australian pharmacy council

Accreditation Standards for Pharmacist Education Programs:

Medication Management Review (MMR) Pharmacist
Aged Care On-site Pharmacist

Performance Outcomes Framework

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Abbreviations

Abbreviation	Meaning
ACOP	Aged Care On-site Pharmacist
ACSQHC	Australian Commission on Safety and Quality in Health Care
APC	Australian Pharmacy Council
BPMH	Best Possible Medication History
CPA/7CPA	Community Pharmacy Agreement/7th Community Pharmacy Agreement
eNRMC	Electronic National Residential Medication Chart
HMR	Home Medicines Review
MAC	Medication Advisory Committee
MMR	Medication Management Reviews
NRAS	National Registration and Accreditation Scheme
PharmBA	Pharmacy Board of Australia
QUM	Quality use of medicine
RACF	Residential Aged Care Facility
RMMR	Residential Medicines Management Review

Glossary for key terminology

Term	Definition
Accreditation	Evaluation of a program against defined standards that ensures that the education and training is rigorous and prepares individuals to practise safely.
Assessment	Gathering evidence to determine a learner knows, understands, and can do the role. Comprehensive assessment approaches include a combination of formal and informal assessment (formative, interim, and summative)

Term	Definition
Credentialed	Refers to individuals who have completed the accredited education program and ongoing requirements of the provider of accredited education.
Consumer	A person who has used, or may potentially use, health services, or is a carer for a patient using health services.
eNRMC	An electronic medication chart using a national standardised format that supports consistent communication and safe prescribing.
Graduate	A learner who has successfully completed the education program
Home Medicines Review (HMR)	A service provided in a patient's home to review their medicine routine and identifying and addressing medicine-related problems. A report is provided to the patient's GP. The GP and patient then agree on a medicine management plan. This helps to increase quality use of medicines and decrease adverse events.
Medication Advisory Committee (MAC)	A medicines governance group that provides governance and leadership of medication management within a RACF.
Medication Management Reviews (MMR)	A comprehensive, structured assessment of a person's medicines e.g., HMR and RMMR
Performance outcomes (framework)	Complement the Accreditation Standards and provide observable and measurable statements of the performance to be achieved and demonstrated by graduates of a program.
Residential Aged Care Facility (RACF)	A home for older people who can no longer live in their own home, providing accommodation and personal care, and access to nursing and general health care services.
Residential Medication Management Review (RMMR)	A service provided to a permanent resident of an Australian Government-funded aged care facility. Information about the resident's medicine is collated and a comprehensive assessment is undertaken to identify, resolve, and prevent medication-related problems. A report of this assessment is provided to the resident's GP.

Preamble

The Australian Pharmacy Council (APC) is the independent accreditation authority for pharmacy education and training programs in Australia.

We work as part of the *National Registration and Accreditation Scheme* (NRAS or National Scheme), under the *Health Practitioner Regulation National Law Act*[1] (the 'National Law'). We work under assignment of the Pharmacy Board of Australia (PharmBA), the National Board responsible for the regulation of the pharmacy profession in Australia.

APC accreditation helps to protect the health and safety of the Australian community by establishing and maintaining high-quality standards for pharmacy education, training, and assessment.

We also use our expertise in quality assurance of pharmacy education outside the direct functions of the National Scheme to develop standards and supporting resources in response to emerging needs. These include:

- Standards for the accreditation of programs to support administration of vaccines

- Workplace-based assessment tools used by intern training programs

- establishing the Leaders in Indigenous Pharmacy Professional Education (LIPPE) network dedicated to transforming the pharmacist workforce by enabling Indigenous leadership in the delivery of pharmacist education.

In 2023, the Australian Department of Health and Aged Care ('the Department') engaged us to provide oversight and quality assurance of training programs that will credential pharmacists to work as aged care on-site pharmacists and to conduct comprehensive medication management reviews. Credentialed pharmacists would be eligible to access remuneration for these roles through government funded programs, specifically the Seventh Community Pharmacy Agreement (7CPA) Medication Management Programs, and the Commonwealth Department of Health and Aged Care Aged Care On-site Pharmacist measure.

We designed and developed accreditation standards and an accreditation system to achieve this.

