



# Queensland Health General Level Framework (GLF)

Version 4 (May 2009)

Adapted with permission of the Competency Development and Evaluation Group ([www.codeg.org](http://www.codeg.org)) and Safe Medication Practice Unit

## Evaluation & Feedback on Pharmaceutical Review Activities

**CONFIDENTIAL DOCUMENT**

Please use **BLOCK CAPITALS** and **SHADE** inside circles to answer questions

### Evaluation Type:

- Self & Baseline
- Self & Review 1
- Self & Review 2
- Self & Review 3
- Self & Review 4
- Self & Review 5
- Self & Review 6
- Other (please specify) \_\_\_\_\_

Hospital: \_\_\_\_\_

Given Name: \_\_\_\_\_  
(In full)

Surname: \_\_\_\_\_  
(Name change: \_\_\_\_\_)

Phone (Work): (07) \_\_\_\_\_

Classification: HP \_\_

Year of Registration: \_\_\_\_\_ Intern: Yes / No

Received GLF introductory Briefing:

- Yes:  Face to Face (group/individual)
- Electronically (self directed)
- No

### Further Education & Experience:

Clinical Experience:  < 1yr     5 – 10 yrs  
 1 – 2.9 yrs     > 10 yrs  
 3 – 4.9 yrs

Post-graduate qualification:  Yes:  Undertaking  
 Complete  
 No

If 'Yes', qualification level:  PhD     Diploma  
 MSc     Certificate  
 Other \_\_\_\_\_

Year: \_\_\_\_\_ (completed / to be completed)

Previous ward-based evaluation other than GLF:  
 Yes     No

If 'Yes', specify the type of evaluation & date:

Type \_\_\_\_\_

Date \_\_\_\_ / \_\_\_\_ / \_\_\_\_

### Self Evaluation

### Observed Evaluation

Date: \_\_\_\_ / \_\_\_\_ / 20\_\_

Ward: \_\_\_\_\_

Mentor: \_\_\_\_\_  
(First initial & Surname)

Experience on Evaluated Ward:  
\_\_\_\_\_ months

Hours allocated to Ward:  
\_\_ . \_\_\_\_ hours & minutes per day

Date: \_\_\_\_ / \_\_\_\_ / 20\_\_

Ward: \_\_\_\_\_

Assessor: \_\_\_\_\_  
(First initial & Surname)

Next GLF Review Date:  
\_\_\_\_ / \_\_\_\_ / 20\_\_

Pharmacists Signature (Post Feedback)

**NOTE: THE PHARMACIST WILL BE EVALUATED AGAINST INDIVIDUAL COMPETENCIES ONLY AS APPROPRIATE TO EACH PATIENT**

Competency		Rating									
<b>1.1 Patient History</b>											
		(0-24%)		(25-50%)		(51-84%)		(85-100%)			
<b>1.1.1 Opening the consultation</b>		<b>Provides clear introduction to the consultation</b> <i>Establishes patient identity, introduces self and other colleagues as applicable</i>									
		RARELY		SOMETIMES		USUALLY		CONSISTENTLY		U/C	
		S	E	S	E	S	E	S	E		
		<b>Agrees on an agenda with the patient</b> <i>Checks time is appropriate</i> <i>Explains purpose of discussion</i>									
<b>1.1.2 Questioning</b>		RARELY		SOMETIMES		USUALLY		CONSISTENTLY		U/C	
		S	E	S	E	S	E	S	E		
		<b>Uses appropriate questioning to obtain relevant information from the patient</b> <i>Relevant, succinct</i> <i>Uses appropriate language (non-judgmental, non-alarmist, reassuring)</i> <i>Starts with open-ended questions, ends with close-ended questions to confirm, avoids leading questions</i> <i>Talks at an appropriate level</i>									
Comments	Self										
	Evaluation										
<b>1.1.3 Patient consent</b>		<b>Obtains patient consent where appropriate before requesting patient specific information from other healthcare providers</b> <i>Explains need to consult other HCP's</i> <i>Requests permission to obtain patient-specific information</i>									
		RARELY		SOMETIMES		USUALLY		CONSISTENTLY		U/C	
		S	E	S	E	S	E	S	E		
Comments	Self										
	Evaluation										
<b>1.1.4 Allergy/ADR review</b>		<b>Documents / confirms an accurate and comprehensive allergy/ADR history</b> <i>Documents drug details, reaction details and date it occurred</i> <i>Ticks "Nil known" or "Unknown" if appropriate; Signs and prints name</i>									
		RARELY		SOMETIMES		USUALLY		CONSISTENTLY		U/C	
		S	E	S	E	S	E	S	E		
Comments	Self										
	Evaluation										
<b>1.1.5 Medication history</b>		<b>Takes and documents a comprehensive medication history</b> <i>Refer to clinical pharmacy practice guidelines e.g. SHPA, APAC, SMPU checklist</i>									
		RARELY		SOMETIMES		USUALLY		CONSISTENTLY		U/C	
		S	E	S	E	S	E	S	E		
Comments	Self										
	Evaluation										

