

2011 Guide to PSA Programs

A message from the President



The introduction of the National Registration and Accreditation Scheme in 2010 has mandated Continuing Professional Development for pharmacists and other health professionals.

PSA has long maintained that it is an ongoing and indisputable responsibility for pharmacists to continually maintain and grow their professional practice as an essential aspect of their career, and the primary means of achieving this is through participation in CPD programs and activities.

To ensure pharmacists meet this responsibility and comply with NRAS requirements, PSA has developed a wide range of CPD offerings which help pharmacists to develop and improve their knowledge and skills base, and in so doing improve their practice environment.

PSA's CPD activities are developed and tailored to the particular practice and professional needs of pharmacists in all sectors of the profession.

PSA has supported the development of pharmacists as health professionals for many years but in 2011 these CPD programs have been aligned with the NRAS requirements to facilitate compliance by pharmacists while also meeting their business and practice needs.

The CPD offering also helps to consolidate pharmacists' role in implementing professional services and performing unique interventions to assist consumers in achieving optimal medication management. The signing of the Fifth Community Pharmacy Agreement saw the introduction of two new professional services, Medicines Use Reviews and Clinical Interventions, both of which offer huge scope for

pharmacist who have the required skills – skills which can be accessed through PSA programs.

The new Community Pharmacy Agreement programs are evidence that sustainable implementation of health-care services are moving pharmacy more towards a model centered on medicine supply to one focusing on health-care service provision.

PSA Practice support assists pharmacists to identify tailored solutions for implementing sustainable health-care services in their particular practice.

PSA helps and equips pharmacists respond to this shift and this publication brings together the entire scope of PSA's professional development and practice support offering for 2011 in the one guide.

The guide, used alongside individual Branch calendars, is designed to give PSA members an easy-to-access reference of what is available, where it is available and when it is available.

I am confident pharmacists will use this guide as their primary reference source when deciding on courses to undertake and planning them to suit their own particular requirements.

A handwritten signature in black ink, reading 'Warwick Plunkett'.

Warwick Plunkett

*President, Pharmaceutical
Society of Australia*

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About the Pharmaceutical Society of Australia

The Pharmaceutical Society of Australia (PSA) represents the professional interests of pharmacists across Australia and provides its 13,500-plus members with standards of practice, education, training and practice support aimed at helping the profession to deliver the highest quality health care to consumers.

The PSA supports pharmacists' commitment to the highest standards of patient care and continuing professional education, and represents them and their role as frontline health professionals. PSA's primary role is to provide practice improvement through initial and ongoing education, training and practice support.

The society is the leading advocacy organisation for pharmacists and actively sets about influencing attitudes, opinions and policies through representation, networking, consultation, continuing education, practice support, standards, guidelines and a range of publications and health promotion programs and resources.

*Liesel Wett, Chief Executive
Officer, Pharmaceutical
Society of Australia*

Member benefits at a glance

	Member benefits	Cost to members	Cost to non-members
In print	Australian Pharmacist journal – 12 monthly issues	FREE	\$180
	Annual Gold Questionnaire	FREE	No access
	Essential CPE – Distance learning modules distributed every four months	FREE	No access
	Books and publications – Extensive range of titles	Listed prices	30% premium on member prices
Online	e-lectures and podcasts – 4 bite-sized online modules every month	FREE	No access
	Complementary medicines online program – Herb-specific modules released every month	FREE	No access
Face to face	Evening lectures	FREE	\$75 per lecture
	Courses and workshops	Various \$	75% premium on member prices
	Conferences	Various \$	Premium on member prices
Practice support tools and resources	Resource centre	Various \$	Premium on member prices
	Health promotion presentations	FREE	No access
	Quality Use of Medicines (QUM) kits	Various \$	Premium on member prices
	In-pharmacy support	Various \$	Premium on member prices
Advocacy and communication	PSA e-news – Distributed weekly	FREE	No access
	Facebook – PSA page – Early career pharmacist page – Updated on a regular basis	FREE	Benefits all pharmacists
	Representation to Government – PSA operates at both a State and National level and represents all pharmacists. With an established Branch network and a National office in Canberra, when PSA talks, it talks on behalf of over 13,500 pharmacists.	Benefits all pharmacists	Benefits all pharmacists
Policy	Standards and guidelines – Standards underpin the practice of all pharmacists, and can apply to the individual (competency standards) or the systems and procedures required to deliver a quality service (practice standards) – Professional guidelines provide advice or guidance on process issues, desired behaviour of good practice, and how duties and responsibilities may be best fulfilled.	Standards: FREE Guidelines: FREE	Standards: FREE Guidelines: No access (some exceptions)



Pursuing excellence

As health professionals, pharmacists have a fundamental ethical requirement to maintain competence throughout their careers.

PSA has been supporting the development of pharmacists as professionals and their practice, and has supported the general principles of professional development and practice improvement within its programs, for many years.

From 1 July 2010, the Pharmacy Board of Australia introduced mandatory continuing professional development (CPD) requirements for all pharmacists in Australia. The Pharmacy Board CPD standard and guidelines can be accessed at www.pharmacyboard.gov.au. PSA has worked with the Pharmacy Board of Australia to ensure your 2011 program supports you to meet your professional obligations.

Continuing professional development

... is more than just participation in continuing education which, on its own, does not necessarily lead to positive changes in professional practice or improved healthcare outcomes.

... is an ongoing, cyclical process of continuous quality improvement by which individual pharmacists seek to maintain and enhance their competence in both current duties and anticipated future service developments.



... involves individuals actively managing the process of conducting a self appraisal, developing a personalised learning plan, participating in relevant educational activities, implementing new knowledge/skills in practice and evaluating the outcome.

Practice support

Pharmacy and pharmacists are well placed to implement interventions and professional services that will assist patients in optimising their health. Some areas in which pharmacies are able to provide professional services include dispensing and counselling, health promotion and information, medication management, screening and disease state management. In Australia, pharmacists are at various stages of implementing these services and may require different levels of support to aid their transition to the role of service providers.

The Practice Support unit of PSA offers pharmacists and pharmacy staff practical solutions and assistance to support them in the shift toward improved professional practice,

and increased implementation of professional services. Practice Support programs are designed to be practical and to assist pharmacists in overcoming problems and issues, often taking into account both business and practice aspects in tandem.

Practice support programs are helping pharmacists become equipped to successfully deliver, implement and maintain professional pharmacy services by developing education and support programs and tools to assist pharmacists to understand, interpret and put into practice professional standards and guidelines.

Practice Support programs and tools help pharmacists and staff with:

- sustainable implementation of professional services;
- shifting their pharmacy practice from a focus on product supply to providing health care services;
- self-reflection of their performance against the appropriate standards and guidelines of professional conduct and competence;
- promoting QUM and health management.

Pharmacy Board of Australia requirements

CPD activities should be:

1. **Relevant** to the scope of your role as a provider of pharmacy services
2. Be of **significant intellectual or practical content** and deal primarily with matters directly related to your practice of pharmacy
3. Meet the Pharmacy Board of Australia's requirement for **CPD credits**.

Meeting the Board requirements with PSA

This guide contains a description of programs planned for delivery by PSA through 2011. It includes programs relevant for pharmacists across all areas of practice, as well as activities for pharmacy support staff in community pharmacies.

Use this guide alongside your Branch's unique 2011 calendar. This calendar outlines the activities available in your area. If a certain course is not being offered in your area, don't despair. Why not plan a study trip and attend a course run in a holiday destination for a tax-deductible holiday? If that is not an option for you, talk to your Branch and let them know what programs interest you so they can tailor their program to member needs.

Branch calendars will be distributed with *Australian Pharmacist* in January 2011 and can be found at www.psa.org.au

1. Ensure relevance with a personal learning plan

Personal learning plans encourage learning consistent with the individual's professional role. By reflecting on your current practice and identifying your own learning needs, you can formulate a plan to meet your requirements.

Identifying learning needs could involve assessing your own competence against the competency standards for the area of pharmacy in which you work, or self-assessing against the quality standards. It also involves reflecting on your everyday practice to highlight areas of interest, as well as any deficiencies in your professional practice.

Ask yourself:

- Will this improve my practice as a pharmacist?
- Will I be able to use this information in practice?
- Will this prepare me for new/future roles as a pharmacist?

Once your needs are determined, you can plan how to undertake the required learning, as well as reviewing your activities to determine whether the desired outcomes have been achieved.

2. Ensure content is credible and related to pharmacy practice

If the CPD activity is **accredited by an authorised provider**, the Pharmacy Board of Australia will accept that the activity has been reviewed for its educational quality and for its relevance to a pharmacist's practice.

If a CPD activity is **not accredited by an authorised provider**, you will need to assess potential activities for suitability and relevance. You will also need to determine whether individual learning needs will be addressed by undertaking these activities. Consider the answers to the following questions, do they:

- have a significant patient care focus;
- demonstrate high clinical and ethical standards;
- reflect accepted practice based on critical appraisal of scientific literature;
- allow adequate time for discussion and questions;
- demonstrate significant relevancy to the practice of pharmacy?

The CPD activities you choose should come from a variety of activity types (e.g. lectures, workshops, discussion groups, web-based programs, research and preparation of articles for pharmacy publications, review of professional journals).

It is preferable that you choose a variety of CPD activities and if possible choose some CPD activities that include interaction with peers.

3. Ensure required CPD credits are completed

CPD credits are used as an indicator of your commitment to ongoing professional development and practice improvement.

Registered pharmacists are required to complete:

- 20 CPD credits for the 12 month period ending 30 September 2011
- 30 CPD credits for the 12 month period ending 30 September 2012
- 40 CPD credits for the 12 month period ending 30 September 2013.