Through the consultation process used to seek stakeholder feedback, there was consensus that the standards should be future proofed for emerging roles and areas of practice for pharmacists contributing to medication management for individuals, and organisations.

The Performance Outcomes Framework recognises the continuum of education of pharmacists, from initial training through to extensions in scope or areas of practice in response to the needs of the health system. Therefore, the performance outcomes build on those demonstrated by generally registered pharmacists and contextualise them to the defined roles.

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[1] National Registration and Accreditation Scheme (National Scheme) as established under the National Law in each Australian State and Territory.

They also highlight the core, and common, competencies which are applied to any role in medication management, enabling education providers to develop programs for individual roles or to scaffold training for multiple roles.

Introduction

Performance Outcomes

Performance outcomes complement the Accreditation Standards and provide a framework for education providers to collect and present evidence that their graduates meet the requirements of the qualification or credential and to the required standard.

The performance outcomes are statements describing what an individual must achieve and be able to demonstrate on successful completion of an education program. They aid education providers to design, develop and deliver a contemporary curriculum and authentic assessments that enable learners to demonstrate that they have achieved the required competencies to undertake a role.

A Performance Outcomes Framework offers advantages in comparison to alternative frameworks such as learning outcomes and competency standards in that while considerable overlap exists between them:

- performance is visible, demonstrable and observable whereas the learning which underpins performance is implied

- performance of discrete professional activities and behaviours is frequently dependent on the coordinated selection and application of multiple appropriate enabling competencies

- a Performance Outcomes Framework allows specific tailoring to the needs of education providers and accreditation authorities to respond to emerging scopes of practice while maintaining the integrity of the profession's consensus standards and expectations regarding competency and professional practice.

Development of the Performance Outcomes Framework

The Performance Outcomes Framework has been informed through development of indicative role descriptions and the identification of enabling competencies of the National Competency Standards Framework for Pharmacists (2016).

A range of sources have been used provide additional guidance about the scope and nature of the activities or tasks to be performed and assessed. These include the:

- Consolidated feedback on the role description of Aged Care-Onsite Pharmacists – Department of Health and Aged Care

- Australian Commission on Safety and Quality in Health Care (ACSQHC) Quality Use of Medicines collection
  - Guiding principles for medication management in residential aged care facilities
  - User Guide – Role of a Medication Advisory Committee
  - Guiding principles for medication management in the community

- - Guiding principles to achieve continuity in medication management
- Pharmaceutical Society of Australia (PSA) Medication Management Guidelines
  - Guidelines for Comprehensive Medication Management Reviews
  - Guidelines for Quality Use of Medicines (QUM) services
- Professional Practice Standards – Version 6 July 2023, PSA (draft version)
- APC Aged Care/MMR Standards Expert Advisory Group (EAG)
- APC working group on performance outcomes

Structure of the Performance Outcomes Framework

The Performance Outcomes Framework comprises four domains which are aligned with the five domains of the *APC Accreditation Standards for Pharmacy Programs – Performance Outcomes Framework 2020*.

This is illustrated in the table below.

Performance Outcomes Domains for graduates of Pharmacy Programs	Performance Outcomes Domains for graduates of Pharmacist Education Programs: Medication Management Review Pharmacist Aged Care On-site Pharmacist
1. Professionalism in practice	1. Professionalism in practice
2. Communication and collaboration	2. Collaborative practice
3. Professional expertise	3. Person-centred medication management
4. Leadership and management	4. Safe and quality use of medicines
5. Research, inquiry and education	

Each domain includes a domain descriptor which is a summary statement of the scope of the domain, followed by a list of outcomes which describe the scope in more detail.

The performance outcomes framework provides the performance outcomes for Medication Management Review Pharmacists and Aged Care On-site Pharmacists, many of which are common across the two roles.

Where there is role, or setting, specific performance requirements, these have been highlighted to distinguish between the common and core performance outcomes.

The Performance Outcomes Framework does not duplicate the performance outcomes for graduates of pharmacy programs, recognising that this is expected and underpinning performance for these roles.

Indicative curriculum

An indicative curriculum has been developed to support education providers in the design of their education program and contribute to the consistency of learning across accredited programs.

The indicative curriculum is not intended to be prescriptive and should be used as guidance of elements relating to the knowledge, skills and behaviours required to develop competency and demonstrate the required performance.