Codes: S = self evaluation E = evaluation U/C = unable to comment

		(0-24%)	(25-50%)	(51-84%)	(85-100%)					
<b>1.1 Patient History</b>										
<b>1.1.6 Confirmation of medication history</b>		<b>Confirms medication history to ensure accuracy</b> <i>Confirms history with appropriate sources of information as required e.g. relative, carer, GP, CP, other HCP, other institution, patient's own medicines, medication list, previous admission</i>								
		RARELY		SOMETIMES		USUALLY		CONSISTENTLY		U/C
		S	E	S	E	S	E	S	E	
Comments	Self									
	Evaluation									
<b>1.1.7 Relevant patient background</b>		<b>Retrieves relevant information</b> <i>Details of PMH, presenting condition, appropriate lab function tests</i> <i>Uses medical, nursing and electronic records, patient, carer, correspondence etc. as applicable</i>								
		RARELY		SOMETIMES		USUALLY		CONSISTENTLY		U/C
		S	E	S	E	S	E	S	E	
Comments	Self									
	Evaluation									
<b>1.1.8 Patient's understanding of illness</b>		<b>Elicits patient's (lay) understanding of their illness</b> <i>Assesses the patient's understanding of their illness</i> <i>Assesses need for further information</i>								
		RARELY		SOMETIMES		USUALLY		CONSISTENTLY		U/C
		S	E	S	E	S	E	S	E	
Comments	Self									
	Evaluation									
<b>1.1.9 Patient's experience of medicines use</b>		<b>Explores patient's experience and control of symptoms</b> <i>Perceived effectiveness of the medicines; control of symptoms; any problems with the medicines; perceived adverse effects; why did the patient stop / start / change medication?</i>								
		RARELY		SOMETIMES		USUALLY		CONSISTENTLY		U/C
		S	E	S	E	S	E	S	E	
Comments	Self									
	Evaluation									
<b>1.1.10 Patient's understanding of treatment</b>		<b>Explores patient's understanding of rationale for treatment</b> <i>What does the patient understand the treatment will do? What adverse effects are expected?</i>								
		RARELY		SOMETIMES		USUALLY		CONSISTENTLY		U/C
		S	E	S	E	S	E	S	E	
Comments	Self									
	Evaluation									
<b>1.1.11 Adherence assessment</b>		<b>Undertakes a thorough adherence assessment</b> <i>Uses empathetic, open-ended questions, non-judgemental approach</i>								
		RARELY		SOMETIMES		USUALLY		CONSISTENTLY		U/C
		S	E	S	E	S	E	S	E	
Comments	Self									
	Evaluation									

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<b>1.1 Patient History</b>										
		<b>(0-24%)</b>		<b>(25-50%)</b>		<b>(51-84%)</b>		<b>(85-100%)</b>		
<b>1.1.12 Patient's medication management</b>		<b>Assesses how medications were managed prior to admission</b> <i>Assesses ability with respect to literacy, visual impairment, disabilities, cognition / memory</i> <i>Assesses need for aids e.g. large print, level of supervision needed in the home environment (Dosette / Webster / relative)</i>								
		RARELY		SOMETIMES		USUALLY		CONSISTENTLY		U/C
		S	E	S	E	S	E	S	E	
Comments	Self									
	Evaluation									
<b>1.1.13 Medication history reconciliation</b>		<b>Reconciles currently prescribed medications with those taken prior to admission</b> <i>Able to justify changes made to medications prior to and on admission e.g. short course of oral steroids finished prior to admission; reduced dose of anti-hypertensive due to low BP on admission</i>								
		RARELY		SOMETIMES		USUALLY		CONSISTENTLY		U/C
		S	E	S	E	S	E	S	E	
		<b>Reconciles currently prescribed medications with medical problems, both current and previous</b> <i>Considers PMH + background in relation to currently prescribed medications; considers applicability</i>								
		RARELY		SOMETIMES		USUALLY		CONSISTENTLY		U/C
		S	E	S	E	S	E	S	E	
Comments	Self									
	Evaluation									

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## 1.2 Assessment of Current Medication Management

