

## From the CEO



This past few months have been a very exciting one for APC where we have both secured our future and set the scene for further engagement and excellence in our services. It has also been an opportunity for us to showcase our work and connect with colleagues and stakeholders across a number of events.

In April, the next generation of graduating pharmacy students from the University of Queensland received their white coat which is symbolic in our profession. It's an event I really enjoy and was privileged to be invited along with my colleague Glenys Wilkinson, our Executive Director Professional Services. At this ceremony, the students also read an oath of professionalism aloud to each other.

In May the University of Otago celebrated 150 years. I attended the Sydney celebration event, not



Students receiving their white coat, the University of Queensland

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just as the APC CEO but also as an alumnus to the oldest university in New Zealand. It was obvious in my discussions with their Vice Chancellor Professor Harlene Hayne that she has a genuine interest in the Pharmacy School and its achievements, a School of which the APC accredits their pharmacy program.

We have been delighted to be able to share our work with peers in a number of education conferences:

- Glenys Wilkinson presented a paper to the Australian & New Zealand Association for Health Professional Educators (ANZAHPE) conference in Canberra in July entitled “*Social accountability as a lens for health professional education of the future: the case of pharmacy*”. Details on this topic will be published soon.
- I attended the recent Monash Pharmacy Education Symposium in Prato, Italy, and presented our strategy for improving health outcomes for Aboriginal and Torres Strait Islander peoples. [Read blog here.](#)



Professor Harlene Hayne, University of Otago, with Bronwyn Clark, APC.

Both of these presentations were well received and contributed to conversations on advancing standards in pharmacy education. At the Monash symposium it also gave us a chance to catch up with our British colleague Damian Day, Head of Education, from the General Pharmaceutical Council, Great Britain.

We have also held four face-to-face consultations on our accreditation standards review project and have had the opportunity to have conversations with many of our education providers in this time.

Bronwyn Clark,  
Chief Executive Officer



I am always interested in hearing how we can improve in our services across the sector, and how we can be more efficient and effective. Please don't hesitate to contact me by email if you have any questions or suggestions to help us better deliver on our mission of Advancing and Assuring Quality in Pharmacy Education.



Damian Day, Bronwyn Clark and Sue Kirsra at Monash Pharmacy Education Symposium

## Accreditation Standards Review and Performance Outcomes

We have now concluded our consultations to develop the next set of [Accreditation Standards](#). We are very appreciative of the extensive involvement of our pharmacy experts and other stakeholders in the development of the new Standards and have submitted the final draft this month to the Pharmacy Board of Australia for their approval.

The new Standards have been developed in the context of several external reviews of professional accreditation that have been aimed at improving consistency amongst accreditation authorities and reducing duplication and regulatory burdens on education organisations.

The new Standards have also specifically addressed our contribution to improving Aboriginal and Torres Strait Islander and Māori people health outcomes by further strengthening the emphasis on cultural safety and responsiveness within curricula. Further future health and workforce needs for emerging models of health care have been emphasised by the need to prepare graduates for health service delivery with new technologies and through interprofessional health teams. This also requires attention in the knowledge, skills and behaviours necessary to adapt in uncertain times and evolving scopes of practice.

Several innovations have been embedded in the draft Standards such as:

- One set of Standards for degree and intern training programs for education organisations who may like to deliver both types of programs;
- The adoption of the 'five domain' model of Standards which is consistent with the majority of registered health professions;
- The introduction of performance outcomes to clearly articulate the knowledge skills and behaviours required at the end of the degree program and at the point of general registration;
- The adoption of a 'social accountability' framework to not only address public safety but to actively promote person centred evidence-based care along with the responsibility for the sustainable use of health care resources.

To read more about this project, see [here](#).



