CLINCAT – NATIONAL UTILISATION OF A COMPETENCY ASSESSMENT TOOL FOR AUSTRALIAN PHARMACISTS

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BACKGROUND

- ClinCAT = Clinical Competency Assessment Tool
- Developed by SHPA in 2010
- Informed by:
  - UK General Level Framework (GLF)
  - National Competency Standard Framework for Pharmacists in Australia
  - SHPA Standards of Practice for Clinical Pharmacy Services
  - Australian Pharmaceutical Advisory Committee guidelines
BACKGROUND

Tool to assist with, and facilitate practitioner development through peer observation and feedback
THE CLINCAT PROCESS

1. Provide an introduction to the tool and the process
2. Complete self-assessment
3. Undertake observation
4. Prepare feedback/review self-assessment
5. Provide structured one-on-one feedback
6. Follow up
CLINCAT – PART 1

• Delivery of patient care
  • Conduct medication histories
  • Evaluate adverse drug reactions
  • Complete medication review activities
  • Review therapeutic drug monitoring results
  • Identify/manage medication interactions
CLINCAT – PART 2

• Personal and professional qualities
  • Time management
  • Logic
  • Problem solving
  • Initiative
  • Teamwork
  • Communication
### Competency Unit 1.3: Identification, Prioritisation and Resolution of Medicine-Related Problems

This competency unit describes the skills needed to effectively identify and resolve medicines-related issues regarding patient care.

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<tr>
<th>Element</th>
<th>Performance Criteria &amp; Evidence Guide</th>
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<tbody>
<tr>
<td><strong>1.3.1 Identification of patients most at risk of medication misadventure</strong></td>
<td><strong>Identify if patient is at risk of medication misadventure</strong></td>
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Patients most at risk of medicines-related problems include those who:
- have medication misadventure as the known or suspected reason for their presentation or admission to the health service organisation
- are aged 65 years or older
- take 5 or more medicines
- take more than 12 doses of medicines per day
- take a medicine that requires therapeutic monitoring or is a high-risk medicine
- have clinically significant changes to their medicines or treatment plan within the last 3 months
- have suboptimal response to treatment with medicines
- have difficulty managing their medicines because of literacy or language difficulties
- have impaired renal or hepatic function
- have problems using medication delivery devices or require an adherence aid
- are suspected or known to be non-adherent with their medicines
- have multiple prescribers for their medicines
- have been discharged within the last 4 weeks from or have had multiple admissions to a health service organisation

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<th>Self</th>
<th>Rarely</th>
<th>Sometimes</th>
<th>Usually</th>
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Evaluator
Pharmacist
EVALUATOR TRAINING - PILOT

- Two day training workshop for prospective evaluators
- Pilot program run in South Australia (late 2010) and Victoria (early 2011)
- In-depth feedback collected from participants
EVALUATOR TRAINING - 2011

• Small groups of state-based participants
• Training focused on
  • Background and development of the tool
  • Generic feedback training
  • Change management / Implementation strategies
• Undertake 3 ClinCAT evaluations post workshop
  • Revalidation in 5 years
EVALUATOR TRAINING - 2018

- Small group workshops not limited to local registration only
- Training now focuses largely on
  - Ethos of ClinCAT
  - Practical use of the tool
  - Change management and workplace implementation
EVALUATOR TRAINING - 2018

• Major focus on feedback training
  • Utilise a Clinical Neuropsychologist with specialist feedback skills
  • Introduction to the ALOBA model of feedback
  • Skills acquisition through structured role play scenarios
NATIONAL UPTAKE

• 52 ClinCAT evaluator training workshops offered nationally since pilot in 2010/11

• 580 pharmacists have attended the training

• 60% complete the post-workshop requirements to become a certified evaluator

• ClinCAT evaluators located at over 100 hospitals and health services across Australia
WHAT’S NEXT?

• Annual review of evaluator training workshops
  • Based on feedback from attendees
• Review of tool to ensure
  • In line with current practice as outlined in the National Competency Standards Framework for Pharmacists in Australia 2016
  • Continues to meet the needs of pharmacy profession
• Ongoing work to develop a fully online version of the tool
SUMMARY

• ClinCAT has been integrated into practice in the majority of hospitals and health services in Australia

• Ongoing regular evaluator training workshops are offered to ensure sufficient numbers of practicing evaluators