### 1.2a Selection of Drug

		(0-24%)	(25-50%)	(51-84%)	(85-100%)			
1.2.1 <b>Drug-drug interactions</b>	<b>Identifies drug-drug interactions</b> <i>Demonstrates knowledge of drug interactions and mechanisms, including complementary and alternative medication</i>							
	RARELY		SOMETIMES		USUALLY		CONSISTENTLY	U/C
	S	E	S	E	S	E	S	
	<b>Appropriately prioritises drug-drug interactions according to clinical significance</b>							
	RARELY		SOMETIMES		USUALLY		CONSISTENTLY	U/C
	S	E	S	E	S	E	S	
<b>Takes appropriate action</b>								
RARELY		SOMETIMES		USUALLY		CONSISTENTLY	U/C	
S	E	S	E	S	E	S		E
Comments	Self							
	Evaluation							
1.2.2 <b>Drug-patient interactions</b>	<b>Identifies drug-patient interactions</b> <i>Patient related issues which preclude / require the use of a particular drug or drugs</i> <i>Example: use of warfarin in an elderly patient at risk of falls; use of sedatives in patients at risk of falls</i>							
	RARELY		SOMETIMES		USUALLY		CONSISTENTLY	U/C
	S	E	S	E	S	E	S	
	<b>Appropriately prioritises drug-patient interactions</b>							
	RARELY		SOMETIMES		USUALLY		CONSISTENTLY	U/C
	S	E	S	E	S	E	S	
<b>Takes appropriate action</b>								
RARELY		SOMETIMES		USUALLY		CONSISTENTLY	U/C	
S	E	S	E	S	E	S		E
Comments	Self							
	Evaluation							
1.2.3 <b>Drug-disease interactions</b>	<b>Identifies drug-disease interactions</b> <i>Example: NSAID in heart failure</i>							
	RARELY		SOMETIMES		USUALLY		CONSISTENTLY	U/C
	S	E	S	E	S	E	S	
	<b>Appropriately prioritises drug-disease interactions</b>							
	RARELY		SOMETIMES		USUALLY		CONSISTENTLY	U/C
	S	E	S	E	S	E	S	
<b>Takes appropriate action</b>								
RARELY		SOMETIMES		USUALLY		CONSISTENTLY	U/C	
S	E	S	E	S	E	S		E
Comments	Self							
	Evaluation							

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		(0-24%)	(25-50%)	(51-84%)	(85-100%)					
<b>1.2b Prescribing and Administration of Medications and Fluids</b>										
<b>1.2.4 The prescription is unambiguous</b>		<b>Ensures clarity of prescription</b> <i>Ensures the doctor's intention is clear to enable safe supply and administration of the drug</i> <i>Clearly annotates prescription where necessary</i> <i>Liaises with prescriber where appropriate</i>								
		RARELY		SOMETIMES		USUALLY		CONSISTENTLY		U/C
		S	E	S	E	S	E	S	E	
Comments	Self									
	Evaluation									
<b>1.2.5 The prescription is legal</b>		<b>Ensures legality of prescription</b> <i>Drug, form (for S/R preparations), route, dose, frequency, patient identifiers, signature, date</i> <i>CD requirements</i>								
		RARELY		SOMETIMES		USUALLY		CONSISTENTLY		U/C
		S	E	S	E	S	E	S	E	
Comments	Self									
	Evaluation									
<b>1.2.6 Checking of appropriate dose</b>		<b>Ensures appropriate dose</b> <i>Checks dose with respect to patient + disease factors (weight, age, renal / hepatic function etc.)</i> <i>Checks dose conversion when route changed e.g. metronidazole IV vs PO dose</i>								
		RARELY		SOMETIMES		USUALLY		CONSISTENTLY		U/C
		S	E	S	E	S	E	S	E	
Comments	Self									
	Evaluation									
<b>1.2.7 Checking of route and timing of dose</b>		<b>Ensures appropriate route and timing of dose</b> <i>Ensures most appropriate route selected</i> <i>Ensures time of dose recorded on the medication chart and timing correct with respect to food / nursing issues / other factors</i>								
		RARELY		SOMETIMES		USUALLY		CONSISTENTLY		U/C
		S	E	S	E	S	E	S	E	
Comments	Self									
	Evaluation									
<b>1.2.8 Selection of formulation, concentration or rate</b>		<b>Ensures appropriate regimen</b> <i>Selects appropriate formulation (liquid for NGT etc.)</i> <i>Checks concentration / rate is appropriate according to accepted references</i>								
		RARELY		SOMETIMES		USUALLY		CONSISTENTLY		U/C
		S	E	S	E	S	E	S	E	
Comments	Self									
	Evaluation									