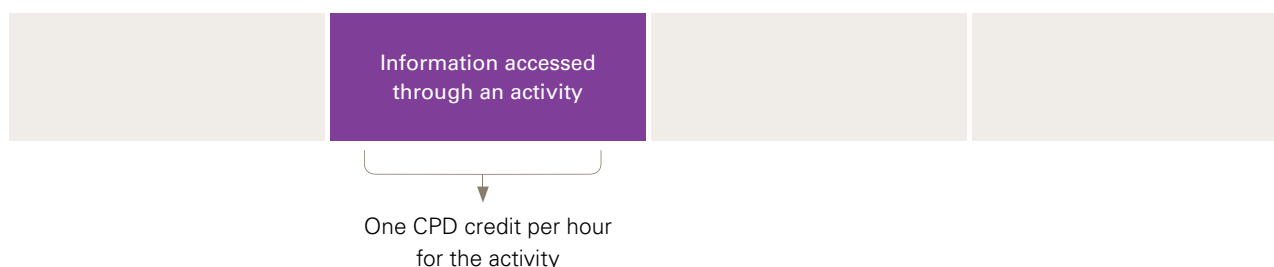
The Board classifies CPD activities and allocates CPD credits according to three groups. These groups have been developed to encourage pharmacists to take a more active role in lifelong learning.

Activities that address pre-identified learning needs and that result in improved practice are weighted with more CPD credits, recognising the greater value likely to be achieved from these activities to the individual's performance. CPD credits for an activity can therefore be calculated by multiplying the number of hours

(i.e. the time spent accessing information through an activity) by the Group (1, 2, or 3, depending on the potential to impact on performance or practice).

PSA has developed a 'building block' approach to help pharmacists allocate CPD credits consistently and in accordance with the Pharmacy Board of Australia's guidelines. All PSA activities and activities accredited by PSA will promote the CPD credit value which will have been determined according to this system.

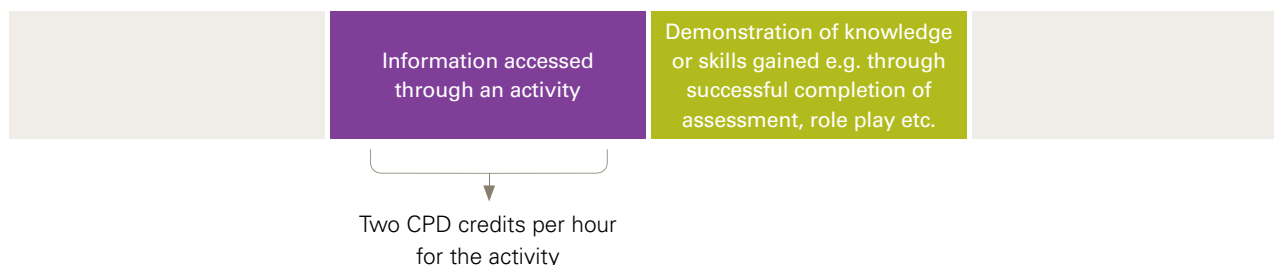
Group 1 – Information accessed (without assessment)



* Not more than 50% of the annual CPD credits required for renewal of registration can be claimed by undertaking Group 1 CPD activities.

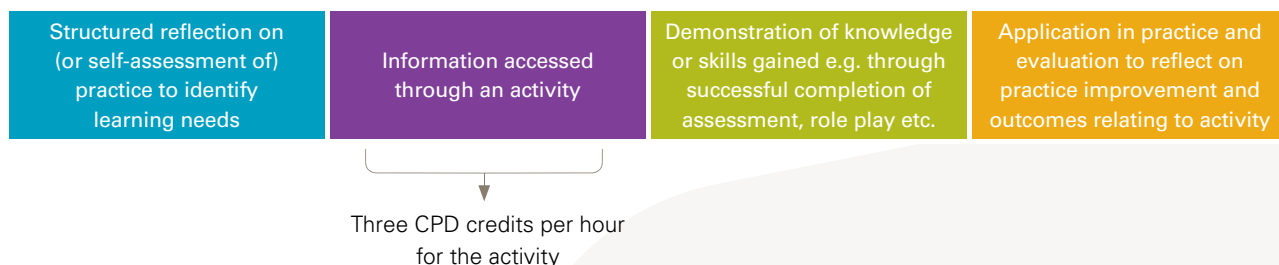
Examples of activities	How do I record this?
	(Note: For each activity, you must record date of activity, source of provider, type of activity, topics covered, accreditation status and CPD credits)
Attend a didactic lecture	PSA and PSA-accredited lectures will be automatically recorded for members on their PSA CPD&PI personal record. Other lectures can be self-recorded on your PSA CPD&PI personal record through the PSA website.
Conference attendance	Attendance at PAC, as well as PSA-accredited conferences will be automatically recorded for members on their PSA CPD&PI personal record. Attendance at other conferences can be self-recorded on your PSA CPD&PI personal record through the PSA website.
Reading journals	Time spent reading journals can be self-recorded on your PSA CPD&PI personal record through the PSA website. Note: Successful completion of assessments in journals such as <i>Australian Pharmacist</i> will make your journal reading a Group 2 activity.

Group 2 – Knowledge or skills improved (with assessment)



Examples of activities	How do I record this? (Note: For each activity, you must record date of activity, source of provider, type of activity, topics covered, accreditation status and CPD credits)
Attend a lecture, or view an online lecture, and complete an assessment	Some PSA lectures will provide you the opportunity to complete an assessment to demonstrate knowledge or skills gained. These activities will be automatically recorded for members on their PSA CPD&PI personal record. Other assessed lectures can be self-recorded on your PSA CPD&PI personal record through the PSA website.
Attend a small group, interactive workshop	Some PSA workshops provide you the opportunity to demonstrate knowledge or skills gained. This may be through role plays, case study discussions or other interactive components. These activities will be automatically recorded for members on their PSA CPD&PI personal record. Other small group workshops can be self-recorded on your PSA CPD&PI personal record through the PSA website.
Reading journals and completing an assessment	Successful completion of assessments in <i>Australian Pharmacist</i> will be automatically recorded for members on their PSA CPD&PI personal record.
Prepare for an external review such as QCPP	An external review is a form of assessment. The time spent preparing for an external review, e.g. through self-assessing against the Professional Practice Standards, can be self-recorded on your PSA CPD&PI personal record through the PSA website.
Vocational education training and university courses	Undertaking courses provided by PSA that lead to a formal qualification, such as the Diploma of Management, First Aid Certificate or Certificate IV in Training and Education, will be automatically recorded for members on their PSA CPD&PI personal record. Other courses can be self-recorded on your PSA CPD&PI personal record through the PSA website.

Group 3 – Quality or practice improvement facilitated



*Group 3 activities will most likely extend over a number of weeks or months.

Examples of activities	How do I record this? <small>(Note: For each activity, you must record date of activity, source of provider, type of activity, topics covered, accreditation status and CPD credits)</small>
Provide QUM services in aged care homes	You will need to document: <ul style="list-style-type: none"> • how you identified the QUM area as being an area of need • the time spent preparing for the QUM service, as this is the time counted for the activity • the evaluation of how practice was improved.
Deliver education to peers or staff members	You will need to document: <ul style="list-style-type: none"> • how you identified the presentation topic as being an area of need • the time spent preparing for the presentation, as this is the time counted for the activity • the evaluation of how practice was improved.
Active involvement in special interest groups	You will need to document: <ul style="list-style-type: none"> • what areas you have identified as being areas of need • the time spent exploring, discussing and progressing resolutions with the special interest group, as this is the time counted for the activity • the evaluation of how practice was changed as a result of your involvement in the special interest group.
Introduce a new (or improve an existing) professional service in your pharmacy	You will need to document: <ul style="list-style-type: none"> • how you assessed your individual and practice needs for introducing this new (or the existing) professional service (e.g. assessment against the Competency Standards and/or the Professional Practice Standards) • the time spent addressing your individual and practice needs (e.g. through education, workflow changes, staff training), as this is the time counted for the activity • the evaluation of how practice was improved.

Important note: Remember that CPD is about maintaining, improving and broadening YOUR knowledge, expertise and competence. The examples listed provide guidance; however any activity for which you claim CPD credits must first and foremost be relevant to your role as a provider of pharmacy services.

Frequently asked questions

I work in an area with no direct patient care. Do I need to choose CPD activities that are related to the practice of pharmacy with direct patient care?

The registration standard specifically states that CPD must be **'relevant to the scope of the registered pharmacist's role as a provider of pharmacy services and to the practice of pharmacy'**; where practice means 'any role, whether remunerated or not, in which the individual uses their skills and knowledge as a pharmacist in their profession.'

For the purposes of this registration standard, practice is not restricted to the provision of direct clinical care. It also includes working in a direct non-clinical relationship with clients; working in management, administration, education, research, advisory, regulatory or policy development roles; and any other roles that impact on safe, effective delivery of services in the profession and/or use their professional skills.

While there is no obligation to choose CPD activities related to direct patient care it may also be beneficial to include some activities that assist you to keep 'in touch' with current issues relating to direct patient care.

I'm about to go on maternity leave, and won't be practising as a pharmacist for this year. What CPD activities will I need to choose?

The Pharmacy Board of Australia states that 'the following requirements must be met by pharmacists absent from practice:

- absences up to one year – no CPD requirement
- absences between one and three years – complete a minimum of one year's quota of CPD activities relevant to the intended scope of practice prior to recommencement; CPD activities must be designed to maintain and update knowledge, clinical judgement and technical skills.'