*Consultation workshop on developing the performance outcomes, Adelaide.*

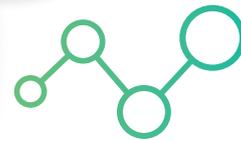
# Save the date

Monday 25 November  
2019 4pm

This year our invited speaker is  
**Associate Professor  
Faye McMillan**

2019 NSW Aboriginal Woman of the Year and  
Senior Atlantic Fellow

Majura Park Conference Centre  
Lancaster Pl, Majura Park, Canberra Airport, ACT



Emeritus Professor  
Lloyd Sansom AO

distinguished  
lecture series

## Colloquium 2019 *Together we can do more*

Education for high quality and effective health services needs to shift its emphasis away from clinically siloed care and more towards the team-based care that can be shaped according to patient need.

In this year's joint Colloquium with the Australian Nursing and Midwifery Accreditation Council (ANMAC), we discussed how interprofessional education and collaboration can make the difference to deliver culturally sensitive, empathetic and holistic care with the right combination of clinical experts.

APC CEO Bronwyn Clark said, "as health professionals our role is to bring together the right people, at the right time for the right condition to improve health outcomes for all patients.

"This one-day symposium enabled

delegates to explore trends in interprofessional education and learning that ensures effective patient-centred care.

"Strong focus was placed on cultural safety, developing empathy, improving mental health systems, handling conflict and building effective teams, and consequently how we implement these components into health profession education," Ms Clark said.

Indigenous health leaders Leanne Te Karu, (NZ pharmacist prescriber and Otago University Dean Maori) and Janine Mohamed (the Lowitja Institute) shared their stories and outlined the need for cultural safety to improve access and outcomes for their people.

"If we don't collaborate, we don't have all the pieces to the jigsaw puzzle and those gaps will continue to derail and undermine what can and should be achieved through team-based care," said Ms Te Karu.

ANMAC CEO Fiona Stoker said the



Leanne Te Karu, Otago University with  
Janine Mohamed, Lowitja Institute

Colloquium endowed delegates with reflections on the way we must engage with our clients and recognise the whole person and their origins.

Other highlights included:

- The University of Queensland's interprofessional learning session, where delegates learnt

how to remove the narrow lens by which people perceive their own profession to break biases and enable collaboration.

- An interprofessional team from Monash University explained the correlation between empathy and effective patient-centred care. Anna Barwick from UNE presented her research on measuring empathy in the student cohort.
- Dr Alice Gilbert and Professor Wendy Cross examined the effects that technology is having on mental health and how that impacts on managing the health of others. Alice and Wendy gave delegates a wake-up call about the impact of “nomophobia” (the irrational fear of being without a mobile phone).
- Professor Lisa Nissen from QUT, together with Credential Diabetes Educator Alison Menzies, presented a hypothetical “Prophetic” on a poor patient outcome due to lack of inter-professional collaboration.



*Colloquium 2019, Melbourne*

“This session highlighted why we need to ensure the patient understands the why as well as the how treatment is being provided because our services should be ‘patient shaped’ according to their needs, not the other way around” Ms Clark said.

The Colloquium will continue as a regular feature on the annual calendar and we sincerely thank colleagues from across the sector for their attendance and engagement. As leading accreditation and education standard-setting bodies, the Colloquium format has been accepted as an excellent opportunity for conversations on health professional education.

**Stay tuned for the announcement of our 2020 date coming soon!**



*Marion Tower, University of Queensland*



*Norman Ng, University of Queensland*



*Anna Barwick, University of New England*

## Student Insights on Colloquium 2019 - Jess Hsiao

We always encourage students to attend our events. It's important that we help foster professional development and build relationships before they head into the real world as confident, inspired pharmacists. Jess Hsiao, past president of the National Australian Pharmacy Students' Association (NAPSA) is in her fifth and final year of her double degree (Pharmacy and Pharmaceutical science). She had a chat to us about her experience at Colloquium 2019!

### If you could describe the Colloquium in one word, what would it be?

Phenomenal.

