pharmacy Logistics Unit, IGD & HD, ICU, OK (Operating Room)
	8.1.12 Asking relevant questions, listening attentively, responding to verbal and/or written cues, and if necessary, using an interpreter to clarify communication.	Inpatient Pharmacy & PIO, Inpatient Unit, Outpatient Unit, Pharmacy Logistics Unit, IGD & HD, ICU, OK (Operating Room)

Standards of Competency	Performance Indicator	Unit of Work
	8.1.13 Obtaining specific information needed for effective communication.	Inpatient Pharmacy & PIO, Inpatient Unit, Outpatient Unit, Pharmacy Logistics Unit, IGD & HD, ICU, OK (Operating Room)
	8.1.14 Explaining and demonstrating that written information provided has been understood.	Inpatient Pharmacy & PIO, Inpatient Unit, Outpatient Unit, Pharmacy Logistics Unit, IGD & HD, ICU, OK (Operating Room)
	8.1.15 Following up, asking questions, and/or using visual aids or other media to ensure that the communicated message has been received and understood.	Inpatient Pharmacy & PIO, Inpatient Unit, Outpatient Unit, Pharmacy Logistics Unit, IGD & HD, ICU, OK (Operating Room)
	8.1.16 Identifying and explaining conditions that require special communication, especially with patients and their families, such as cultural differences, language, emotional stress, deafness, blindness, mental decline, communication through third parties.	Inpatient Pharmacy & PIO, Inpatient Unit, Outpatient Unit, Pharmacy Logistics Unit, IGD & HD, ICU, OK (Operating Room)
	8.1.17 Applying active listening skills, such as asking for explanations in one's own language without blaming or demeaning.	Inpatient Pharmacy & PIO, Inpatient Unit, Outpatient Unit, Pharmacy Logistics Unit, IGD & HD, ICU, OK (Operating Room)
	8.1.18 Explaining the importance of responding to feedback to improve communication and build trust.	Inpatient Pharmacy & PIO, Inpatient Unit, Outpatient Unit, Pharmacy Logistics Unit, IGD & HD, ICU, OK (Operating Room)
	8.1.19 Responding to feedback and using it positively in the communication process.	Inpatient Pharmacy & PIO, Inpatient Unit, Outpatient Unit, Pharmacy Logistics Unit, IGD & HD, ICU, OK (Operating Room)
8.2 Communication Skills with Patients	8.2.1 Identifying and compiling a list of key obstacles to effective communication.	Inpatient Pharmacy, Inpatient Unit, Outpatient Unit, IGD & HD, ICU, OK (Operating Room)
	8.2.2 Explaining how these obstacles can be minimized.	Inpatient Pharmacy, Inpatient Unit, Outpatient Unit, IGD & HD, ICU, OK (Operating Room)
	8.2.3 Explaining greetings for patients in general (children, geriatrics, deaf, illiterate) and specific (chronic conditions, critical, coma, psychiatric, terminal).	Inpatient Pharmacy, Inpatient Unit, Outpatient Unit, IGD & HD, ICU, OK (Operating Room)
	8.2.4 Explaining things that should not be done/informed to patients personally.	Inpatient Pharmacy, Inpatient Unit, Outpatient Unit, IGD & HD, ICU, OK (Operating Room)

Standards of Competency	Performance Indicator	Unit of Work
	8.2.5 Explaining communication stages according to patient types (outpatient, inpatient).	Inpatient Pharmacy, Inpatient Unit, Outpatient Unit, IGD & HD, ICU, OK (Operating Room)
	8.2.6 Demonstrating cultural awareness and sensitivity.	Inpatient Pharmacy, Inpatient Unit, Outpatient Unit, IGD & HD, ICU, OK (Operating Room)