It should be noted that the Aged Care On-site Pharmacist measure has not yet been implemented and as such, the indicative curriculum should not be relied upon solely for the design of a program over time. A number of research grants are underway focused specifically on the role and training of aged care pharmacists which will provide further clarity on education program requirements and potential review and amendments of the performance outcomes framework, indicative curriculum and subsequently, accredited programs.

The indicative curriculum is provided in Appendix 1.

Performance Outcomes Framework for Pharmacist Education Programs:
Medication Management Review (MMR) Pharmacist and Aged Care On-site Pharmacist (ACOP)

The framework provides the performance outcomes for Medication Management Review Pharmacists and Aged Care On-site Pharmacists.

Where there is role, or setting, specific performance requirements, these have been highlighted to distinguish between the common and core performance outcomes for these roles. Grey shading has been included where a performance outcome is not applicable.

Domain 1 Professionalism in practice

Pharmacists are responsible and accountable for providing person-centred, safe and quality health services by practising professionally, ethically and legally.

MEDICATION MANAGEMENT REVIEW PHARMACIST	AGED CARE ON-SITE PHARMACIST
At the conclusion of the program, graduates must have demonstrated the following performance outcomes:	
1.1 Engages with consumers in a respectful, inclusive and culturally appropriate manner a) Promotes, maintains and advocates for cultural safety, respect and responsiveness particularly in relation to Aboriginal and Torres Strait Islander peoples b) Recognises unique issues, challenges and health care needs of vulnerable populations, including people who identify as LGBTQIA+, or those living with a disability, and delivers care appropriate to the consumer's needs and goals	1.1 Engages with consumers in a respectful, inclusive and culturally appropriate manner a) Promotes, maintains and advocates for cultural safety, respect and responsiveness particularly in relation to Aboriginal and Torres Strait Islander peoples b) Recognises unique issues, challenges and health care needs of vulnerable populations, including people who identify as LGBTQIA+, or those living with a disability, and delivers care appropriate to the consumer's needs and goals

MEDICATION MANAGEMENT REVIEW PHARMACIST	AGED CARE ON-SITE PHARMACIST
1.2 Provides and ensures understanding of relevant information to enable the consumer or substitute decision maker to give informed consent **a)** Provides and ensures understanding of information **about the MMR service** b) Respects the consumer's decision to partner in their care to the extent that they choose, including the right to decline or withdraw care or services offered	1.2 Provides and ensures understanding of relevant information to enable the consumer or substitute decision maker to give informed consent **a)** Provides and ensures understanding of information **about actions and recommendations for medication management** b) Respects the consumer's decision to partner in their care to the extent that they choose, including the right to decline or withdraw care or services offered
1.3 Involves the consumer in shared decision-making about their care a) Identifies and involves the appropriate decision maker in a consumer's care including substitute-decision makers (where relevant)	1.3 Involves the consumer in shared decision-making about their care a) Identifies and involves the appropriate decision maker in a consumer's care including substitute-decision makers (where relevant)
1.4 Maintains the privacy and confidentiality of the consumers personal information through safe and secure communication and storage mechanisms a) Obtains consent to share personal information with other members of the consumers care team	1.4 Maintains the privacy and confidentiality of the consumers personal information through safe and secure communication and storage mechanisms a) Obtains consent to share personal information with other members of the consumers care team **b) Complies with organisational privacy and confidentiality policies and processes**
1.5 Complies with relevant legislative, regulatory and professional codes, guidelines and standards	1.5 Complies with relevant legislative, regulatory and professional codes, guidelines and standards **a) Complies with aged-care specific frameworks**

Domain 2 Collaborative practice

Pharmacists communicate appropriately and effectively with others, both within the profession and outside it, and work collaboratively with consumers and within interprofessional care teams to optimise consumer health outcomes.