### How did you find the interprofessional focus of the Colloquium?

The interprofessional focus of the Colloquium opened my mind to how we should also understand other health professions. We were given an activity in tables to draw without using words what we thought a given health profession did (e.g. dietician, physiotherapist, occupational therapist). This was harder than it sounded, you often think you know what an allied health practitioner does but when you're asked to describe the profession your mind goes blank. I enjoyed the talk by the faculty of health and behavioural sciences from the University of Queensland. What enhanced my understanding the most was how each term was defined with regards to interprofessional education, interprofessional collaboration, interdisciplinary health care, multidisciplinary and transdisciplinary.

### Has your degree provided any interprofessional collaboration?

During the third year of my degree we had some tutorial/workshop sessions with medical students in discussing patient cases. The medical students usually go through their diagnosis thought process and what they think is wrong with the patient but it's great that they look to the pharmacy students when they're unsure or would like input about what medication to prescribe to the patient. At UniSA we have opportunities to work with students studying other health professions



*Pharmacy, nursing and midwifery students at Colloquium 2019*

such as nursing. The university provides pharmacy students the option to participate/volunteer in workshops with nursing students to work on case scenarios together in a hospital simulation environment at our Horizon Hospital and Health Service facility at UniSA.

### What parts of the Colloquium were most beneficial to you in preparing you for the workforce?

The talks about empathy and mental health and technology were the most appealing. It's important for pharmacy students entering the workforce to be aware of how they are communicating and responding to patients and how empathy can impact the way the patient receives and understands information from pharmacists. I found the interactive session by Alice Gilbert and Wendy Cross on the impact of technology on mental health quite eye-opening. I really do hope that nomophobia (no-mo(bile) phone-phobia: the fear of being out of cell phone signal range or anxiety relating to the sudden loss of a cellular connection) does not become a common household word.

### What did you find the most interesting or surprising during the Colloquium?

The most interesting part of the Colloquium has got to be the Prophetic. Although I still need to wrap my head around the thinking process, the discussions on the table with other pharmacists and health professionals were fascinating. Everyone always has a different way of thinking and it's always interesting to hear other peoples' views.

### Tell us a bit about yourself and why you chose pharmacy?

I am in my fifth and final year of my double degree at the University of South Australia. Currently I am undertaking my placement in Berri at the Riverland General Hospital. I chose to study pharmacy because I knew I wanted to help people. From the countless trips to the local pharmacy with my grandma I thought that being a pharmacist and helping people with life-saving medications would be the way to go. I wanted to be that pharmacist that helped out someone else's grandparents with their medications. Being a pharmacist means you are one of the most accessible health professionals, with the ability to help a patient in both the acute and long-term setting.

## Our Partnership with the Pharmacy Board of Australia – the next five years

In June we signed a new Accreditation Agreement with Australian Health Practitioner Regulation Agency for our ongoing services for the Pharmacy Board of Australia (PharmBA) for the next five years.

Our relationship with the Board is very strong and we are delighted that the Board has recently publicly acknowledged the crucial role we play within the National Registration and Accreditation Scheme and the strong partnership we have. See Media Release ‘New accreditation agreement signed: Contemporary framework for public protection’.

We meet regularly Board-to-Board, most recently in June when Pharmacy Board Chair Mr Brett Simmonds attended our APC Board meeting. In turn the Pharmacy Board invited our executives to their stakeholder engagement session and following meeting in Canberra. We were also delighted to have a number of Board members attend our recent Colloquium.

We also are continuing to work with the Board on our Intern Year Blueprint project, which is focused on alignment of the assessments of the intern year against the Competency Standards. This collaboration will be completed by the end of 2019.

## Re-appointment of Four Board Directors

We are very pleased to announce the re-appointment of four directors to the APC Board. Each of these directors has been appointed for a second term of three years as and when their current terms expire through 2019.