	8.2.7 Adjusting communication to meet the needs of patients.	Inpatient Pharmacy, Inpatient Unit, Outpatient Unit, IGD & HD, ICU, OK (Operating Room)
	8.2.8 Documenting communication activities with patients.	Inpatient Pharmacy, Inpatient Unit, Outpatient Unit, IGD & HD, ICU, OK (Operating Room)
8.3 Communication Skills with Healthcare Professionals	8.3.1. Explaining communication issues with related healthcare professionals.	Inpatient Pharmacy & PIO, Inpatient Unit, Outpatient Unit, Pharmacy Logistics Unit, Emergency Department & Hemodialysis, Intensive Care Unit, Operating Room
	8.3.2 Preparing communication materials for other healthcare professionals according to their breadth and depth of competence.	Inpatient Pharmacy & PIO, Inpatient Unit, Outpatient Unit, Pharmacy Logistics Unit, IGD & HD, ICU, OK (Operating Room)
	8.3.3 Explaining problem-solving in communication with healthcare professionals.	Inpatient Pharmacy & PIO, Inpatient Unit, Outpatient Unit, Pharmacy Logistics Unit, IGD & HD, ICU, OK (Operating Room)
	8.3.4 Communicating clearly, succinctly, and accurately when mentoring/tutoring.	Inpatient Pharmacy & PIO, Inpatient Unit, Outpatient Unit, Pharmacy Logistics Unit, IGD & HD, ICU, OK (Operating Room)
	8.3.5 Conducting effective communication with healthcare and social staff, supporting staff, patients, nurses, relatives, or clients, using language that is easily understood and ensuring patient understanding.	Inpatient Pharmacy & PIO, Inpatient Unit, Outpatient Unit, Pharmacy Logistics Unit, IGD & HD, ICU, OK (Operating Room)
	8.3.6 Using effective communication techniques to build relationships with patients, healthcare professionals, and/or pharmaceutical service volunteers verbally and in writing.	Inpatient Pharmacy & PIO, Inpatient Unit, Outpatient Unit, Pharmacy Logistics Unit, IGD & HD, ICU, OK (Operating Room)
	8.3.7 Documenting communication activities with healthcare professionals.	Inpatient Pharmacy & PIO, Inpatient Unit, Outpatient Unit, Pharmacy Logistics Unit, IGD & HD, ICU, OK (Operating Room)
8.4 Non-verbal Communication Skills	8.4.1 Explaining the parts and scope of medical records and medication records.	Inpatient Pharmacy, Inpatient Unit, Outpatient Unit, IGD & HD, ICU, OK (Operating Room)

Standards of Competency	Performance Indicator	Unit of Work
	8.4.2 Explaining the principles of medical record and medication record keeping.	Inpatient Pharmacy, Inpatient Unit, Outpatient Unit, IGD & HD, ICU, OK (Operating Room)
	8.4.3 Explaining the recording system in the creation of medical records and medication records.	Inpatient Pharmacy, Inpatient Unit, Outpatient Unit, IGD & HD, ICU, OK (Operating Room)
	8.4.4 Explaining the requirements for filling out medical records and medication records.	Inpatient Pharmacy, Inpatient Unit, Outpatient Unit, IGD & HD, ICU, OK (Operating Room)
	8.4.5 Applying Subjective Objective Assessment Plan (SOAP) or other methods in filling out patient medical records and medication records.	Inpatient Pharmacy, Inpatient Unit, Outpatient Unit, IGD & HD, ICU, OK (Operating Room)
<b>9. Organizational and Interpersonal Relationship Skills</b>		
9.1 Quality Assurance and Research in the Workplace	9.1.1 Distinguishing between quality assurance, quality control, and quality improvement.	Inpatient Pharmacy & PIO, Inpatient Unit, Outpatient Unit, Pharmacy Logistics Unit, IGD & HD, ICU, OK (Operating Room)