MEDICATION MANAGEMENT REVIEW PHARMACIST	AGED CARE ON-SITE PHARMACIST
At the conclusion of the program, graduates must have demonstrated the following performance outcomes:	
2.1 Communicates in a culturally safe manner all medicines-related information to consumers, carers and families in a form they can use and understand, facilitates shared decision making, advocacy and self-determination	2.1 Communicates in a culturally safe manner all medicines-related information to consumers, carers and families in a form they can use and understand, facilitates shared decision making, advocacy and self-determination
2.2 Recognises and respects the roles of consumers, carers and their families, other care providers and health professionals and establishes effective working relationships	2.2 Recognises and respects the roles of consumers, carers and their families, other care providers and health professionals and establishes effective working relationships
2.3 Collaborates and communicates clearly and effectively with other health professionals and care providers to conduct comprehensive and person-centred medication reviews, multi-disciplinary meetings, or case conferences	2.3 Collaborates and communicates clearly and effectively with other health professionals and care providers to conduct comprehensive and person-centred medication reviews, multi-disciplinary meetings, or case conferences a) **Communicates effectively and in a timely way with other health professionals and care providers at transitions of a consumer's care** b) **Collaborates effectively with the pharmacy/pharmacies that supplies medicines to the RACF**

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MEDICATION MANAGEMENT REVIEW PHARMACIST	AGED CARE ON-SITE PHARMACIST
2.4 Produces clear and concise clinical documentation using standardised communication tools and according to best practice guidelines relevant for the practice setting a) Produces clear and concise **MMR reports using standardised communication tools and according to best practice guidelines**	2.4 Produces clear and concise clinical documentation using standardised communication tools and according to best practice guidelines relevant for the practice setting a) Produces clear and concise **clinical documentation and records and communicates relevant information using standardised RACF system, tools and best practice guidelines**
2.5 Documents, communicates and records clinical reasoning, actions and recommendations ensuring the privacy and confidentiality of information is maintained a) Makes and shares appropriate records with the consumer and health professionals including uploading to a clinical documentation system or consumer health record where digitally enabled	2.5 Documents, communicates and records clinical reasoning, actions and recommendations ensuring the privacy and confidentiality of information is maintained a) Makes and shares appropriate records with the consumer and health professionals including uploading to a clinical documentation system or consumer health record where digitally enabled

Domain 3 Person-centred medication management

Pharmacists use their specialist expertise proactively to make person-centred clinically and ethically sound decisions relevant to their scope of practice.

This Domain focuses on consumer facing medication management activities.

MEDICATION MANAGEMENT REVIEW PHARMACIST	AGED CARE ON-SITE PHARMACIST
At the conclusion of the program, graduates must have demonstrated the following performance outcomes:	
3.1 Obtains and documents an accurate Best Possible Medication History (BPMH) for a consumer using relevant sources of health information a) **Collects, collates and considers available and relevant health, medical and medication information from the referral, referring practitioner, community pharmacy/ies, other health professionals, consumer and carers**	3.1 Obtains and documents an accurate Best Possible Medication History (BPMH) for a consumer using relevant sources of health information a) **Conducts an accurate and complete medication reconciliation promptly following consumer's presentation or admission to the RACF and at all transitions of care** b) **Liaises between all healthcare settings on a consumer's transitions of care to ensure the transfer of all medicines-related information and that a current, accurate and reliable record of medication history is documented**
3.2 Conducts a comprehensive medication management review to identify potential or actual medicine-related problems	3.2 Conducts a comprehensive medication management review to identify potential or actual medicine-related problems a) **Schedules and prioritises comprehensive medication management reviews for all consumers in the RACF regularly and as needed in response to clinical need** b) **Reviews medication orders for clarity, safety, accuracy and appropriateness** c) **Effectively uses and reviews the eNRMC**

MEDICATION MANAGEMENT REVIEW PHARMACIST	AGED CARE ON-SITE PHARMACIST
3.3 Develops evidence-based and person-centred recommendations to address identified problems and optimise consumer's care a) Considers the consumer's treatment goals (including advance care directives) when making recommendations	3.3 Develops evidence-based and person-centred recommendations to address identified problems and optimise consumer's care a) Considers the consumer's treatment goals (including advance care directives) when making recommendations **and contributes to their advance care planning**
3.4 Collaborates with the consumer, prescribers and other health professionals and care providers to develop and action an agreed medication management plan a) **Communicates with prescriber if necessary to discuss or clarify findings and recommendations, including if a follow-up MMR may be required**	3.4 Collaborates with the consumer, prescribers and other health professionals and care providers to develop and action an agreed medication management plan a) **Engages with the prescriber to communicate recommendations and agree on a plan** b) **Reviews, plans and make changes to medicines collaboratively with the healthcare team when the consumer is acutely unwell** c) **Liaises with the consumer's medication provider to ensure timely and accurate supply of medicines**
3.5 Answers medicines-related queries and provides medicines information and advice to consumers, other health professionals and care providers accurately, appropriately, and safely	3.5 Answers medicines related queries and provides medicines information and advice to consumers and other health professionals and care providers accurately, appropriately, and safely
3.6 Provides information and tools to support consumers to monitor their health conditions and manage their medicines in a safe and effective way to prevent complications and maintain independence as much as possible	3.6 Provides information and tools to support consumers to monitor their health conditions and manage their medicines in a safe and effective way to prevent complications and maintain independence as much as possible