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<b>1.3 Monitoring of Current Drug Therapy</b> <i>(Includes Clinical Review, Decision To Prescribe And Therapeutic Drug Monitoring)</i>										
		(0-24%)		(25-50%)		(51-84%)		(85-100%)		
<b>1.3.1</b> <b>Identification of drug related problems</b>		<b>Identifies drug related problems</b> <i>Identifies high risk medications, high risk disease groups and high-risk patients</i> <i>Identifies ongoing monitoring requirements</i>								
		RARELY		SOMETIMES		USUALLY		CONSISTENTLY		U/C
		S	E	S	E	S	E	S	E	
Comments	Self									
	Evaluation									
<b>1.3.2</b> <b>Documentation of drug related problems</b>		<b>Documents drug related problems accurately</b> <i>Documents in an appropriate place e.g. QH MAP form / pharmacy profile / medical record / medication chart / clinical pathways</i>								
		RARELY		SOMETIMES		USUALLY		CONSISTENTLY		U/C
		S	E	S	E	S	E	S	E	
Comments	Self									
	Evaluation									
<b>1.3.3</b> <b>Prioritisation of drug related problems</b>		<b>Prioritises drug related problems appropriately</b> <i>Identifies problems</i> <i>Assesses urgency</i>								
		RARELY		SOMETIMES		USUALLY		CONSISTENTLY		U/C
		S	E	S	E	S	E	S	E	
Comments	Self									
	Evaluation									
<b>1.3.4</b> <b>Use of guidelines or references</b>		<b>Applies clinical guidelines / references appropriately to practice</b> <i>Uses current / appropriate guidelines</i> <i>Accurately interprets guidelines</i>								
		RARELY		SOMETIMES		USUALLY		CONSISTENTLY		U/C
		S	E	S	E	S	E	S	E	
Comments	Self									
	Evaluation									
<b>1.3.5</b> <b>Documentation of clinical pharmaceutical review activities</b>		<b>Documents a medication action plan- Documents on QH MAP form / Profile / other according to hospital policy</b>								
		RARELY		SOMETIMES		USUALLY		CONSISTENTLY		U/C
		S	E	S	E	S	E	S	E	
		<b>Signs for clinical review- Signs clinical review section on med chart</b>								
		RARELY		SOMETIMES		USUALLY		CONSISTENTLY		U/C
		S	E	S	E	S	E	S	E	
		<b>Documents interventions- According to department policy e.g. MAP / Profile / iPharmacy</b>								
		RARELY		SOMETIMES		USUALLY		CONSISTENTLY		U/C
		S	E	S	E	S	E	S	E	
Comments	Self									
	Evaluation									

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		(0-24%)	(25-50%)	(51-84%)	(85-100%)					
<b>1.3 Monitoring of Current Drug Therapy</b> <i>(Includes Clinical Review, Decision To Prescribe And Therapeutic Drug Monitoring)</i>										
<b>1.3.6 Consultation or referral</b>		<b>Appropriately refers drug related problems</b> <i>Understands own limitations</i> <i>Considers most appropriate referral point</i> <i>Refers in a logical &amp; concise manner; request is clear</i>								
		RARELY		SOMETIMES		USUALLY		CONSISTENTLY		U/C
		S	E	S	E	S	E	S	E	
Comments	Self									
	Evaluation									
<b>1.3.7 Resolution of drug related problems</b>		<b>Resolves drug related problems appropriately</b>								
		RARELY		SOMETIMES		USUALLY		CONSISTENTLY		U/C
		S	E	S	E	S	E	S	E	
Comments	Self									
	Evaluation									
<b>1.3.8 Assessing outcomes of contributions</b>		<b>Assesses outcomes of contributions appropriately</b> <i>Follows up contributions to patient care</i> <i>Reflects on learning outcomes</i>								
		RARELY		SOMETIMES		USUALLY		CONSISTENTLY		U/C
		S	E	S	E	S	E	S	E	
Comments	Self									
	Evaluation									

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		(0-24%)	(25-50%)	(51-84%)	(85-100%)					
<b>1.4 Provision of Drug Product</b>										
<b>1.4.1 Prescribed drugs administered correctly</b>		<b>Ensures that prescribed drugs are being administered correctly</b> <i>Checks that administration section of medication chart is completed appropriately</i>								
		RARELY		SOMETIMES		USUALLY		CONSISTENTLY		U/C
		S	E	S	E	S	E	S	E	
Comments	Self									
	Evaluation									
<b>1.4.2 Availability of medication</b>		<b>Ensures the prescribed drug can be made available</b> <i>Considers SDL/S100/SP/PBS restrictions</i> <i>e.g. authority obtained, necessary paperwork completed</i>								
		RARELY		SOMETIMES		USUALLY		CONSISTENTLY		U/C
		S	E	S	E	S	E	S	E	
Comments	Self									
	Evaluation									
<b>1.4.3 Medication supply</b>		<b>Supplies the prescribed medication accurately and legally</b> <i>Correct drug, form, strength, quantity, patient</i>								
		RARELY		SOMETIMES		USUALLY		CONSISTENTLY		U/C
		S	E	S	E	S	E	S	E	
		<b>Labels the prescribed medication accurately and appropriately</b> <i>Correct drug, form, strength, patient; inpatient vs. discharge labelling</i>								
		RARELY		SOMETIMES		USUALLY		CONSISTENTLY		U/C
		S	E	S	E	S	E	S	E	
		<b>Provides the prescribed medication for the patient in a timely manner</b> <i>Available for doses due</i>								
		RARELY		SOMETIMES		USUALLY		CONSISTENTLY		U/C
		S	E	S	E	S	E	S	E	
		<b>Documents supply of the drug on the medication chart</b> <i>Annotates pharmacy box on medication chart in accordance with the Statewide Medication Chart Guidelines</i>								
		RARELY		SOMETIMES		USUALLY		CONSISTENTLY		U/C
		S	E	S	E	S	E	S	E	
Comments	Self									
	Evaluation									