	9.1.2 Explaining the methodology and types of performance measurement indicators in quality assurance and quality improvement.	Inpatient Pharmacy & PIO, Inpatient Unit, Outpatient Unit, Pharmacy Logistics Unit, IGD & HD, ICU, OK (Operating Room)
	9.1.3 Developing Standard Operating Procedures (SOP).	Inpatient Pharmacy & PIO, Inpatient Unit, Outpatient Unit, Pharmacy Logistics Unit, IGD & HD, ICU, OK (Operating Room)
	9.1.4 Explaining activities to maintain and improve the quality of pharmaceutical services that can or have been followed.	Inpatient Pharmacy & PIO, Inpatient Unit, Outpatient Unit, Pharmacy Logistics Unit, IGD & HD, ICU, OK (Operating Room)
	9.1.5 Explaining the changes that occur as a direct result of quality improvement activities.	Inpatient Pharmacy & PIO, Inpatient Unit, Outpatient Unit, Pharmacy Logistics Unit, IGD & HD, ICU, OK (Operating Room)
	9.1.6 Applying research findings (including pre-clinical trial results, clinical trials, clinical experiments, and risk analysis), and explaining their benefits and risks.	Inpatient Pharmacy & PIO, Inpatient Unit, Outpatient Unit, Pharmacy Logistics Unit, IGD & HD, ICU, OK (Operating Room)
	9.1.7 Conducting quality audits to ensure that services meet local and national standards and specifications.	Inpatient Pharmacy & PIO, Inpatient Unit, Outpatient Unit, Pharmacy Logistics Unit, IGD & HD, ICU, OK (Operating Room)

Standards of Competency	Performance Indicator	Unit of Work
	9.1.8 Ensuring that quality control tests are properly conducted and managed.	Inpatient Pharmacy & PIO, Inpatient Unit, Outpatient Unit, Pharmacy Logistics Unit, IGD & HD, ICU, OK (Operating Room)
	9.1.9 Ensuring that pharmaceutical preparations and medical devices managed are genuine and meet quality standards.	Inpatient Pharmacy & PIO, Inpatient Unit, Outpatient Unit, Pharmacy Logistics Unit, IGD & HD, ICU, OK (Operating Room)
	9.1.10 Identifying, analyzing, and evaluating evidence-based data or information to improve the use of pharmaceutical preparations and the quality of pharmaceutical services.	Inpatient Pharmacy & PIO, Inpatient Unit, Outpatient Unit, Pharmacy Logistics Unit, IGD & HD, ICU, OK (Operating Room)
	9.1.11 Implementing, executing, and maintaining pharmacovigilance reporting systems, including Adverse Drug Reaction (ADR) reports.	Inpatient Pharmacy & PIO, Inpatient Unit, Outpatient Unit, Pharmacy Logistics Unit, IGD & HD, ICU, OK (Operating Room)
9.2 Work Planning and Time Management	9.2.1 Explaining good time management, which involves being punctual, effective, and efficient in work.	Inpatient Pharmacy & PIO, Inpatient Unit, Outpatient Unit, Pharmacy Logistics Unit, IGD & HD, ICU, OK (Operating Room)
	9.2.2 Explaining task priorities related to established work goals and targets.	Inpatient Pharmacy & PIO, Inpatient Unit, Outpatient Unit, Pharmacy Logistics Unit, IGD & HD, ICU, OK (Operating Room)
	9.2.3 Allocating time related to workload and task priorities.	Inpatient Pharmacy & PIO, Inpatient Unit, Outpatient Unit, Pharmacy Logistics Unit, IGD & HD, ICU, OK (Operating Room)
	9.2.4 Identifying task components that can be delegated to other staff/personnel.	Inpatient Pharmacy & PIO, Inpatient Unit, Outpatient Unit, Pharmacy Logistics Unit, IGD & HD, ICU, OK (Operating Room)