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MEDICATION MANAGEMENT REVIEW PHARMACIST	AGED CARE ON-SITE PHARMACIST
3.7 Develops and recommends a plan to monitor the consumer's response to medication management plans in relation to safety and efficacy	3.7 Develops and recommends a plan to monitor the consumer's response to medication management plans in relation to safety and efficacy
3.8 Assesses minor conditions and provides management recommendations, within scope of practice, including pharmacological, non-pharmacological and referral options *Note: If identified during MMR*	3.8 Assesses minor conditions and provides management recommendations, within scope of practice, including pharmacological, non-pharmacological and referral options a) **Communicates assessment and recommendations with other members of the consumer's health care team and documents actions in the clinical record**
3.9 Administers medicines (including injectable formulations) in accordance with current jurisdiction-specific legislation, organisational policies, scope of practice, and PharmBA Guidelines, if required *Note: If required to assist consumer*	3.9 Administers medicines (including injectable formulations) in accordance with current jurisdiction-specific legislation, organisational policies, scope of practice, and PharmBA Guidelines, if required a) **Contributes to the RACF's immunisation program if required (and if an authorised immuniser)** b) **Documents administration of the medicine immediately in the clinical record** *Note: not intended to include routine administration of medicines*

Domain 4 Safe and quality use of medicines

Pharmacists contribute their expertise in promoting the quality use of medicines through the education and development of others, leadership in medication management governance and facilitating medication related quality improvement activities to encourage system level change.

This Domain focuses on organisational or facility-facing medication management and governance activities.

MEDICATION MANAGEMENT REVIEW PHARMACIST	AGED CARE ON-SITE PHARMACIST
At the conclusion of the program, graduates must have demonstrated the following performance outcomes[2]:	
Sub domain A: Clinical governance of medication management	
4.1 Applies clinical governance principles to professional practice, including a commitment to continuous quality improvement	4.1 Applies clinical governance principles to professional practice, including a commitment to continuous quality improvement
4.2 Proactively identifies, plans, prioritises and evaluates quality improvement activities a) **Reviews and reflects on individual practice to identify quality improvements that enhance safe and quality delivery of care**	4.2 Proactively identifies, plans, prioritises and evaluates quality improvement activities a) **Provides effective leadership in medication management by proactively identifying, planning, prioritising, implementing and evaluating medicines-related quality improvement activities as part of the care team**
N/A	4.3 Participates in the implementation and maintenance of clinical governance systems to improve medicines-related safety and quality of healthcare for consumers
N/A	4.4 Establishes and/or actively participates in the RACF's Medication Advisory Committee (MAC)

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[2] The grey shaded boxes in Domain 4 indicate that the core performance outcome is not applicable.

MEDICATION MANAGEMENT REVIEW PHARMACIST	AGED CARE ON-SITE PHARMACIST
N/A	4.5 Advises on relevant legislation and medicines-related standards and with compliance activities and accreditation requirements a) Assists with the achievement and reporting of mandatory and other quality indicators and uses, where available, benchmarking systems and tools to support reporting and analysis
N/A	4.6 Provides advice on and monitors risk-management systems associated with medication management
4.7 Analyses, reports and provides recommendations in response to potential or actual medicines-related incidents and adverse events a) **Responds appropriately to incidents or adverse outcomes**	4.7 Analyses, reports and provides recommendations in response to potential or actual medicines-related incidents and adverse events
Sub domain B: Medication safety stewardship	
N/A	4.8 Provides leadership, implements and maintains medication stewardship programs such as antimicrobials, opioids and other high-risk medications
N/A	4.9 Conducts medicines use evaluations to optimise quality, safety and cost-effectiveness of medicines use in the RACF
N/A	4.10 Conducts clinical audits that support reduction of medicines-related harm and ensuring evidence-based practice

