

Model Standards of Practice for Pharmacists and Pharmacy Technicians in Canada: Domains and Standards Quick Reference Guide

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Note: This Quick Reference Guide is a summary of information from NAPRA's *Model Standards of Practice for Pharmacists and Pharmacy Technicians in Canada*. Readers should consult the full document for more information on these standards.

Domain 1: Providing care

Pharmacy professionals partner with the patient to provide safe and appropriate care that meets the patient's unique needs, goals, and preferences.

- 1.1 Pharmacy professionals continuously assess the patient's unique needs, goals, and preferences related to health and well-being.
- 1.2 In collaboration with the patient and their circle of care, pharmacy professionals use their professional judgment to make evidence-informed decisions that are based on the patient's unique needs, goals, and preferences.
- 1.3 Pharmacy professionals provide care and services that promote optimal outcomes that meet the patient's unique needs, goals, and preferences.
- 1.4 Pharmacy professionals monitor patients and follow up with them to ensure that therapy continues to be optimal.



Domain 2: Knowledge and expertise

Pharmacy professionals keep their knowledge and skills up to date and provide quality care based on best available evidence and the application of professional judgment.

- 2.1 Pharmacy professionals develop and maintain their professional knowledge and skills and practise within their own scope of practice and competence.
- 2.2 Pharmacy professionals incorporate evidence-informed practice in all aspects of professional care.



Domain 3: Communication and collaboration

Pharmacy professionals demonstrate sensitivity, respect, empathy, and inclusion, and ensure effective communication and collaboration with patients, the pharmacy team, other health professionals, and other stakeholders.

- 3.1 Pharmacy professionals communicate effectively.
- 3.2 Pharmacy professionals work in partnership with patients.
- 3.3 Pharmacy professionals work in partnership with pharmacy colleagues, other health professionals, and other stakeholders.
- 3.4 Pharmacy professionals document care, actions, and decisions to enable collaboration and continuity of care.
- 3.5 Pharmacy professionals maintain appropriate records to enable collaboration and continuity of care.



Domain 4: Leadership and stewardship

Pharmacy professionals demonstrate leadership in accordance with their particular role, by taking responsibility for their actions, providing appropriate support to colleagues, being accountable to the regulatory authority, and acting as role models. Pharmacy professionals also have a duty to preserve and support community and population health and the overall healthcare system in Canada.

- 4.1 Pharmacy professionals support colleagues and students and provide appropriate oversight, supervision, and leadership.
- 4.2 Pharmacy professionals contribute to public and community health and safety.



Domain 5: Professionalism

Pharmacy professionals work with patients to prioritize their needs and earn the trust of the public through their actions, regardless of practice setting. For pharmacy professionals, there is an expectation that professionalism permeates all of their day-to-day activities and that they will strive to continually align their individual practice with the principles of professionalism for the profession of pharmacy. Over and above this, there are specific standards that must be met to preserve professionalism.

- 5.1 Pharmacy professionals practise in compliance with the code of ethics applicable in their jurisdiction and all relevant legislative and regulatory requirements.
- 5.2 Pharmacy professionals maintain appropriate professional boundaries.
- 5.3 Pharmacy professionals respect and maintain the confidentiality and privacy of patients.
- 5.4 Pharmacy professionals promote and maintain a safe workplace environment.