So position yourself well for when you return to pharmacy practice. Consider the role you intend to return to, and choose CPD activities that will address the needs of this role.

When will I need to make my first declaration about CPD with the Pharmacy Board of Australia?

You will first declare your compliance with the CPD standard when re-registering for 1 November 2011.

Your declaration will be regarding the CPD activities you have undertaken in the CPD year from 1 October 2010 to 30 September 2011.

I haven't done a lot of CPD before, this seems like a lot.

Opportunities for professional development are often identified in the workplace and much of a pharmacist's learning is undertaken as part of new situations that arise in everyday practice. Try to document every learning opportunity you have.

The current CPD requirements are flexible enough to allow individual pharmacists to dictate their learning schedule and choose across a wide range of activities to meet their needs.

I have undertaken a lot of Group 1 activities, but these can only count for 50% of my total. Is there a way to convert a Group 1 activity to a Group 2 activity?

Group 1 activities are important for practitioners to undertake for their information content, but have limited effects on changing practitioner behaviour.

To encourage learner reflection and check understanding, Group 1 activities may be converted to Group 2 activities by undertaking an assessment component. For example completion of a quiz or self assessment questions associated with a journal or didactic lecture may allow a participant to convert their Group 1 activity to a Group 2 activity.

As part of the new CPD requirements, do I have to do a Group 3 activity?

Group 3 activities are not mandatory.

Pharmacists undertake a variety of activity types and where possible, choose across a range of CPD activity groups. Group 3 activities attract 3 credits per hour of activity because they involve facilitating quality or practice improvement.

However, pharmacists will meet their CPD requirement if they undertake a range of Group 1 and Group 2 activities.

Your CPD&PI Personal Record can be accessed by logging in to the PSA website. All PSA-accredited CPD activities will automatically be recorded for you.

How do I record my CPD?

For every CPD activity, you need to record:

- Date of activity (or date completed)
- Source or provider details (e.g. journal name, provider name)
- Type of activity (e.g. journal article, seminar, lecture, workshop)
- Topics covered during activity (e.g. specify all topics covered, list each article)
- Accreditation status (non-accredited or accredited, including the accreditation number)
- The total hours and Pharmacy Board of Australia CPD credits for the activity.

Your CPD&PI Personal Record can be accessed by logging in to the PSA website. All PSA-accredited CPD activities will automatically be recorded for you.

Pharmacists should also retain any evidence that they have undertaken an activity in a CPD portfolio for audit purposes. This could include certificates, flyers, conference materials, handwritten notes, Group 2 assessment question summaries etc.

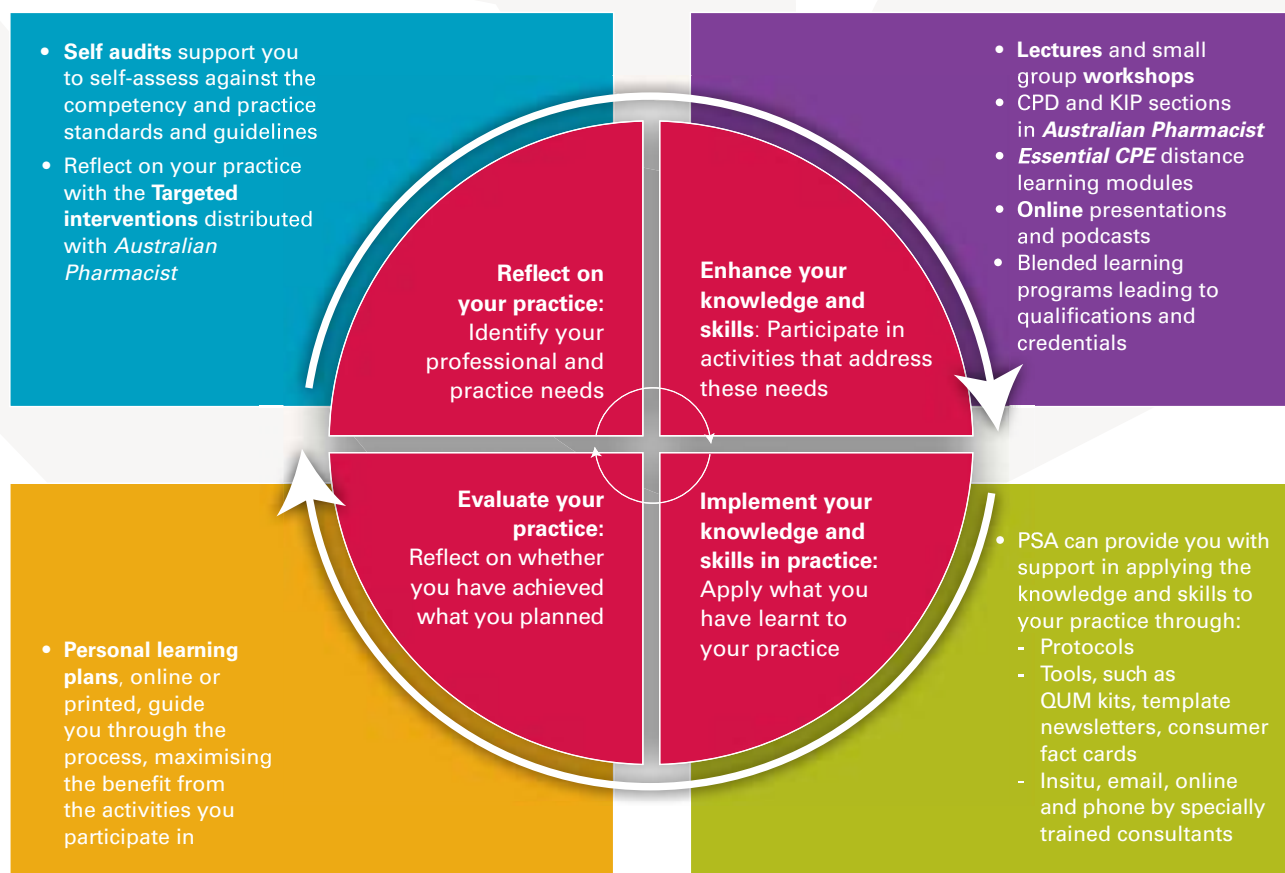
Your CPD portfolio may also include a reflection on your practice of pharmacy, any learning plan for the CPD year and any comments about what you learnt or how the learning has/will change your practice.

You should maintain these records for **at least 3 years**.



The CPD&PI cycle

Participation in all PSA activities is automatically captured on your PSA CPD&PI Personal Record, for easy reporting to the Pharmacy Board on renewal of registration!



Your CPD&PI plan

Establishing a meaningful CPD program starts with personalised planning. You can record and capture your plan online by logging in to the PSA website and selecting 'CPD&PI Personal Record' to be guided through the steps below.

Step 1: Document your professional and practice details

Documenting details of your professional career and current role will assist you when clarifying the competency and practice requirements for your particular area of practice. Include your registration details, academic details, practice details, and memberships of professional organisations.

Registration details	
Academic history	
Practice details	
Memberships of professional organisations	

Step 2: Assess your professional and practice needs

The competency and practice standards provide you with a means to think about your current professional responsibilities and the services you provide. Identify which are applicable to your current role, and then self-assess against these to identify where you should focus your CPD program.

Competencies required for current role	Areas to focus on through CPD

Step 3: Identify appropriate Professional Development and Practice Support activities

PSA promotes activities in a way that allows you to identify which are most likely to suit your CPD needs. The learning objectives and competencies addressed are clearly stated on promotional material.

Use this guide and your Branch calendar to plan the activities you will undertake to address your needs.

Date of activity	Title of activity	Source or provider details	Type of activity	Topics covered during activity	Accreditation status (insert identification number)	CPD credits

Step 4: Recording your activity summary

The target for the year to 30 September 2011 is 20 CPD credits.

You can keep your own record in this guide, but PSA maintains a summary list of all PSA and PSA-accredited activities that you participate in. You can view and print this activity summary at any time by logging in to the PSA website and selecting 'CPD&PI Personal Record'. You can also add other non-accreditation activities to your online record.

See page 44 for details on accessing this record.

Identifying your professional and practice needs

Targeted interventions

A new series of tools called *Targeted interventions* was introduced in 2010. They aim to highlight a very specific clinical intervention pharmacists should be undertaking and the rationale behind it.

They are FREE to members, and are distributed monthly with *Australian Pharmacist*.

Previous *Targeted interventions* can be accessed by members via logging in to the PSA website.

Targeted interventions planned for 2011 are:

February	Continence aids
March	Benzodiazepine use in older people
April	Urinary tract infections in older people
May	Oral rehydration preparations for children
June	Iron deficiency
July	Shingles
August	Timing of levodopa doses in Parkinson's disease
September	Delirium
October	Symptoms of stroke and MI
November	Assess and manage burns in the pharmacy

* Topics subject to change to reflect any new and emerging issues in pharmacy practice



For some *Targeted interventions*, their impact on changing practice will be able to be quantified. Baseline information about practice will be measured through a pre-intervention questionnaire you will receive via an e-newsletter. PSA will then compare these responses against responses to a post-intervention questionnaire.

Responses will be collated and participants will be provided with de-identified feedback. CPD credits will be allocated to participating pharmacists.

Once your needs are determined, you can plan how to undertake the required learning.

Personal learning plans

Personal learning plans encourage learning consistent with the individual's professional role. By reflecting on your current practice and identifying your own learning needs, you can formulate a plan to meet your requirements. Identifying learning needs could involve assessing your own competence against the competency standards for the area of pharmacy in which you work, or self-assessing against the quality standards. It also involves reflecting on your everyday practice to highlight areas of interest, as well as any deficiencies in your professional practice. Once your needs are determined, you can plan how to undertake the required learning, as well as reviewing your activities to determine whether the desired outcomes have been achieved.