Codes: S = self evaluation

E = evaluation

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		(0-24%)	(25-50%)	(51-84%)	(85-100%)				
<b>1.5.1 Reconciliation of medicines on discharge</b>		<b>Reconciles discharge prescription/medication against current inpatient medication chart</b>					U/C		
		RARELY	SOMETIMES	USUALLY	CONSISTENTLY				
		S	E	S	E	S	E		
		<b>Reconciles discharge prescription/medication against admission medication history</b>					U/C		
		RARELY	SOMETIMES	USUALLY	CONSISTENTLY				
		S	E	S	E	S	E		
<b>1.5.2 Continuity of supply</b>		<b>Provides the patient with instructions regarding ongoing supply of medication after discharge</b> <i>Prescription required for further supply identified e.g. hospital / PBS Authority / other special requirements detailed; PBS / Hospital pharmacy identified</i>					U/C		
		RARELY	SOMETIMES	USUALLY	CONSISTENTLY				
		S	E	S	E	S	E		
		<b>1.5.3 Provision of Discharge Medication Record</b>		<b>Provides the patient with an accurate and complete Discharge Medication Record (DMR) where appropriate</b> <i>From eLMS or local department alternative</i>					U/C
				RARELY	SOMETIMES	USUALLY	CONSISTENTLY		
		S	E	S	E	S	E		
<b>1.5.4 Provision of medication contingency plan</b>		<b>Provides the patient with a medication contingency plan if appropriate</b> <i>Examples: asthma management plan; what to do if bleeding occurs whilst receiving warfarin; initiating short course of prednisolone for exacerbation of COPD</i>					U/C		
		RARELY	SOMETIMES	USUALLY	CONSISTENTLY				
		S	E	S	E	S	E		
		<b>1.5.5 Liaison with community healthcare providers</b>		<b>Supplies community healthcare providers with relevant information regarding ongoing pharmaceutical care of the patient</b> <i>Liaises with community pharmacists, GPs, carers and nursing home staff as required Communicates information regarding ongoing supply, compliance needs / aids, monitoring requirements etc</i>					U/C
				RARELY	SOMETIMES	USUALLY	CONSISTENTLY		
		S	E	S	E	S	E		
Comments	Self								
	Evaluation								
Comments	Self								
	Evaluation								
Comments	Self								
	Evaluation								

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U/C = unable to comment

<b>1.6 Medicines Information, Patient Education and Liaison</b>										
		<b>(0-24%)</b>		<b>(25-50%)</b>		<b>(51-84%)</b>		<b>(85-100%)</b>		
<b>1.6.1 Need for information is identified</b>		<b>Accurately identifies need for information from patient or carer or other</b>								
		RARELY		SOMETIMES		USUALLY		CONSISTENTLY		U/C
		S	E	S	E	S	E	S	E	
Comments	Self									
	Evaluation									
<b>1.6.2 Cultural / Social Background</b>		<b>Is sensitive and responsive to specific cultural / social needs and beliefs of the patient</b>								
		RARELY		SOMETIMES		USUALLY		CONSISTENTLY		U/C
		S	E	S	E	S	E	S	E	
Comments	Self									
	Evaluation									
<b>1.6.3 Information retrieval</b>		<b>Retrieves accurate and reliable medication information specific to patient's needs</b> <i>Appropriate sources used eg CMI</i>								
		RARELY		SOMETIMES		USUALLY		CONSISTENTLY		U/C
		S	E	S	E	S	E	S	E	
Comments	Self									
	Evaluation									
<b>1.6.4 Provision of oral/written information</b>		<b>Provides accurate and reliable medication-related information (oral and/or written)</b> <i>Includes information on new drugs, ceased drugs, changes to medication regimen, common side effects and interactions Explains use of DMR or other compliance aid if provided. Gives demonstration if appropriate. Specific to patient's cultural/social needs; to appropriate person e.g. parent/carer</i>								
		RARELY		SOMETIMES		USUALLY		CONSISTENTLY		U/C
		S	E	S	E	S	E	S	E	
Comments	Self									
	Evaluation									
<b>1.6.5 Consideration of non-drug alternative</b>		<b>Considers non-drug alternatives</b> <i>Examples: TED stockings, heat pack, relaxation techniques</i>								
		RARELY		SOMETIMES		USUALLY		CONSISTENTLY		U/C
		S	E	S	E	S	E	S	E	
Comments	Self									
	Evaluation									
<b>1.6.6 Lifestyle Advice</b>		<b>Provides appropriate lifestyle advice</b> <i>Examples: diet, smoking cessation, exercise</i>								
		RARELY		SOMETIMES		USUALLY		CONSISTENTLY		U/C
		S	E	S	E	S	E	S	E	
Comments	Self									
	Evaluation									
<b>1.6.7 Facilitating informed use of medication</b>		<b>Assesses the patient's comprehension of the information provided</b>								
		RARELY		SOMETIMES		USUALLY		CONSISTENTLY		U/C
		S	E	S	E	S	E	S	E	
Comments	Self									
	Evaluation									

Codes: S = self evaluation E = evaluation U/C = unable to comment

## Part 1: Delivery of Patient Care - Specific Comments

Date of visit: ..... Review (circle): Baseline / Review No: .....