	9.2.5 Recognizing situations that require additional information or consultation from experts to complete tasks.	Inpatient Pharmacy & PIO, Inpatient Unit, Outpatient Unit, Pharmacy Logistics Unit, IGD & HD, ICU, OK (Operating Room)
	9.2.6 Adhering to previously prepared schedules for task completion.	Inpatient Pharmacy & PIO, Inpatient Unit, Outpatient Unit, Pharmacy Logistics Unit, IGD & HD, ICU, OK (Operating Room)

Standards of Competency	Performance Indicator	Unit of Work
	9.2.7 Documenting the design of activities and task implementation.	Inpatient Pharmacy & PIO, Inpatient Unit, Outpatient Unit, Pharmacy Logistics Unit, IGD & HD, ICU, OK (Operating Room)
9.3 Optimizing Personal Contributions to Work	9.3.1 Explaining the organizational structure of the workplace.	Inpatient Pharmacy & PIO, Inpatient Unit, Outpatient Unit, Pharmacy Logistics Unit, IGD & HD, ICU, OK (Operating Room)
	9.3.2 Verifying the scope of roles and responsibilities within the organization.	Inpatient Pharmacy & PIO, Inpatient Unit, Outpatient Unit, Pharmacy Logistics Unit, IGD & HD, ICU, OK (Operating Room)
	9.3.3 Participating in creating a conducive work environment.	Inpatient Pharmacy & PIO, Inpatient Unit, Outpatient Unit, Pharmacy Logistics Unit, IGD & HD, ICU, OK (Operating Room)
	9.3.4 Identifying resource needs to complete tasks according to priority scales.	Inpatient Pharmacy & PIO, Inpatient Unit, Outpatient Unit, Pharmacy Logistics Unit, IGD & HD, ICU, OK (Operating Room)
	9.3.5 Sorting the use of necessary information, guidelines, and instructions to support task completion.	Inpatient Pharmacy & PIO, Inpatient Unit, Outpatient Unit, Pharmacy Logistics Unit, IGD & HD, ICU, OK (Operating Room)
	9.3.6 Explaining the relationship between policies, work, and work procedures with legal regulations.	Inpatient Pharmacy & PIO, Inpatient Unit, Outpatient Unit, Pharmacy Logistics Unit, IGD & HD, ICU, OK (Operating Room)
	9.3.7 Measuring one's own performance.	Inpatient Pharmacy & PIO, Inpatient Unit, Outpatient Unit, Pharmacy Logistics Unit, IGD & HD, ICU, OK (Operating Room)
	9.3.8 Following up on the evaluation of one's own performance measurements.	Inpatient Pharmacy & PIO, Inpatient Unit, Outpatient Unit, Pharmacy Logistics Unit, IGD & HD, ICU, OK (Operating Room)
9.4 Teamwork	9.4.1 Providing reasonable feedback within the team.	Inpatient Pharmacy & PIO, Inpatient Unit, Outpatient Unit, Pharmacy Logistics Unit, IGD & HD, ICU, OK (Operating Room)



Standards of Competency	Performance Indicator	Unit of Work
	9.4.2 Using notes and documents to communicate important matters as follow-ups and/or to provide information to staff or officers.	Inpatient Pharmacy & PIO, Inpatient Unit, Outpatient Unit, Pharmacy Logistics Unit, IGD & HD, ICU, OK (Operating Room)
	9.4.3 Explaining the responsibilities of each team member related to their job type.	Inpatient Pharmacy & PIO, Inpatient Unit, Outpatient Unit, Pharmacy Logistics Unit, IGD & HD, ICU, OK (Operating Room)
	9.4.4 Identifying and/or explaining situations where one's work affects others in the workplace.	Inpatient Pharmacy & PIO, Inpatient Unit, Outpatient Unit, Pharmacy Logistics Unit, IGD & HD, ICU, OK (Operating Room)
	9.4.5 Demonstrating positive behavior when collaborating with team members.	Inpatient Pharmacy & PIO, Inpatient Unit, Outpatient Unit, Pharmacy Logistics Unit, IGD & HD, ICU, OK (Operating Room)