The PSA CPD&PI Personal Record is an online tool to guide pharmacists through the process, and capture, their own personal learning plan.

Lectures and workshops



Lectures and workshops are offered at various times and locations across Australia. Look out for the details in your area.

These are published in the weekly PSA eNews, released every Thursday afternoon. Details are also published on the PSA website and available through your local Branch.

Evening lectures

PSA will be offering members hundreds of FREE lectures across Australia, metropolitan and regional hubs.

Topics and dates will vary according to local needs. Look out for the details of lectures in your area in the weekly PSA e-news, released every Thursday afternoon. Details are also published on the PSA website.

Annual Medicines Update course

Each year a comprehensive *Annual Medicines Update* lecture course will be offered in various locations around Australia. The course is designed to provide pharmacists with up to date information on medicines that have recently been, or are soon to be, released onto the market. The course also covers new formulations, new indications and highlights any warnings for existing medicines.

Medicines have been selected for inclusion in the course on the basis of their likely impact on current therapeutics or because they offer a novel advance.

Dates for the course will vary according to local needs. Look out for details in your area in the weekly PSA e-news, released every Thursday afternoon. Details will also be published on the PSA website.



Building blocks for the delivery of professional services

An introduction to professional pharmacy services

Providing professional pharmacy services has been identified as one of the key roles in current and future pharmacy practice. Professional services achieve better health outcomes for the community by providing consumers with greater knowledge of their health conditions and treatment options, and through the promotion of quality use of medicines. By providing professional services, pharmacists benefit the community, the consumer, their businesses, and their own professional profile and satisfaction.

This introductory module aims to provide pharmacists with an overview of professional service delivery including the types of services pharmacists can provide, the benefits of delivering professional services as well as the challenges pharmacists may face when implementing such services.

The skills introduced in this module will enable pharmacists to:

- Describe what is involved in delivering professional pharmacy services and identify common services offered
- Discuss who benefits from the delivery and implementation of professional pharmacy services
- Identify factors that contribute to or obstruct successful professional service delivery and implementation
- Determine strategies to help overcome barriers to professional service delivery and implementation

This module will be available to PSA members online as well as in a face-to-face workshop in 2011.

Business management and professional services

Sustainability of professional services in pharmacy is often challenging. To achieve viability and sustainability of professional services, effective business and change management strategies must be employed. Effective planning and implementation strategies can resolve many concerns regarding sustainability.

This workshop takes pharmacists through the considerations required when implementing a new professional service. Key areas to be addressed include business and financial planning, promotional activities and staff management. A 'whole of business' approach must be adopted to successfully integrate services into everyday pharmacy practice. The principles presented in this module can be applied to all types of professional services.

The skills introduced in this workshop will enable pharmacists to:

- Examine financial planning aspects of professional services in order to deliver services in a cost-effective way
- Develop a business plan for delivering a professional service in pharmacy
- Plan a promotional strategy for professional pharmacy services.

This face-to-face, fully interactive workshop is designed for maximum interaction and participation.

Motivational Interviewing

Motivational interviewing has become a must-have skill for pharmacists providing professional services. Motivational interviewing techniques enable the pharmacist to discuss behaviour change with patients in a non-judgemental format and allow consumers to arrive at decisions for behaviour change on their own terms.

PSA offers two workshops that explore the theory and practice of motivational interviewing to support and improve the therapeutic relationship between pharmacists and consumers. These workshops, while geared towards pharmacists' needs, would also benefit other pharmacy staff involved in the delivery of professional services.

To achieve viability and sustainability of professional services, effective business and change management strategies must be employed.



Motivational interviewing – consumer centred communication for behaviour change

In the first of two modules, participants will consider key concepts of motivational interviewing and the rationale for using it in our interactions with consumers. Through group discussion, role play, case studies and group activities, pharmacists can interactively learn about effective communication skills that will help them motivate consumers toward changing their thinking and behaviour.

The skills introduced in this workshop will enable pharmacists to:

- Describe models of behaviour change
- Understand the factors that affect behaviour change
- Describe when and why we use motivational interviewing
- Use the decisional balance technique.
- Describe and practise some simple counselling strategies.

This workshop is a two-hour, interactive small group workshop designed for maximum interaction and participation.

Motivational interviewing – theory into practice

This second module expands on the concepts introduced in the first workshop. It focuses on helping participants develop motivational interviewing strategies that suit their own communication style, while also catering to the needs of their consumers. This session provides an opportunity for participants to practice their communication skills and receive feedback from peers in order to refine their motivational interviewing techniques. These techniques will encourage consumers to engage in their own healthcare to achieve the best outcomes.

The skills introduced in this workshop will enable pharmacists to:

- Use a range of techniques to communicate effectively
- Describe the three steps of goal setting
- Develop and use motivational interviewing strategies
- Identify ways to evaluate these strategies.

Although not a strict pre-requisite, participants are encouraged to complete Motivational interviewing – consumer centred communication for behaviour change prior to completing this workshop to maximise learning.

This workshop and is a two-hour, interactive small group workshop designed for maximum interaction and participation.

A collaborative approach to professional services

When delivering professional services pharmacists are often required to collaborate with other health care providers in order to optimise the health outcomes of the patients they serve. Effective collaboration is essential to building cooperative relationships with other healthcare professionals as well as consumers, employees, and suppliers.

This two-hour, interactive, small group workshop focuses on developing the pharmacist's communication skills and confidence when interacting with other healthcare providers and patients.

The skills introduced in this workshop will enable pharmacists to:

- Understand the value of multidisciplinary collaboration
- Understand the importance of finding a position of resolution that satisfies all parties
- Acquire skills to improve relationships with patients and other health care providers.

Adherence assessment in pharmacy

Adherence assessment in pharmacy can be provided in a number of different ways. This workshop will enable participants to effectively identify adherence issues and implement strategies to improve patient adherence and optimise health outcomes.

This is a two-hour, fully interactive workshop designed for maximum interaction and participation.

The skills introduced in this workshop will enable pharmacists to:

- Describe adherence assessment techniques
- Review patient adherence to medications
- Identify barriers to adherence and how these can be overcome
- Develop strategies for identifying non-adherence.

CPD credits
available



Small group workshops

Developed with experts in their field, these workshops are delivered by pharmacist facilitators. They are interactive and case-based, with a focus on solving problems in your everyday practice.

These workshops have been designed to make the most of the time you dedicate to professional development so there is:

- Maximum retention of information
- Practical guidance on implementation in your practice
- Resources available to support you once you leave the workshop and are back in your practice.

Hands on devices

The correct use of a therapeutic device is critical to the success of the therapy. Pharmacists must be able to correctly demonstrate and teach the use of a variety of devices, and adapt this to the patient at hand. It is important that patients are able to physically show the pharmacist that they can manage the device, and correct use needs to be regularly reinforced. Further, advice on the correct maintenance of the device is often overlooked (e.g. cleaning).

PSA has developed a series of interactive, 'hands-on' workshops that focus on correctly demonstrating and advising on the correct use of devices.

This series of workshops includes:

- Hands on devices: Respiratory
- Hands on devices: Diabetes
- Hands on devices: Wound care
- Hands on devices: Lactation aids
- Hands on devices: Blood pressure and cholesterol.

Chronic kidney disease

Developed with Kidney Health Australia, these workshops cover various issues related to chronic kidney disease (CKD), such as early detection and management of CKD, its relationship with diabetes and best practice management, its relationship with cardiovascular disease and best practice management, and drug dosing in CKD.

Finding medicines information on the web

Inspired by the CD-ROM Drug Information: a resource for health professionals, by Rosalind Tindale, the Finding medicines information on the web workshop provides participants with introductory to intermediate internet search skills.

This workshop takes participants through a series of internet-based activities focused on building their skills to access free, credible medicines information in a time efficient manner. With each participant seated at a computer terminal, the learning is practical and immediate.



This interactive, small group workshop is designed for maximum interaction and participation. The skills introduced in this workshop will enable participants to:

- Identify several different internet search tools and how these can be used
- Efficiently use the *Google* search engine to locate medicines information
- Identify relevant, credible medicines information websites.

Communication and counselling in pharmacy

Effective communication skills are essential for every practising pharmacist. Language differences, hearing difficulties, background noise and time pressures faced by pharmacists all produce barriers to effective communication.

Increasingly, pharmacists must be equipped to give their interactions with patients and healthcare professionals maximum impact. PSA is pleased to offer the opportunity for pharmacists at all stages of their career to improve their communication and counselling skills, and to share their experiences with colleagues.

Small group and interactive, by the end of the workshop participants will be able to:

- Address key barriers to communication within the pharmacy
- Recognise the use of technical jargon, and formulate alternative phrasing
- Provide appropriate counselling for commonly dispensed medications
- Recognise and clarify medication myths.

CPD credits available

Pharmacist re-entry and refresher course

Thinking of returning to pharmacy after a break?

Need to regain registration with the Pharmacy Board?

Currently working in pharmacy but finding it impossible to keep up with new developments?

This course has been designed to meet the needs of pharmacists who need a comprehensive and practical update in current pharmacy practice.

Modules cover:

- Pharmacy law: legislative, professional and CPD responsibilities
- Communication
- Therapeutic reviews: cardiovascular, respiratory, mental health, diabetes, complementary medicines, wound care, inhaler and insulin devices, dermatology, analgesia.
- New medicines update
- Professional pharmacy programs and services: Home medicines reviews (HMRs), medical certificates, protocols for the supply of Pharmacist only medicines
- In the workplace: writing resumes, wages, professional indemnity and risk management, staff management, support services.