The Directors are:

- Associate Professor Sue Kirsas, our APC Chair. Sue is the Director of Pharmacy at Monash Health, Victoria;
- Emeritus Professor Nicholas Glasgow, Acting Head, Department of Health Services Research and Policy, Australian National University, ACT. Nicholas is a Medical Practitioner, and ex-Dean of the Australian National University;

- Professor Rhonda Clifford, Head, School of Allied Health (Faculty of Health and Medical Sciences), University of Western Australia, WA; and
- Ms Amanda Galbraith, Community Pharmacist, Canberra, ACT.

To read more about our APC Board and current Directors, please see [here](#).

## What’s new in Examinations?

The Examinations Team has been very busy with the continual need to review and further develop our examination papers to ensure robust, fair and just examinations for interns and candidates who gained their pharmacy qualification overseas.

We are very appreciative of the pharmacists and other skilled contributors who participate in the process to write and review questions. Not only are training workshops held to train and support our exam writers and reviewers but we also recently invited a group to participate in a workshop to explore pass marks and other benchmarks required to ensure the fairness of our exams. We need to be assured that our exams reliably test the knowledge of candidates to be confident that as practicing pharmacists, they can deliver safe and effective pharmacy services to the community.

We will shortly be conducting an Expression of Interest process for more people to be appointed as examination writers and reviewers. The EOI process will be advertised on the APC website along with supporting documentation that describes the responsibility and requirements of writers and the support and training APC will offer.



Left to right: Bronwyn Clark, Rhonda Clifford, Amanda Galbraith, Brett Simmonds, Sue Kirsas, Nicholas Glasgow, Gayle Ginnane, Sarah Roberts-Thomson

## Partnership, love and achieving goals together - National Reconciliation Week

A selection of Aboriginal artwork representing partnership, love, sharing and achieving goals together has come to symbolise the Australian Nursing Midwifery Accreditation Council's (ANMAC) Reconciliation Action Plan. The APC along with the Congress of Aboriginal and Torres Strait Islander Nurses and Midwives joined ANMAC to hang some of the works created by Kristie Peters from Yarrudhamarra Creations during National Reconciliation Week.

These works were specifically chosen because all of the qualities represented in the work are the qualities we all need to possess to keep moving forward and achieve reconciliation.

Congress CEO Melanie Robinson, continued the morning with a story to recognise and remember the stolen generations and to emphasise the importance of understanding the devastating impact that government policies implemented years ago still have on the people of today.

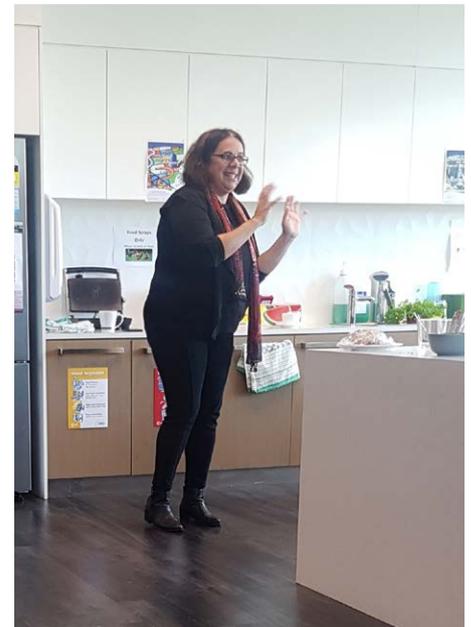
"Identity is so important. Connections to your people are so important and you lose your identity when you don't know who those connections are," said Melanie.

"It is important for our staff to be a part of our strategic intention in 'Closing the Gap', to attend these events and continue learning about the truth to understand why we have embarked on this journey of cultural safety and how embedding it in pharmacy education impacts access to health services for all," said APC CEO Bronwyn Clark.

In the meantime, our Aboriginal and Torres Strait Islander Health Strategy is underway, with an Expert Advisory Group currently being formed.



*Left to right: Fiona Stoker, ANMAC, Kristie Peters, Bronwyn Clark, APC, and Melanie Robinson, CATSINaM*



*Melanie Robinson, CATSINaM*