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MEDICATION MANAGEMENT REVIEW PHARMACIST	AGED CARE ON-SITE PHARMACIST
4.11 Maintains, complies and regularly reviews policies and processes to ensure evidence-based, safe, and quality provision of health care	4.11 Maintains, complies and regularly reviews policies and processes to ensure evidence-based, safe, and quality provision of health care a) **Develops, implements and reviews medicines-related policies, procedures and guidelines and monitors their application**
N/A	4.12 Provides ongoing oversight and review of nurse-initiated medicines and emergency supply/imprest lists and management of drugs of dependence
4.13 Advises on appropriate and safe use of medicines, including storage and disposal	4.13 Advises on appropriate and safe use of medicines, including storage and disposal
Sub domain C: Education and training	
N/A	4.14 Identifies needs, develops, and delivers education and training for medication management or health related topics and evaluates its effectiveness a) **Supports safe prescribing by assisting to implement, train and use the eNRMC and other electronic medicines management systems if required**
N/A	4.15 Participates in health promotion activities, health services and public health initiatives intended to maintain and improve health of residents
N/A	4.16 Acts as a role model, facilitator and/or mentor to students, colleagues, other team members and other health care professionals

Appendix 1: Indicative curriculum

An indicative curriculum has been developed based on consultation feedback received during the development of the Performance Outcomes Framework.

The indicative curriculum is intended to support education providers in the design of their education program and contribute to the consistency of learning across accredited programs. It describes the knowledge and skills underpinning the curriculum for the two roles: Medication Management Review (MMR) Pharmacist; and Aged Care On-site Pharmacist.

The indicative curriculum is not intended to be prescriptive or describe all elements that may be included in a program's curriculum.

It should be noted that the Aged Care On-site Pharmacist measure has not been implemented at the time of publication, and as such, the indicative curriculum should not be relied upon solely for the design of a program over time. A number of research grants are underway focused specifically on the role and training of aged care pharmacists which will provide further clarity on education program requirements and potential review and amendments of the performance outcomes framework, indicative curriculum and subsequently, accredited programs.

Key:

🟩	Relevant
🟩	May be relevant
⬜	Not relevant

Indicative Curriculum	MMR Pharmacist	Aged Care Pharmacist
Domain 1 Professionalism in practice		
Aged care system in Australia	🟩	🟩
Aged care legislation, regulation, quality and professional frameworks	🟩	🟩

Role and requirements of quality and safety agencies: Australian Commission on Safety and Quality in Health Care Australian Aged Care Safety and Quality Commission		
Safety of self and others		
Special needs of vulnerable populations, including older people that identify as LGBTQIA+, and those living with a disability		
Privacy, confidentiality and professionalism		
Domain 2 Collaborative practice		
Informed consent		
Person-centred shared decision making		
Advanced care directives		
Substitute decision makers		
Collaborative practice		
Establishing and maintaining effective relationships		
Aged care facility organisational environment Roles and responsibilities of the range of health professionals and care providers who are employed or engaged by the facility Policy framework for aged care services Common policies and procedures in aged care		
Clinical reasoning, collaborative decision-making and documentation		
Best practice clinical documentation and recording, including the use of standardised communication tools		

Domain 3 Person-centred medication management		
Evidence-based clinical therapeutics		
Medicines in the elderly		
Common health conditions in the elderly		
Delerium Management (including de-escalation strategies)		
Palliative and end-of-life care		
Medication management cycle of care		
Therapeutic drug monitoring		
Interpreting and/or understanding laboratory and diagnostic reports		
Monitoring for adverse medicines events		
Regimen simplification		
Contribution of medicines to geriatric syndromes (e.g. prescribing cascades)		
Clinical resources, guidelines and validated tools		
Domain 4 Safe and quality use of medicines		
Clinical governance principles including continuous quality improvement		
Medication Advisory Committees (MAC)		
Quality indicators and mandatory reporting requirements		
Medicine Use Evaluations		
Clinical audits		
Medicine Stewardships		

Electronic National Residential Medication Chart (eNRMC)		
Developing and delivering education sessions		
Knowledge transfer strategies		