Courses will be offered at various times and locations across Australia. Some components will be available online.

CPD credits available



Pharmacy horizons

Pharmacy horizons events are targeted towards early career pharmacists and aim to increase awareness and access to relevant networks and professional support through its four 'pillars':

- Career opportunities and development
- Wealth creation
- Ownership
- Achieving professional satisfaction.

Various experts will be invited to present at each evening session, which will be followed by the opportunity to mingle and network.

CPD credits available

Pharmacists must be equipped to give their interactions with patients and healthcare professionals maximum impact.

Online presentations and podcasts

Monthly e-lectures and podcasts

A library of e-lectures and podcasts is available via the PSA website.

Monthly from February to November, PSA will launch an online presentation, developed with experts in the specific clinical area to ensure the latest evidence is brought to you.

They are delivered in four 15 minute modules – designed for the busy pharmacist to allow flexibility in what and when you access information. Successful completion of the multiple choice questions will allow allocation of Group 2 CPD credits.

They are available FREE to members to view through the PSA website, or can be downloaded as podcasts for listening wherever suits you.

February	Making a difference as an accredited pharmacist
March	Psychiatric drugs in older people
April	Altering drug dosing in renal impairment
May	Weight management – the evidence
June	Constipation
July	Epilepsy
August	Multiple sclerosis
September	Migraines
October	Type 1 diabetes
November	Dental injuries



Complementary medicines online

Due to the success of the 2010 online program that delves into **complementary medicines**, the release of monthly online modules will continue in 2011. With an overarching introduction to the quality use of complementary medicines, each month there will be a focus on one specific herbal medicine – the evidence for its use, cautions and contraindications, interactions, and questions in practice.

Successful completion of the multiple choice questions will allow allocation of Group 2 CPD credits.

They are available FREE to members to view through the PSA website, or can be downloaded as podcasts for listening wherever suits you.

February	Bilberry
March	Vitamin E
April	Cranberry
May	Probiotics
June	Peppermint
July	Lysine
August	Cannabis
September	Melatonin
October	Clove oil
November	Aloe vera



Australian Pharmacist

Australian Pharmacist is Australia's premier pharmacy publication and for the past decade has maintained its lead as the pharmacy title that pharmacists prefer to 'read'. In this journal, PSA publishes peer reviewed articles that contain no commercial interest or 'advertorialising'. All content is closely monitored by PSA editorial staff and a peer review team to ensure utmost credibility and accuracy.

There are various article 'types' which each have a different focus:

- **Counselling in practice** articles use a symptom-based or product request to form the basis of a realistic case scenario. These illustrate counselling points and practice advice in response to common health related queries.
- **Medication review** articles are based on actual, de-identified medication review cases, presenting review findings, issues of concern, and evidence-based recommendations.
- **Supporting pharmacy practice** articles are based on practical information to assist pharmacists to deliver quality services to their patients.
- **Health promotion** articles focus on issues of primary health where self care by the individual can make a real impact on health and well-being.
- **Solutions through compounding** articles provide practical examples of how compounding can be used to enhance the safe and effective use of medicines and meet the needs of various patient populations.
- **Evidence in patient care** articles provide the latest evidence in relation to a particular medical condition or therapy and how it might impact on current pharmacy practice.
- **Medication mysteries** articles demonstrate how a problem solving approach can be used by pharmacists to improve patient outcomes.
- **The complementary approach** articles discuss the use of complementary medicines in relation to a particular condition, using an evidence based approach.



Articles in the CPD section are clinically reviewed and aligned to a specific theme each month, and have online assessments at the end of each article.

The **Knowledge in practice** section is designed to be more challenging, aiming to make you apply information from articles in the journal plus other suggested readings, just as you would for a patient.

January	Elderly
February	Eyes
March	Cardiovascular
April	Urogenital
May	Children
June	Respiratory/nose
July	Endocrine
August	Feet
September	Mental health
October	Musculoskeletal
November	Ears
December	Mouth

Essential CPE



Essential CPE is a focused pharmacist education module that provides a comprehensive update on a specific topic.

Essential CPE is a focused pharmacist education module that provides a comprehensive update on a specific topic and the evidence for its current management. Each module is developed as one of a series, upon a model that is flexible yet standardised in philosophy and approach.

These modules are distributed FREE to members with the *Australian Pharmacist*. Assessments are submitted online through the PSA website.

Module 1	Dementia
Module 2	Gastro-oesophageal reflux disease
Module 3	Poisons and toxins



Credentials

Stage 1 Medication Review accreditation course

Stage 1 Medication Review (MR) accreditation courses have been a popular education event for many years. Many pharmacists have attended these courses and moved through the accreditation process to be eligible to conduct medication reviews.

Medication Reviews (MRs) aim to reduce the risk of medication misadventure and promote the quality use of medicines among patients in most need. MR is a continuously growing area of pharmacy practice that provides an expanded, professional and satisfying career path for pharmacists.

Following participation in the course, participants will:

- Understand the MR process;
- Have the preliminary knowledge and skills required to successfully undertake a MR; and
- Have confidence to undertake the MR accreditation assessment.

Courses will be offered at various times and locations across Australia. They are available as a 2-day face-to-face workshop.

Look out for the details in your area.



Mental health first aid

Mental Health First Aid (MHFA) teaches participants skills to recognise the early signs of mental illness and to provide initial help to adults developing a mental disorder or in a mental health crisis situation. It is recommended for people employed in areas which involve increased contact with mental health issues.

The course teaches the symptoms, causes and evidence-based treatments for: depression, anxiety disorders, psychosis and substance use disorder. It also addresses the possible crisis situations arising from these mental health problems, such as feeling suicidal, panic attacks, recently traumatised, acutely psychotic and perceived to be threatening violence, and a person who has overdosed.

The course is taught by a qualified MHFA instructor and will be delivered in a two day (12-hour) workshop.

Accreditation to conduct medication reviews provides an expanded, professional and satisfying career path.

National Intern Training Program



Intern training programs have been delivered successfully by PSA for many years. PSA understands the key elements of a training program that helps new graduates to apply their knowledge in a range of workplace situations, and to become a valuable team member in any pharmacy.

National registration of health professionals from July 2010 has meant that pharmacists will be registered Australia-wide, rather than with an individual state. It is logical that PSA also adapts its intern training programs to a national model that is fully transferrable.

The PSA's comprehensive high quality National Intern Training Program (NITP) has been built by the profession, for the profession. The NITP is an integrated program that incorporates face-to-face workshops, online activities and practical projects. The NITP has been carefully developed to focus on the workplace, thereby increasing the utilisation of interns' skills and knowledge.

*Choose the course
that is built
by the profession,
for the profession!*

Supported by experienced facilitators and pharmacists, the course provides a smooth transition from student to competent pharmacist.

The intern year is not just an extension of university – the program has been specifically developed with a focus on the workplace, thereby increasing the utilisation of skills and knowledge in practice.

Access more information on PSA Intern Training Programs from www.psa.org.au/intern or contact your local PSA branch.



Conferences



PSA facilitates and is involved with a wide range of conferences to provide professional education for pharmacists.

Pharmacy Australia Congress (PAC)

This is Australia's leading conference for professional pharmacy education. The theme for PAC 2011 is 'Discovery, Development, Diversification'. The future of pharmacy lies upon the profession's ability in *discovering* new practice knowledge, *developing* new skills and systems to improve practice, and to *diversify* into new practice areas to better the health and wellbeing of the population. The PAC program covers such topics as Therapeutic Updates, Advanced Clinical Practice and Professional Practice. The congress is being held in Melbourne from 6–9 October and further information is available from www.pac11.com.au





Offshore Refresher Conference

This conference has been held annually for the past 36 years. In 2011, it will be held in Venice and Salzburg from 1–10 May. The Offshore Refresher Conference offers high quality education and an opportunity to earn Continuing Professional Development Credits. Delegates attending the main conference in Venice and Salzburg will be allocated 19 Group 1 points. Attendance at the main conference in Venice and Salzburg and the successful completion of the Jack Thomas Quiz is allocated 12 Group 1 points and 14 Group 2 points (a total of 26 points). There is also the opportunity to partake in the pre and post conference tours. Registration forms are available at www.psa.org.au/conference



PSA State Conferences

Each conference offers great opportunities for building professional relationships and includes interactive sessions providing more than 20 group 2 CPD credits.

New South Wales March Weekend

Annual Therapeutic Update Focusing on the Heart and Mind

Novotel Sydney Manly Pacific,
25–27 March 2011

South Australian Autumn Weekend

Recent advances in Gastroenterology and Weight Management

Crowne Plaza, Adelaide
21–22 May 2011

Victorian Winter Weekend

Primary Care Conference for Pharmacists and Pharmacy Assistants Skill Building

Location: TBA
20–21 August 2011



Queensland Sunshine Weekend

Expanding Horizons

Hamilton Island, Whitsundays
9–12 September 2011

ACT Weekend Masterclass

Advanced Clinical Masterclass

Lake Crackenback, Snowy Mountains
26–27 November 2011

PSA is the premier professional development (PD) provider through its programs, conferences, seminars, workshops, publications, and e-learning systems.

Qualifications

The qualifications awarded by PSA are recognised under the Australian Qualifications Framework (AQF). They have been developed to meet the needs of businesses and industry, equip individuals with broadly based knowledge and skills, and are consistent with best international practice.

Diploma of Management (BSB50117)

This qualification offered by the PSA is part of the Business Services Training Package (BSB07) and is recognised throughout Australia as applying to management across all industries.