	9.4.6 Providing examples of peer mentoring in task execution.	Inpatient Pharmacy & PIO, Inpatient Unit, Outpatient Unit, Pharmacy Logistics Unit, IGD & HD, ICU, OK (Operating Room)
	9.4.7 Maintaining collaborative relationships and mutual respect with peers, healthcare professionals, other professional staff, families, or caregivers in order to provide specific patient care.	Inpatient Pharmacy & PIO, Inpatient Unit, Outpatient Unit, Pharmacy Logistics Unit, IGD & HD, ICU, OK (Operating Room)
9.5 Building Self-Confidence	9.5.1 Identifying requests, and approving or rejecting inappropriate requests.	Inpatient Pharmacy & PIO, Inpatient Unit, Outpatient Unit, Pharmacy Logistics Unit, IGD & HD, ICU, OK (Operating Room)
	9.5.2 Being accountable for the appropriateness of requests.	Inpatient Pharmacy & PIO, Inpatient Unit, Outpatient Unit, Pharmacy Logistics Unit, IGD & HD, ICU, OK (Operating Room)
	9.5.3 Explaining the inappropriateness of requests.	Inpatient Pharmacy & PIO, Inpatient Unit, Outpatient Unit, Pharmacy Logistics Unit, IGD & HD, ICU, OK (Operating Room)
	9.5.4 Creating alternative options that must be taken to achieve the set goals.	Inpatient Pharmacy & PIO, Inpatient Unit, Outpatient Unit, Pharmacy Logistics Unit, IGD & HD, ICU, OK (Operating Room)

Standards of Competency	Performance Indicator	Unit of Work
	9.5.5 Clearly and concisely explaining the position, role, and responsibilities of pharmacists in the workplace.	Inpatient Pharmacy & PIO, Inpatient Unit, Outpatient Unit, Pharmacy Logistics Unit, IGD & HD, ICU, OK (Operating Room)
	9.5.6 Demonstrating the position, role, and responsibilities of pharmacists in changing others' behavior.	Inpatient Pharmacy & PIO, Inpatient Unit, Outpatient Unit, Pharmacy Logistics Unit, IGD & HD, ICU, OK (Operating Room)
9.6 Problem Solving	9.6.1 Identifying, analyzing, and explaining the causes or contributing factors of problems.	Inpatient Pharmacy & PIO, Inpatient Unit, Outpatient Unit, Pharmacy Logistics Unit, IGD & HD, ICU, OK (Operating Room)
	9.6.2 Explaining the use of several techniques such as checklists, cause-and-effect diagrams, and Pareto charts, to assist in problem-solving.	Inpatient Pharmacy & PIO, Inpatient Unit, Outpatient Unit, Pharmacy Logistics Unit, IGD & HD, ICU, OK (Operating Room)
	9.6.3 Explaining systematic problem-solving plans.	Inpatient Pharmacy & PIO, Inpatient Unit, Outpatient Unit, Pharmacy Logistics Unit, IGD & HD, ICU, OK (Operating Room)
	9.6.4 Identifying and involving relevant parties to solve problems.	Inpatient Pharmacy & PIO, Inpatient Unit, Outpatient Unit, Pharmacy Logistics Unit, IGD & HD, ICU, OK (Operating Room)
	9.6.5 Encouraging and accepting input from others openly to solve problems.	Inpatient Pharmacy & PIO, Inpatient Unit, Outpatient Unit, Pharmacy Logistics Unit, IGD & HD, ICU, OK (Operating Room)
	9.6.6 Documenting problems, contributing factors, and alternative options for problem-solving.	Inpatient Pharmacy & PIO, Inpatient Unit, Outpatient Unit, Pharmacy Logistics Unit, IGD & HD, ICU, OK (Operating Room)
	9.6.7 Explaining the importance of monitoring processes and discussing goal achievement evaluations for problem resolution.	Inpatient Pharmacy & PIO, Inpatient Unit, Outpatient Unit, Pharmacy Logistics Unit, IGD & HD, ICU, OK (Operating Room)