General comments on Delivery of Patient Care Competencies:		
Areas in which performing well:		
Areas for improvement:	Action to be taken by pharmacist:	By when:

Codes: S = self evaluation E = evaluation U/C = unable to comment

<b>PART 2: Problem Solving Competencies</b>										
<b>Competency</b>		<b>Rating</b>								
<b>2.1 Knowledge</b>										
		<b>(0-24%)</b>		<b>(25-50%)</b>		<b>(51-84%)</b>		<b>(85-100%)</b>		
<b>2.1.1 Pathophysiology</b>		<b>Able to demonstrate and apply knowledge of pathophysiology to therapeutic use of drugs</b>								
		RARELY		SOMETIMES		USUALLY		CONSISTENTLY		U/C
		S	E	S	E	S	E	S	E	
Comments	Self									
	Evaluation									
<b>2.1.2 Pharmacology</b>		<b>Able to discuss how drugs work</b>								
		RARELY		SOMETIMES		USUALLY		CONSISTENTLY		U/C
		S	E	S	E	S	E	S	E	
Comments	Self									
	Evaluation									
<b>2.1.3 Side effects</b>		<b>Able to describe the major side effects of drugs</b>								
		RARELY		SOMETIMES		USUALLY		CONSISTENTLY		U/C
		S	E	S	E	S	E	S	E	
Comments	Self									
	Evaluation									
<b>2.1.4 Interactions</b>		<b>Able to describe mechanisms of interactions</b>								
		RARELY		SOMETIMES		USUALLY		CONSISTENTLY		U/C
		S	E	S	E	S	E	S	E	
Comments	Self									
	Evaluation									

<b>2.2 Gathering Information</b>										
		<b>(0-24%)</b>		<b>(25-50%)</b>		<b>(51-84%)</b>		<b>(85-100%)</b>		
<b>2.2.1 Accesses information</b>		<b>Able to access information from appropriate information sources</b>								
		RARELY		SOMETIMES		USUALLY		CONSISTENTLY		U/C
		S	E	S	E	S	E	S	E	
Comments	Self									
	Evaluation									
<b>2.2.2 Abstracts information</b>		<b>Able to abstract key points from information gathered</b> <i>Summarises &amp; extracts key points</i>								
		RARELY		SOMETIMES		USUALLY		CONSISTENTLY		U/C
		S	E	S	E	S	E	S	E	
Comments	Self									
	Evaluation									

Codes: S = self evaluation E = evaluation U/C = unable to comment

		(0-24%)	(25-50%)	(51-84%)	(85-100%)					
<b>2.3 Analysing Information</b>										
<b>2.3.1 Evaluates information</b>		<b>Able to evaluate information gathered</b> <i>Assesses reliability of source (accuracy, bias) and relevance to patient care</i>								
		RARELY		SOMETIMES		USUALLY		CONSISTENTLY		U/C
		S	E	S	E	S	E	S	E	
Comments	Self									
	Evaluation									
<b>2.3.2 Appraises therapeutic options</b>		<b>Appraises options</b> <i>Considers options and likely outcomes of actions; recognises pros / cons of each option</i>								
		RARELY		SOMETIMES		USUALLY		CONSISTENTLY		U/C
		S	E	S	E	S	E	S	E	
Comments	Self									
	Evaluation									
<b>2.3.3 Decision making</b>		<b>Demonstrates clear decision making</b>								
		RARELY		SOMETIMES		USUALLY		CONSISTENTLY		U/C
		S	E	S	E	S	E	S	E	
Comments	Self									
	Evaluation									

		(0-24%)	(25-50%)	(51-84%)	(85-100%)					
<b>2.4 Providing Information to other Health Care Professionals</b>										
<b>2.4.1 Provides accurate information</b>		<b>Provides accurate information</b>								
		RARELY		SOMETIMES		USUALLY		CONSISTENTLY		U/C
		S	E	S	E	S	E	S	E	
Comments	Self									
	Evaluation									
<b>2.4.2 Provides relevant information</b>		<b>Provides relevant information</b>								
		RARELY		SOMETIMES		USUALLY		CONSISTENTLY		U/C
		S	E	S	E	S	E	S	E	
Comments	Self									
	Evaluation									
<b>2.4.3 Provides timely information</b>		<b>Provides timely information</b>								
		RARELY		SOMETIMES		USUALLY		CONSISTENTLY		U/C
		S	E	S	E	S	E	S	E	
Comments	Self									
	Evaluation									

Codes: S = self evaluation E = evaluation U/C = unable to comment

## Queensland Health General Level Framework For Evaluation and Feedback on Pharmaceutical Review Activities

Adapted with permission of the Competency Development and Evaluation Group ([www.codeg.org](http://www.codeg.org)) and Safe Medication Practice Unit

<b>2.5 Follow up</b>										
		(0-24%)		(25-50%)		(51-84%)		(85-100%)		
<b>2.5.1 Ensures resolution of problem</b>		<b>Ensures resolution of problem</b>								
		RARELY		SOMETIMES		USUALLY		CONSISTENTLY		U/C
		S	E	S	E	S	E	S	E	
<b>Comments</b>	<b>Self</b>									
	<b>Evaluation</b>									

**Codes:** S = self evaluation

E = evaluation

U/C = unable to comment

## Part 2: Problem Solving Competencies - Specific Comments

Date of visit: .....