In your workplace would you like to:

- lead by example
- advance excellence
- encourage and motivate your team
- seize new opportunities
- foster and develop innovative ideas
- provide sensational service
- gain an immediate return on your investment into training?

Flexible delivery!
Enrol in the full
diploma or single
units.

Participate online
or face to face.



You can learn how by participating in the Diploma of Management with training materials tailored to pharmacy but applicable in any other business setting. You will also learn how to:

- manage business information and retain corporate knowledge
- develop and implement the integration of innovation across the pharmacy
- develop clear policies and procedures that protect your staff and ensure that risk is managed within your pharmacy
- encourage high performance through the use of performance indicators and regular effective feedback
- market the pharmacy and its product range in a rapidly changing environment.

Units available
Build and sustain an innovative work environment
Ensure team effectiveness
Ensure a safe workplace
Manage quality customer service
Manage an information or knowledge management system
Implement and monitor marketing activities
Manage personal work priorities and professional development
Manage people performance
Manage budgets and financial plans
Manage operational plan



Certificate IV in Small Business Management (BSB40407)

This qualification offered by the PSA is part of the Business Services Training Package (BSB07) and is recognised throughout Australia as applying to small business management across all industries.

The program is designed to assist people to establish self-employment ventures. It also provides essential skills training for existing owner/managers or senior employees of small businesses in business planning, marketing, financial management and the legal requirements necessary to manage their businesses.

This course is ideal for accredited pharmacists wishing to establish themselves as a consulting business.

Units available
Coordinate implementation of customer service strategies
Develop work priorities
Establish legal and risk management requirements of small business
Manage a small team
Manage small business finances
Monitor a safe workplace
Monitor and manage small business operations
Market the small business
Undertake small business planning
Plan small business finances

CPD credits available for full certificate

Certificate IV in Training and Assessment (TAA40110)

This qualification offered by the PSA is part of the Training and Education Package (TAE10) and is recognised throughout Australia as applying to Vocational Education and Training across all industries.

Would you like to:

- improve your presentation skills
- build your mentor or preceptor skills
- become an effective facilitator for individual or group learning
- develop your skills as an assessor
- gain the qualification that is essential for trainers and assessors in the Australian VET system?

The Certificate IV in Training and Assessment will enable you to:

- better train your staff and improve their productivity
- provide effective training sessions to a variety of groups including the community
- better assist an intern through their year of workplace training
- discover a new career path in teaching and assessing in adult education.

Units available
Core
Plan, organise and deliver group-based learning
Plan, organise and facilitate learning in the workplace
Design and develop learning programs
Use training packages and accredited courses to meet client needs
Plan assessment activities and processes
Assess competence
Participate in assessment validation
Electives
Design and develop assessment tools
Provide work skill instruction
Mentor in the workplace

CPD credits available for full certificate

This Senior First Aid certificate satisfies Board registration requirements.

First aid certificate

(Offered in conjunction with Registered Training Organisations accredited to deliver HLTA301B)

The Senior First Aid course provides an enjoyable experience in first aid training. It complies with the recommendation that all pharmacists employed in a QCPP accredited pharmacy possess a current senior first aid certificate, as well as satisfying any Board or Intern Training requirements.

This course is Work Cover Approved (FA9651), and achieves the nationally recognised unit of competency of Applying Advanced First Aid (HLTA301B). The First Aid certificate is valid for three years.

The course incorporates the provision of:

- Advanced first aid response
- Emergency techniques (including CPR)
- Management of casualties using new resuscitation guidelines
- First aid kits
- Techniques to dress wounds
- How to respond to situations such as spider bites, chest injuries, concussions, choking and more...

Note: To satisfy the requirements of this course there may be pre-workshop reading and activities.

Practice support

Health promotion presentation series

Promotion of health and wellness in the community is an essential role of pharmacists and pharmacy staff. Many pharmacists present to a number of different audiences including consumer groups, school groups, aged care facility staff and corporate organisations each year.

These template presentations aim to support pharmacists in executing these roles by providing you with credible, easy-to-deliver and ready-to-go presentations for health promotion sessions.

Current topics available include:

- Weight management
- Home medicines review
- Head lice
- Dose administration aids service
- Managing asthma in children.

Pharmacists can download the PowerPoint presentations, a presenter guide and participant handouts for each topic. Information is also available on how to get the most out of delivering health promotion presentations.

More topics will become available in 2011 and PSA members can access them FREE online. Topic suggestions for future health promotion presentations are welcomed and can be sent to practice.support@psa.org.au

In-pharmacy Support Program

Pharmacy is facing a myriad of changes and external pressures and as a result pharmacists are looking to implement professional pharmacy services in order to expand the scope of their practice. This requires a significant change from a primary focus on product-supply to an increased focus on service provision. Effective implementation and sustainability of professional services requires dedicated time and can often be challenging. Research has shown that, while pharmacists welcome the opportunity to deliver professional services, they may need some assistance to identify and manage the changes required to integrate these services into their everyday practice.

PSA's In-pharmacy Support Program is a consultancy service offered to pharmacies in every State and Territory of Australia. Practice support officers will provide in-pharmacy support for the implementation and delivery of professional services, as well as other elements of practice change. Practice support officers have a sophisticated understanding of the pharmacy environment and the expertise to explore the business and operational changes required to overcome barriers, improve professional practice and implement services that are sustainable.

Pharmacists can purchase an in-pharmacy support package that provides them with in-pharmacy visits from a practice support officer as well as phone and email support. The program can be tailored to suit the needs of individual pharmacies and their unique circumstances.



Practice support officers can assist with the following:

- Business and service assessment
- Business strategy
- Preparation for professional service delivery
- Pharmacy layout and design
- Staff motivation, training and management
- Service promotion and marketing
- Communication with other health care professionals
- Evaluation of services
- Action planning
- Goal setting
- Tools and resources

For more information about the In-pharmacy Support Program, please contact the Practice Support unit on 02 9431 1100 or by email at practice.support@psa.org.au

Quality Use of Medicines (QUM) kits

QUM kits are an excellent tool for accredited and community pharmacists wishing to run local training or QUM sessions for staff of residential care facilities or community groups.

Each QUM kit consists of:

- Template PowerPoint presentations
- Essential CPE clinical review document
- Detailed presenter training manuals
- Resources
- Promotional materials
- Certificate of attendance templates
- Evaluation questionnaires

QUM kits can be used by the pharmacist to educate themselves on the specific topic and to deliver presentations to residential care facility staff, pharmacy staff or community groups.

Pharmacists who purchase and use the kits are entitled to 2 Group 2 CPD credits *per hour of preparation* for presentation to residential care facility staff and/or 2 Group 2 CPD credits per hour of presentation to community groups.

PSA applies for endorsement from the Royal College of Nursing Australia (RCNA) so that nurses attending the sessions receive continuing nurse education points as part of the RCNA's lifelong learning program.

Current QUM kits available:

- Depression
- Persistent pain
- Falls prevention

Two new QUM kits will be developed in 2011 and will be made available through the PSA Bookshop.



Self Care



Self Care is Australia's leading health information and education program for pharmacy. The program provides health information and an education platform for long term professional and business success.

Self Care creates an essential information and education link between the consumer and the pharmacist and pharmacy assistant, (pharmacy team). All resources are aligned with QCPP, S2 and S3 Standards and PSA's Professional Practice Standards.

Fact Cards provide independent, concise and factual information for consumers.

Components of Self Care

Fact Cards

Fact Cards provide independent, concise and factual information for consumers. They are written in plain english. With 85 titles across 14 categories these Fact Cards are reviewed yearly and delivered regularly to member pharmacies. Fact Cards can be self selected by consumers but are also used as counselling aides by pharmacists and pharmacy assistants.

inPHARMation

Published monthly, *inPHARMation* provides education for the pharmacist and pharmacy assistant providing in-depth, relevant information about the topics. Each *inPHARMation* contains:

- **Counter Connection**

A distance education module for pharmacy assistants, providing comprehensive and practical education on health topics, that builds on pharmacy assistants' knowledge and confidence.

- **Facts Behind the Fact Cards**

Detailed clinical and practice education for pharmacists to keep up to date on the latest health topics. CPD points are available.

- **National Health Calendar**

Each month *inPHARMation* provides a list of the National Health related days and weeks that can be promoted in pharmacy. By preparing appropriate displays and ensuring stocks of relevant health information are available, your pharmacy can support these important health days and weeks and show your involvement and knowledge of health issues that are receiving publicity.

John Bell's Health Column

Self Care Adviser, John Bell, writes an informative weekly health promotion column that can be personalised to member pharmacies and used as a promotion item in local media such as newspapers and newsletters. This can be used in pharmacy to raise pharmacy assistants knowledge, skills and generate sales of preferred over the counter products.

Health Campaigns

These comprehensive health promotion pharmacy packages are designed to educate staff and customers and raise consumer awareness of particular health issues. Resources provided often include posters, interactive leaflets, brochures, stickers and protocols.

Counselling Shelf Talker Kit

These kits contain in pharmacy prompts that are placed within the pharmacy's product groups and promote the quality use of medicines and advice for when customers should consult a pharmacist. They serve as prompts to assist the pharmacy team to efficiently handle *Pharmacy (S2)* and *Pharmacy Only (S3)* medicines and some groups of unscheduled medicines.

An important component of this kit is the:

- **Counselling Guide for Non-prescription Medicines**

This guide contains a collection of modules related to specific product groups (e.g. Antacids, Haemorrhoid treatments, etc.), and contain a series of relevant 'screening questions' and explanatory notes. The 'CARER' protocol, developed by the University of South Australia, has been included as a suggested stepwise process for gathering and assessing information. It also includes a list of 'triggers' for referral and a list of the information a customer needs to know about their medicine are provided.