	9.6.8 Explaining the monitoring process with clear metrics that indicate problem resolution.	Inpatient Pharmacy & PIO, Inpatient Unit, Outpatient Unit, Pharmacy Logistics Unit, IGD & HD, ICU, OK (Operating Room)

Standards of Competency	Performance Indicator	Unit of Work
	9.6.9 Showing how monitoring results are used to improve subsequent activities.	Inpatient Pharmacy & PIO, Inpatient Unit, Outpatient Unit, Pharmacy Logistics Unit, IGD & HD, ICU, OK (Operating Room)
9.7 Conflict Management	9.7.1 Identifying signs of conflict (e.g., low morale, low discipline, absenteeism, service errors, aggressive behavior, uncooperative attitudes) before causing side effects.	Inpatient Pharmacy & PIO, Inpatient Unit, Outpatient Unit, Pharmacy Logistics Unit, IGD & HD, ICU, OK (Operating Room)
	9.7.2 Identifying the root causes of issues and who is involved in the conflict.	Inpatient Pharmacy & PIO, Inpatient Unit, Outpatient Unit, Pharmacy Logistics Unit, IGD & HD, ICU, OK (Operating Room)
	9.7.3 Explaining the incidents and sources of conflict without blaming the involved parties.	Inpatient Pharmacy & PIO, Inpatient Unit, Outpatient Unit, Pharmacy Logistics Unit, IGD & HD, ICU, OK (Operating Room)
	9.7.4 Explaining effective approach strategies for resolving workplace conflicts, e.g., collaborative problem-solving, mediation systems, win-win negotiation, and identification of agreement-based outcomes.	Inpatient Pharmacy & PIO, Inpatient Unit, Outpatient Unit, Pharmacy Logistics Unit, IGD & HD, ICU, OK (Operating Room)
	9.7.5 Determining the appropriate method for resolving a conflict or issue in the workplace.	Inpatient Pharmacy & PIO, Inpatient Unit, Outpatient Unit, Pharmacy Logistics Unit, IGD & HD, ICU, OK (Operating Room)
	9.7.6 Using communication skills and/or other strategic skills confidently.	Inpatient Pharmacy & PIO, Inpatient Unit, Outpatient Unit, Pharmacy Logistics Unit, IGD & HD, ICU, OK (Operating Room)
	9.7.7 Documenting the problems and resolution actions taken.	Inpatient Pharmacy & PIO, Inpatient Unit, Outpatient Unit, Pharmacy Logistics Unit, IGD & HD, ICU, OK (Operating Room)
9.8 Service Improvement	9.8.1 Identifying needs, developing plans, and implementing new services as required locally.	Inpatient Pharmacy & PIO, Inpatient Unit, Outpatient Unit, Pharmacy Logistics Unit, IGD & HD, ICU, OK (Operating Room)
	9.8.2 Identifying, resolving, following up, and preventing medicines-related problems.	Inpatient Pharmacy & PIO, Inpatient Unit, Outpatient Unit, Pharmacy Logistics Unit, IGD & HD, ICU, OK (Operating Room)

Standards of Competency	Performance Indicator	Unit of Work
	9.8.3 Documenting data/information on medicines-related problems, resolution actions, and prevention efforts made.	Inpatient Pharmacy & PIO, Inpatient Unit, Outpatient Unit, Pharmacy Logistics Unit, IGD & HD, ICU, OK (Operating Room)
9.9 Workplace Management	9.9.1 Paying attention to and managing day-to-day management issues.	Inpatient Pharmacy & PIO, Inpatient Unit, Outpatient Unit, Pharmacy Logistics Unit, IGD & HD, ICU, OK (Operating Room)
	9.9.2 Demonstrating the ability to make accurate decisions and assessments carefully.	Inpatient Pharmacy & PIO, Inpatient Unit, Outpatient Unit, Pharmacy Logistics Unit, IGD & HD, ICU, OK (Operating Room)
	9.9.3 Ensuring activity schedules are appropriately designed and managed.	Inpatient Pharmacy & PIO, Inpatient Unit, Outpatient Unit, Pharmacy Logistics Unit, IGD & HD, ICU, OK (Operating Room)