Review (circle): Baseline / Review No: .....

General comments on Problem Solving competencies:

Areas in which performing well:


Areas for improvement:	Action to be taken by pharmacist:	By when:



<b>PART 3: Professional Competencies</b>										
<b>Competency</b>		<b>Rating</b>								
<b>3.1 Organisation</b>										
		<b>(0-24%)</b>		<b>(25-50%)</b>		<b>(51-84%)</b>		<b>(85-100%)</b>		
<b>3.1.1 Prioritisation</b>		<b>Prioritises work well</b>								
		RARELY		SOMETIMES		USUALLY		CONSISTENTLY		U/C
		S	E	S	E	S	E	S	E	
Comments	Self									
	Evaluation									
<b>3.1.2 Punctuality</b>		<b>Is punctual</b>								
		RARELY		SOMETIMES		USUALLY		CONSISTENTLY		U/C
		S	E	S	E	S	E	S	E	
Comments	Self									
	Evaluation									
<b>3.1.3 Initiative</b>		<b>Demonstrates appropriate initiative when required</b>								
		RARELY		SOMETIMES		USUALLY		CONSISTENTLY		U/C
		S	E	S	E	S	E	S	E	
Comments	Self									
	Evaluation									
<b>3.1.4 Time Management</b>		<b>Allocates appropriate time to tasks resulting in them being completed</b>								
		RARELY		SOMETIMES		USUALLY		CONSISTENTLY		U/C
		S	E	S	E	S	E	S	E	
Comments	Self									
	Evaluation									
<b>3.1.5 Delivers work within agreed deadlines</b>		<b>Delivers work within agreed deadlines according to time allocated</b>								
		RARELY		SOMETIMES		USUALLY		CONSISTENTLY		U/C
		S	E	S	E	S	E	S	E	
Comments	Self									
	Evaluation									
<b>3.1.6 Efficiency</b>		<b>Works efficiently with respect to tasks performed with minimum waste of time</b>								
		RARELY		SOMETIMES		USUALLY		CONSISTENTLY		U/C
		S	E	S	E	S	E	S	E	
Comments	Self									
	Evaluation									

Codes: S = self evaluation

E = evaluation

U/C = unable to comment

		(0-24%)	(25-50%)	(51-84%)	(85-100%)				
<b>3.2.1 Patient and carer</b>		<b>Communication is clear, precise and appropriate</b>					U/C		
		RARELY		SOMETIMES		USUALLY		CONSISTENTLY	
		S	E	S	E	S	E	S	E
		<b>Involves patient in medication management</b>					U/C		
RARELY		SOMETIMES		USUALLY	CONSISTENTLY				
S	E	S	E	S	E	S	E		
Comments	Self								
	Evaluation								
<b>3.2.2 Prescribers</b>		<b>Communication is clear, precise and appropriate</b>					U/C		
		RARELY		SOMETIMES		USUALLY		CONSISTENTLY	
		S	E	S	E	S	E	S	E
		<b>Communication is clear, precise and appropriate</b>					U/C		
RARELY		SOMETIMES		USUALLY	CONSISTENTLY				
S	E	S	E	S	E	S	E		
Comments	Self								
	Evaluation								
<b>3.2.3 Nursing staff</b>		<b>Communication is clear, precise and appropriate</b>					U/C		
		RARELY		SOMETIMES		USUALLY		CONSISTENTLY	
		S	E	S	E	S	E	S	E
		<b>Communication is clear, precise and appropriate</b>					U/C		
RARELY		SOMETIMES		USUALLY	CONSISTENTLY				
S	E	S	E	S	E	S	E		
Comments	Self								
	Evaluation								
<b>3.2.4 Other Health Care Professionals</b>		<b>Communication is clear, precise and appropriate</b>					U/C		
		RARELY		SOMETIMES		USUALLY		CONSISTENTLY	
		S	E	S	E	S	E	S	E
		<b>Communication is clear, precise and appropriate</b>					U/C		
RARELY		SOMETIMES		USUALLY	CONSISTENTLY				
S	E	S	E	S	E	S	E		
Comments	Self								
	Evaluation								