Self Care provides the platform for long term professional and retail success and integrates seamlessly with any pharmacy brand.

For more information call the Pharmaceutical Society of Australia on 1300 369 772 or log onto the PSA website: www.psa.org.au



Pharmacy support staff

Certificates II and III in Community Pharmacy (SIR20107 and SIR30107)

These qualifications offered by the PSA are part of the SIR07 Training Package and are recognised throughout Australia.

Would your pharmacy assistants like to:

- gain recognition and qualifications for their current skills and knowledge
- learn without having to attend classes
- apply their learning in the workplace
- achieve nationally recognised qualifications?

By successfully completing Certificate II in Community Pharmacy (through recognition processes) your pharmacy assistants will achieve a formal qualification for knowledge and skills they already hold. They will also be able to undertake a Certificate III in Community Pharmacy that may lead to:

- work in the dispensary
- other areas with greater responsibilities.



Employers will find that this staff training will assist with:

- Quality Care Pharmacy Program (QCPP) compliance
- application of the pharmacy protocol relating to Pharmacy Medicines and Pharmacist-Only Medicines (S2/S3)
- increasing assistants' confidence to manage a range of uncomplicated requests, allowing pharmacists more time to provide cognitive services and manage complex cases
- minimising the time and cost of staff training.

Units in these qualifications are on the next page.



	Certificate II	Certificate III (in addition to Certificate II Units)
Prescriptions and dispensary	Accept prescriptions and deliver medicines Deliver prescriptions to customers outside the pharmacy	Assist in: <ul style="list-style-type: none"> • dispensary operations • dispensary stock control • preparing dose administration containers.
Products	Support the sale of pharmacy and pharmacist only medicines Identify, locate and sell products related to: <ul style="list-style-type: none"> • allergies • analgesics and anti-inflammatory products • cough and cold products • eye, ear and oral care products • gastrointestinal conditions • first aid and wound care products • skin and fungal conditions 	Assist in the management of pharmacy and pharmacist only medicines Provide information, products and services on: <ul style="list-style-type: none"> • asthma • blood pressure • complementary medicines • diabetes • diet, nutrition and weight management • pregnancy and maternal health • smoking cessation • women's and men's health • wound care
Customers	Merchandise products Apply point-of-sale handling procedures Interact with customers Communicate in the workplace Work effectively in a retail environment Organise and maintain work areas Perform stock control procedures Apply safe working procedures Minimise theft Sell products and services Operate retail equipment Balance point-of-sale terminal	Respond effectively to difficult or challenging behaviour Build relationships with customers

These qualifications are available as traineeships that attract government subsidies and employer incentive payments.

Accredited Pharmacist Special Interest Group

PSA members who are accredited pharmacists, currently undertaking accreditation, or interested in becoming accredited, are welcome to join the PSA accredited pharmacist special interest group (APSIG) at no extra charge.

The PSA APSIG provides specifically targeted support to members including:

- Networking opportunities for accredited pharmacists at national conferences.
- An online discussion forum specifically for accredited pharmacists to raise questions, issues, concerns or success stories on topics such as business and remuneration, clinical news, communication and case discussions. It is an excellent opportunity to get input and feedback from colleagues across the country.
- Support for expansion of PSA programs designed to meet the specific needs of accredited pharmacists.
- An opportunity to raise issues specific to accredited pharmacists for feedback through to governments and other stakeholders.

Some state branches run regular APSIG events for accredited pharmacists. Members should contact their state branch for further information and to register for these events.

To join APSIG email your name, address and PSA member number to **APSIG@psa.org.au**

PSA meets needs of accredited pharmacists

PSA's commitment to the ongoing development of accredited pharmacists doesn't stop with the completion of the Stage 1 Medication Review course.

PSA offers a variety of learning opportunities to assist accredited pharmacists in maintaining their clinical knowledge and meeting their reaccreditation requirements.

These include:

- **Australian Pharmacist**
CPD section and Knowledge in practice section.
7–8 Group 2 CPD credits available each month.
See page 24 for more details.
- **Essential CPE modules**
6 Group 2 CPD credits available each module.
See page 25 for more details.
- **Monthly online lectures/podcasts**
2.5 Group 2 CPD credits available each month.
See page 23 for more details.

PSA offers a variety of learning opportunities to assist accredited pharmacists.



- **QUM kits**
2 Group 2 CPD credits per hour of preparation for presentation to residential care facility staff.
See page 33 for more details.
- **Building Blocks for the delivery of Professional Services workshops**
4 Group 2 CPD credits available for each 2 hour module.
See page 18 for more details.
- **Small group workshops**
Topics include Finding Medicines Information on the Web, Chronic Kidney Disease, Hands on Devices, Communication and Counselling.
See page 21 for more details.
- **Annual Medicines Update Course**
12 Group 2 CPD credits available.
See page 18 for more details.
- **Qualifications**
Including Certificate IV in Training and Assessment, Diploma of Management, Certificate IV in Small Business Management.
See page 30 for more details.

Rural Special Interest Group



PSA members working in rural or remote areas and those interested in rural pharmacy are invited to join the Society's Rural Special Interest Group (SIG) at no extra charge.

The Rural SIG provides specially targeted support to members who are practicing in rural and remote areas of Australia and also acts as an advocate for pharmacists in regional and rural health.

The web-based forum, where Rural SIG members can interact with their peers on rural, regional and remote issues, can be accessed at www.psa.org.au/rural

The goals of the Rural SIG include to:

- Promote networking opportunities for pharmacists, students and interns in rural and remote areas
- Facilitate and increase awareness of available education activities
- Promote support for, and expansion of, services provided by PSA for rural pharmacists
- Identify and develop strategies to address the specific needs and issues of rural pharmacists

- Act as an advocate for rural pharmacists and rural pharmacy in policy development with government and pharmacy organisations
- Identify other like-minded organisations and stakeholders that can be lobbied
- Promote the integration of pharmacy professional services in rural health care teams
- Promote rural pharmacy within the profession to enhance the image of rural pharmacy.

A steering committee has been established to ensure the Rural SIG's goals are focused and reflect rural pharmacy practice and its needs.

Members of the Steering Committee, which comprises representatives from State and Territory, can be contacted via rural@psa.org.au

PSA meets needs of rural pharmacists

PSA is conscious that pharmacists practicing in rural and remote areas will have fewer opportunities for face to face CPD to support them meeting the Pharmacy Board of Australia's CPD requirements.

However PSA offers a variety of distance learning opportunities covering a wide array of topics as a PSA member benefit. PSA is committed to ensuring pharmacists in rural and remote areas not only have sufficient opportunities for gaining CPD credits, but there is a large range of topics to meet their varying needs.

- **Australian Pharmacist**
CPD section and Knowledge in practice section. 7–8 Group 2 CPD credits available each month. See page 24 for more details.

- **Essential CPE modules**

6 Group 2 CPD credits available each quarter.
See page 25 for more details.

- **Online lectures/podcasts**

2.5 Group 2 CPD credits available each month.
See page 23 for more details.

- **Qualifications**

Including Certificate IV in Training and Assessment, Diploma of Management, Certificate IV in Small Business Management.
See page 30 for more details.

Pharmacists in rural and remote areas can also take advantage of the *CPE/Professional Development allowance*.

The CPE Allowance provides financial support to assist pharmacists from rural and remote areas to access CPE and Professional Development activities.

The allowance may be awarded to practicing pharmacists, pre-registration pharmacists, pharmacists preparing to re-enter pharmacy practice in rural locations or a professional educator travelling to a group of practicing pharmacists to deliver CPE.

The CPE Allowance is funded by the Australian Government, as represented by the Department of Health and Ageing, and is administered by the Pharmacy Guild of Australia. Guidelines and application forms can be accessed at www.guild.org.au/rural

Early Career Pharmacist Working Group



In early 2009, the Early Career Pharmacists Working Group (ECPWG) was established both nationally and in each state branch of the PSA to support pharmacists in the early stages of their career. The ECPWG represents students, interns and registered pharmacists with up to 10 years of experience.

The objectives of the ECPWG are to:

- Establish and maintain National and Branch Early Career Pharmacist Working Groups (ECPWGs).
- Identify the needs of early career pharmacists in relation to professional development, practice support and advocacy, and advise PSA on how to address these needs.
- Facilitate programs and activities that aim to improve the professional satisfaction of early career pharmacists.
- Assist with the planning, organisation and promotion of PSA activities that engage early career pharmacists.

- Encourage and support early career pharmacist involvement, motivation and contribution to PSA via opportunities within branch and national committees.
- Work with PSA to present a clear vision for pharmacy, focusing on excellence in practice, innovation and career development.

Each Branch has an ECPWG who organise educational and social networking events. If you would like to find out about activities taking place in your state contact your local PSA branch or visit www.psa.org.au/ecp – you can access the ECPWG Facebook page through this page.

PSA meets needs of early career pharmacists

The Early Career Pharmacist Working Group identified a number of areas that early career pharmacists requested PSA to address in their CPD and practice support program for 2011.

• **Wound care**

The *Hands on devices: Wound care* workshop is a 2-hour small group workshop delivered by State Branches. See page 21 for more details.