	9.9.4 Ensuring work hours are designed and managed appropriately.	Inpatient Pharmacy & PIO, Inpatient Unit, Outpatient Unit, Pharmacy Logistics Unit, IGD & HD, ICU, OK (Operating Room)
	9.9.5 Recognizing and managing pharmacy resources.	Inpatient Pharmacy & PIO, Inpatient Unit, Outpatient Unit, Pharmacy Logistics Unit, IGD & HD, ICU, OK (Operating Room)
	9.9.6 Documenting workplace problem findings, resolution actions, and prevention efforts taken.	Inpatient Pharmacy & PIO, Inpatient Unit, Outpatient Unit, Pharmacy Logistics Unit, IGD & HD, ICU, OK (Operating Room)
<b>10. Scientific Basis and Self-Competence Enhancement</b>		
10.1 Scientific Basis of Pharmaceutical Practice	10.1.1 Mastering the theory, methods, and applications of pharmaceutical science and technology (pharmaceutics, pharmaceutical chemistry, pharmacognosy, pharmacology), basic biomedical principles, pharmaceutical calculation principles, pharmacotherapy, and pharmaceutical care.	Inpatient Pharmacy & PIO, Inpatient Unit, Outpatient Unit, Pharmacy Logistics Unit, IGD & HD, ICU, OK (Operating Room)
	10.1.2 Being able to apply biopharmaceutical, behavioral, social, and clinical principles in pharmaceutical practice.	Inpatient Pharmacy & PIO, Inpatient Unit, Outpatient Unit, Pharmacy Logistics Unit, IGD & HD, ICU, OK (Operating Room)
	10.1.3 Possessing necessary skills beyond their knowledge scope.	Inpatient Pharmacy & PIO, Inpatient Unit, Outpatient Unit, Pharmacy Logistics Unit, IGD & HD, ICU, OK (Operating Room)

Standards of Competency	Performance Indicator	Unit of Work
	10.1.4 Having the ability to conduct research, particularly in evidence-based data/information development.	Inpatient Pharmacy & PIO, Inpatient Unit, Outpatient Unit, Pharmacy Logistics Unit, IGD & HD, ICU, OK (Operating Room)
	10.1.5 Being able to critically analyze encountered problems in pharmaceutical practice, formulate reports/thoughts/recommendations for professional development, and effectively communicate them in various media to the public.	Inpatient Pharmacy & PIO, Inpatient Unit, Outpatient Unit, Pharmacy Logistics Unit, IGD & HD, ICU, OK (Operating Room)
	10.1.6 Able to contribute to the evaluation or development of national pharmacy policies to improve education and pharmaceutical practice quality.	Inpatient Pharmacy & PIO, Inpatient Unit, Outpatient Unit, Pharmacy Logistics Unit, IGD & HD, ICU, OK (Operating Room)
10.2 Self-awareness and Self-Development	10.2.1 Documenting Continuous Professional Development (CPD) activities conducted.	Inpatient Pharmacy & PIO, Inpatient Unit, Outpatient Unit, Pharmacy Logistics Unit, IGD & HD, ICU, OK (Operating Room)
	10.2.2 Maintaining and developing professional networks, e.g., with mentors.	Inpatient Pharmacy & PIO, Inpatient Unit, Outpatient Unit, Pharmacy Logistics Unit, IGD & HD, ICU, OK (Operating Room)
	10.2.3 Evaluating up-to-date knowledge and skills.	Inpatient Pharmacy & PIO, Inpatient Unit, Outpatient Unit, Pharmacy Logistics Unit, IGD & HD, ICU, OK (Operating Room)
	10.2.4 Evaluating the learning that has been carried out	Inpatient Pharmacy & PIO, Inpatient Unit, Outpatient Unit, Pharmacy Logistics Unit, IGD & HD, ICU, OK (Operating Room)