Codes: S = self evaluation

E = evaluation

U/C = unable to comment

		(0-24%)	(25-50%)	(51-84%)	(85-100%)				
<b>3.3.1 Pharmacy team</b>	<b>Recognises the value of other team members</b>								
	RARELY		SOMETIMES		USUALLY		CONSISTENTLY		U/C
	S	E	S	E	S	E	S	E	
	<b>Works effectively as part of the team</b>								
	RARELY		SOMETIMES		USUALLY		CONSISTENTLY		U/C
	S	E	S	E	S	E	S	E	
<b>Passes on relevant information</b>									
RARELY		SOMETIMES		USUALLY		CONSISTENTLY		U/C	
S	E	S	E	S	E	S	E		
Comments	Self								
	Evaluation								
<b>3.3.2 Multi-disciplinary team</b>	<b>Recognises the value of other team members</b>								
	RARELY		SOMETIMES		USUALLY		CONSISTENTLY		U/C
	S	E	S	E	S	E	S	E	
	<b>Works effectively as part of the team</b>								
	RARELY		SOMETIMES		USUALLY		CONSISTENTLY		U/C
	S	E	S	E	S	E	S	E	
<b>Recognises the roles of non-clinical staff within the organisation</b>									
RARELY		SOMETIMES		USUALLY		CONSISTENTLY		U/C	
S	E	S	E	S	E	S	E		
Comments	Self								
	Evaluation								
<b>3.3.3 Shares learning experiences</b>	<b>Shares learning experiences with colleagues</b>								
	RARELY		SOMETIMES		USUALLY		CONSISTENTLY		U/C
	S	E	S	E	S	E	S	E	
Comments	Self								
	Evaluation								

Codes: S = self evaluation

E = evaluation

U/C = unable to comment

		(0-24%)	(25-50%)	(51-84%)	(85-100%)					
<b>3.4 Professional Qualities</b>										
<b>3.4.1 Professional Code of Ethics</b>		<b>Practices within relevant Code of Ethics</b>								
		RARELY		SOMETIMES		USUALLY		CONSISTENTLY		U/C
		S	E	S	E	S	E	S	E	
Comments	Self									
	Evaluation									
<b>3.4.2 Confidentiality</b>		<b>Maintains confidentiality</b>								
		RARELY		SOMETIMES		USUALLY		CONSISTENTLY		U/C
		S	E	S	E	S	E	S	E	
Comments	Self									
	Evaluation									
<b>3.4.3 Logic</b>		<b>Demonstrates a logical thought process to problem solving</b>								
		RARELY		SOMETIMES		USUALLY		CONSISTENTLY		U/C
		S	E	S	E	S	E	S	E	
Comments	Self									
	Evaluation									
<b>3.4.4 Confidence</b>		<b>Inspires confidence in others- Patient, other healthcare professionals</b>								
		RARELY		SOMETIMES		USUALLY		CONSISTENTLY		U/C
		S	E	S	E	S	E	S	E	
		<b>Demonstrates confidence- Pharmacist has confidence in his / her own abilities</b>								
		RARELY		SOMETIMES		USUALLY		CONSISTENTLY		U/C
		S	E	S	E	S	E	S	E	
Comments	Self									
	Evaluation									
<b>3.4.5 Recognition of limitations</b>		<b>Recognises limitations</b>								
		RARELY		SOMETIMES		USUALLY		CONSISTENTLY		U/C
		S	E	S	E	S	E	S	E	
Comments	Self									
	Evaluation									
<b>3.4.6 Responsibility for own action</b>		<b>Takes responsibility for own action</b>								
		RARELY		SOMETIMES		USUALLY		CONSISTENTLY		U/C
		S	E	S	E	S	E	S	E	
Comments	Self									
	Evaluation									

Codes: S = self evaluation E = evaluation U/C = unable to comment

<b>3.4 Professional Qualities</b>										
		<b>(0-24%)</b>		<b>(25-50%)</b>		<b>(51-84%)</b>		<b>(85-100%)</b>		
<b>3.4.7 Responsibility for patient care</b>		<b>Takes responsibility for patient care</b>								
		RARELY		SOMETIMES		USUALLY		CONSISTENTLY		U/C
		S	E	S	E	S	E	S	E	
Comments	Self									
	Evaluation									
<b>3.4.8 Continuing Professional Development</b>		DOES NOT maintain a CPD portfolio		SOMETIMES records some evidence		USUALLY records some evidence		CONSISTENTLY maintains a CPD portfolio		U/C
		S	E	S	E	S	E	S	E	
		RARELY reflects on performance		SOMETIMES reflects on performance		USUALLY reflects on performance		CONSISTENTLY reflects on performance		U/C
		S	E	S	E	S	E	S	E	
		RARELY identifies learning needs		SOMETIMES identifies learning needs		USUALLY identifies learning needs		CONSISTENTLY identifies learning needs		U/C
		S	E	S	E	S	E	S	E	
RARELY evaluates learning		SOMETIMES evaluates learning		USUALLY evaluates learning		CONSISTENTLY evaluates learning		U/C		
S	E	S	E	S	E	S	E			
Comments	Self									
	Evaluation									

Codes: S = self evaluation

E = evaluation

U/C = unable to comment

## Part 3: Professional Competencies - Specific Comments

Date of visit: .....

Review (circle): Baseline / Review No: .....

**General comments on Professional Competencies:**

*CPD portfolio sighted and discussed:* Yes / No

**Areas in which performing well:**

**Areas for improvement:**

**Action to be taken by pharmacist:**

**By  
when:**

***Suggested learning experience / clinical case to be shared:***

**Codes:** S = self evaluation

E = evaluation

U/C = unable to comment