• **Devices**

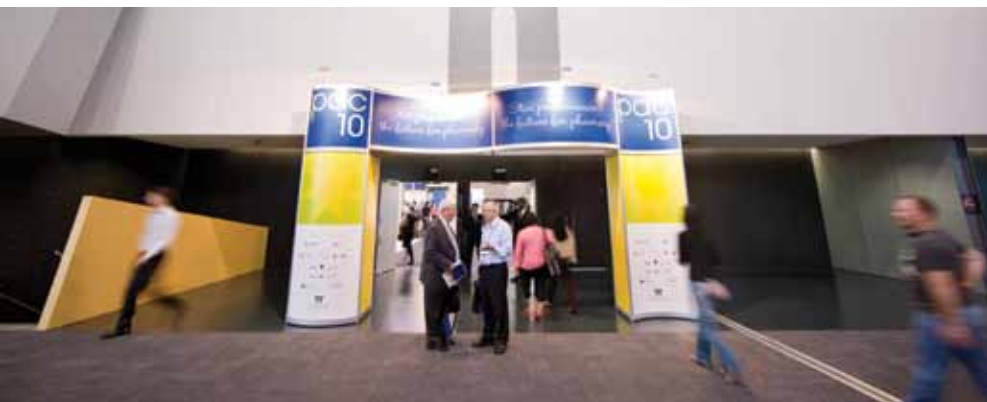
The series of *Hands on devices* workshops cover respiratory, diabetes, lactation aids, wound care and cardiovascular, and are delivered by State Branches. See page 21 for more details.

• **Business and human resources management**

PSA offers the Certificate IV in Small Business Management and the Diploma of Management. Enrol in single units or the complete qualification. See page 30–31 for more details.

The Chair of the National Early Career Pharmacist Working Group is a member of PSA's National Advisory Committee for Practice Improvement, which provides guidance to the CPD and practice support programs. If you have ideas and feedback, become a part of the process by contacting your State Branch ECP representative.

Sponsorship of PSA programs



PSA welcomes opportunities to have programs supported by pharmaceutical industry and other sponsors.

However PSA reassures pharmacists that all content delivered by PSA is free of commercial interest. In fact, PSA's accreditation criteria for continuing professional development and practice improvement programs, state:

- **Criterion 8:** Sponsorship arrangements must be transparent.
- **Criterion 9:** The activity being provided or delivered must be developed such that the content is completely independent of the sponsoring organisation.

PSA maintains editorial control for all published material.

PSA achieves this by, for example, maintaining editorial control for all published material; ensuring any grant or other financial support is unrestricted; ensuring that any sponsor presentation/input is completely separated from the educational activity, does not involve the author/presenter of the educational activity in any way, and does not compete with nor take precedence over the educational activity; and by declaring any sponsorship when the activity is promoted and delivered.

PSA's processes with regard to these criteria are externally audited by the Australian Pharmacy Council.



Pharmacy BookZone



Pharmacy BookZone is the PSA online bookstore which offers PSA members discounted prices to a vast array of resources. The topics of interest range from dermatology and wound care, drug references, pharmacy practice, sports medicine, pregnancy and breast feeding to laboratory test and ethics and law.

The full catalogue of titles can be viewed online at **www.psa.org.au/books**

PSA also self-publishes a large range of books to provide information that is specific to Australian pharmacists.

PSA also self-publishes a large range of books to provide information that is specific to Australian pharmacists and their practice environment:

- *Australian Pharmaceutical Formulary and Handbook (APF)*
- *Case studies in clinical practice: Use of laboratory test data: A process guide for health professionals*
- *Case studies in practice: Medication review: A process guide for pharmacists.*
- *Case studies in practice: Pharmacist only and pharmacy medicines*
- *Drug information: A Resource for health professionals. (CD-ROM)*
- *Counselling guide for non-prescription medicines*
- *Australian Pharmacist Medication Review Companion.*

Significant discounts for PSA members!

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The essential everyday guide to pharmacy practice

**This essential reference text
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- » understand common laboratory tests
- » identify medicines that should not be crushed
- » identify drugs that cause or aggravate urinary incontinence
- » identify drugs that discolour urine and faeces
- » identify the characteristics of different insulins
- » manage opioid-induced constipation
- » identify appropriate dressings for each stage of wound healing and type of wound
- » manage missed doses of oral contraceptives
- » prepare and dispense extemporaneous products
- » provide practical counselling for a range of OTC medicines
- » access health and pharmacy information through active hyperlinks on the CD-ROM
- » advise athletes subject to doping control who are prescribed prohibited medications

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PSA member: \$180 » Non member: \$270

PSA students: \$115 (Current student ID required)

Non member students: \$150

Order code: APF21BC



How to access and record your own CPD credits online

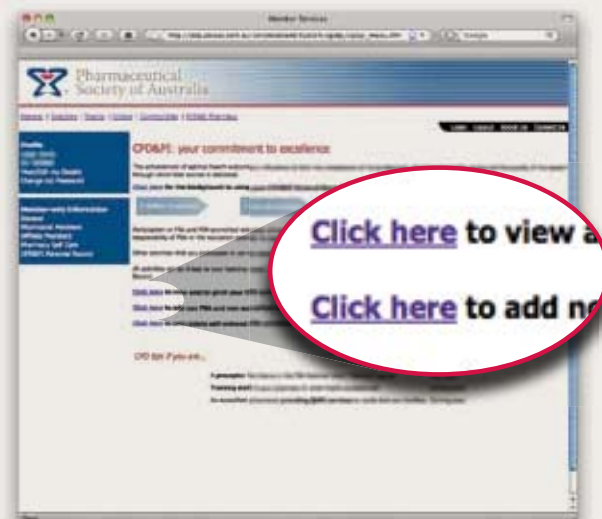
Step 1 Login to the PSA members only section via the PSA website (www.psa.org.au) using your member login details.



Step 2 Select CPD&PI Personal Record as indicated left.

Step 3 Click to either:

- view and/or print your CPD summary record, or
- to add non PSA and non-accredited CPD activities to your member record.



How to register for events online

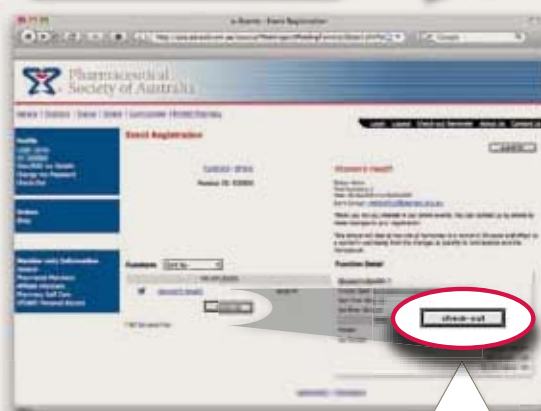
Step 1 Login to the PSA members only section via the PSA website (www.psa.org.au) using your member login details.



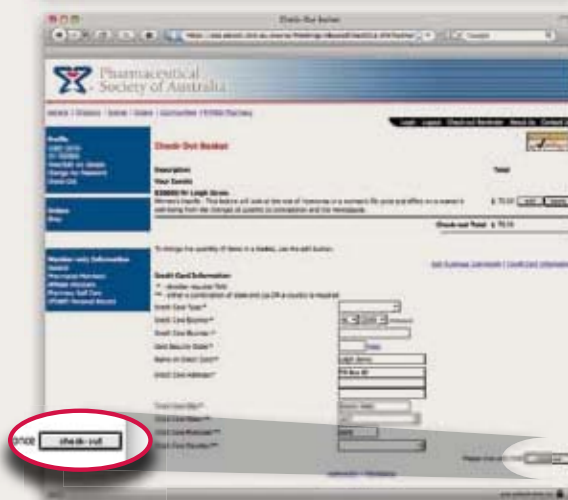
Step 2 Click on *Online Event Registration* as indicated left.



Step 3 Select the event you wish to register for.



Step 4 Once this opens it will provide more details about the event. Select *check-out* to finalise registration.



Step 5 You will then be taken to the online payment screen as below. Fill in all details as requested and select *check-out* to complete payment.

Contact details for more information about PSA programs

If you wish to provide feedback or suggestions on PSA programs, please contact your PSA State Branch.

Contact details for more information about PSA courses

ACT Branch

PO Box 42,
Deakin West ACT 2600

Phone: (02) 6201 5897
Email: act.branch@psa.org.au

New South Wales Branch

PO Box 162,
St Leonards NSW 1590

Phone: (02) 9431 1100
Fax: (02) 9431 1150
Toll free: 1300 369 772
Email: nsw.branch@psa.org.au

Victorian Branch

381 Royal Parade,
Parkville Vic 3052

Phone: (03) 9389 4000
Fax: (03) 9389 4044
Email: vic.branch@psa.org.au

Queensland Branch

PO Box 6120,
Buranda Qld 4102

Phone: (07) 3896 1900
Fax: (07) 3896 1999
Email: admin@psaqlld.org.au

South Australian and Northern Territory Branch

Suite 7/102 Greenhill Road,
Unley SA 5061

Phone: (08) 8272 1211
Fax: (08) 8272 7925
Email: sa.branch@psa.org.au

Tasmanian Branch

161 Campbell Street,
Hobart Tas 7000

Phone: (03) 6231 2636
Fax: (03) 6231 2669
Email: tas.branch@psa.org.au

Pharmaceutical Society of Western Australia

21 Hamilton Street,
Subiaco WA 6008

Phone: (08) 9388 2886
Fax: (08) 9388 2940
Email: pcwa@iinet.net.au

National Professional Development unit

Phone: (03) 9389 4000
Email: education@psa.org.au

National Practice Support unit

Phone: (02) 9431 1100
Email: practice.support@psa.org.au

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PSA National Office: PO Box 42, Deakin West ACT 2600
Telephone: 02 6283 4777 | Facsimile: 02 6285 2869