	10.2.5 Identifying skills needed to conduct professional practice beyond their knowledge scope.	Inpatient Pharmacy & PIO, Inpatient Unit, Outpatient Unit, Pharmacy Logistics Unit, IGD & HD, ICU, OK (Operating Room)
	10.2.6 Recognizing personal limitations and devising plans to overcome them.	Inpatient Pharmacy & PIO, Inpatient Unit, Outpatient Unit, Pharmacy Logistics Unit, IGD & HD, ICU, OK (Operating Room)
	10.2.7 Participating in CPD activities to address personal limitations.	Inpatient Pharmacy & PIO, Inpatient Unit, Outpatient Unit, Pharmacy Logistics Unit, IGD & HD, ICU, OK (Operating Room)

Standards of Competency	Performance Indicator	Unit of Work
	10.2.8 Reflecting on self-development outcomes in performance.	Inpatient Pharmacy & PIO, Inpatient Unit, Outpatient Unit, Pharmacy Logistics Unit, IGD & HD, ICU, OK (Operating Room)
10.3 Lifelong Learning and Contribution to Professional Advancement	10.3.1 Actively following scientific and technological developments as well as pharmaceutical practice developments in various scientific media.	Inpatient Pharmacy & PIO, Inpatient Unit, Outpatient Unit, Pharmacy Logistics Unit, IGD & HD, ICU, OK (Operating Room)
	10.3.2 Reviewing and discussing advancements in science and technology as well as pharmaceutical research results to enhance professionalism in service delivery.	Inpatient Pharmacy & PIO, Inpatient Unit, Outpatient Unit, Pharmacy Logistics Unit, IGD & HD, ICU, OK (Operating Room)
	10.3.3 Participating in government and/or professional organization programs to maintain professional competence and professional development.	Inpatient Pharmacy & PIO, Inpatient Unit, Outpatient Unit, Pharmacy Logistics Unit, IGD & HD, ICU, OK (Operating Room)
	10.3.4 Writing about pharmacy and getting published.	Inpatient Pharmacy & PIO, Inpatient Unit, Outpatient Unit, Pharmacy Logistics Unit, IGD & HD, ICU, OK (Operating Room)
	10.3.5 Participating in pharmaceutical research, especially evidence-based data/information development.	Inpatient Pharmacy & PIO, Inpatient Unit, Outpatient Unit, Pharmacy Logistics Unit, IGD & HD, ICU, OK (Operating Room)
	10.3.6 Following the latest competency standards and pharmaceutical standards to achieve and maintain the highest professional competency standards.	Inpatient Pharmacy & PIO, Inpatient Unit, Outpatient Unit, Pharmacy Logistics Unit, IGD & HD, ICU, OK (Operating Room)
	10.3.7 Building learning and self-development processes for pharmacist peers, pharmacist candidates, and other health professionals in the workplace.	Inpatient Pharmacy & PIO, Inpatient Unit, Outpatient Unit, Pharmacy Logistics Unit, IGD & HD, ICU, OK (Operating Room)
10.4 Use of Technology for Professional Development	10.4.1 Keeping up with the latest technology developments in pharmacy and information and communication technology.	Inpatient Pharmacy & PIO, Inpatient Unit, Outpatient Unit, Pharmacy Logistics Unit, IGD & HD, ICU, OK (Operating Room)
	10.4.2 Using the latest technology to achieve and maintain professional competency standards.	Inpatient Pharmacy & PIO, Inpatient Unit, Outpatient Unit, Pharmacy Logistics Unit, IGD & HD, ICU, OK (Operating Room)

Standards of Competency	Performance Indicator	Unit of Work
	10.4.3 Analyzing the usefulness of technology and its relevance to pharmaceutical practice.	Inpatient Pharmacy & PIO, Inpatient Unit, Outpatient Unit, Pharmacy Logistics Unit, IGD & HD, ICU, OK (Operating Room)