

## The University of New England College of Pharmacy Programmatic Outcomes

The mission of the University of New England College of Pharmacy is to graduate competent practitioners for the state of Maine and the nation. Doctor of Pharmacy candidates will develop knowledge, skills and behaviors consistent with the competencies set forth by the Accreditation Council of Pharmacy Education and the Center for the Advancement of Pharmaceutical Education outcomes.

The program-level outcomes reflect desired knowledge and abilities in our students upon completion of the program. Our graduates will perform these outcomes professionally with an emphasis on excellence. Graduates will demonstrate competency in these outcomes in all settings to all applicable audiences.

Upon completion of the Doctor of Pharmacy Degree Program, all University of New England College of Pharmacy Graduates will achieve the following outcomes:

**1.1 Learner (Learner):** *Develop, integrate, and apply knowledge from the foundational sciences to evaluate the scientific literature, explain drug action, solve therapeutic problems, and advance population health and patient-centered care*

- a. Develop and demonstrate depth and breadth of knowledge in pharmaceutical, social/behavioral/administrative, and clinical sciences
- b. Articulate how knowledge and research in foundational sciences is integral to clinical reasoning; evaluation of future advances in medicine; supporting health and wellness initiatives; and delivery of contemporary pharmacy services
- c. Integrate knowledge from foundational sciences to explain how specific drugs or drug classes work and evaluate their potential value in individuals and populations
- d. Apply knowledge in foundational sciences to solve therapeutic problems and advance patient-centered care
- e. Utilize proper drug information resources related to drugs and disease to enhance clinical decision making
- f. Identify and critically analyze scientific literature, emerging theories, information, and technologies that may impact patient-centered and population based care

**2.1 Patient-centered care (Caregiver):** *Provide patient-centered care as the medication expert*

- a. Collect subjective and objective evidence related to patients, medications, allergies/adverse reactions, and disease, by interviewing patients/caregivers, performing patient assessment (including physical assessment), and extracting data from the chart/electronic health record
- b. Formulate and document evidence-based care plans that identify and resolve drug related problems
- c. Accurately prepare, label, dispense, distribute, and administer prescriptions and medication orders.

**2.2 Medication use systems management (Manager):** *Manage patient healthcare needs using human, financial, technological and physical resources to optimize the safety and efficacy of medication use systems*

- a. Compare and contrast the components of a medication use system
- b. Describe the role of the pharmacist in impacting the safety and efficacy of each component of the medication use system
- c. Utilize technology, including health informatics, to optimize the medication use system
- d. Identify and utilize human, financial, and physical resources to optimize the medication use system
- e. Manage healthcare needs of patients during transitions of care
- f. Apply standards, guidelines, best practices, and established processes related to safe and effective medication use
- g. Utilize continuous quality improvement techniques in the medication use process
- h. Identify, report, track and analyze medication errors and patient safety data

**2.3 Health and wellness (Promoter):** *Design prevention, intervention, and educational strategies for individuals and communities to manage chronic disease and improve health and wellness*

- a. Describe systems of preventive care, using risk assessment, risk reduction, screening, education, and immunizations
- b. Provide prevention, intervention, and educational strategies for individuals and communities about health and

wellness

- c. Evaluate personal, social, economic, and environmental conditions to maximize health and wellness
- d. Collaborate with an interprofessional healthcare team to manage patients and promote health and wellness

**2.4 Population-based care (Provider):** *Describe how population-based care influences patient centered care and influences the development of practice guidelines and evidence based best practices*

- a. Identify national health outcome goals for the improvement of population health and wellness
- b. Interpret the health needs of a specific population
- c. Describe the development of practice guidelines through landmark trials

**3.1 Problem solving (Problem Solver):** *Identify problems; explore and prioritize potential strategies; and design, implement and evaluate a viable solution*

- a. Identify and define the primary problems or goals
- b. Develop and evaluate multiple solutions
- c. Implement the most viable solution
- d. Assess and reflect on the solution implemented, including intended and unintended effects to improve future performance

**3.2 Educator (Educator):** *Educate all audiences by determining the most effective and enduring ways to impart information and assess understanding*

- a. Perform a needs assessment of the intended audience
- b. Select an optimal teaching/learning strategy for the intended audience
- c. Deliver information that is current and relevant to the intended audience
- d. Assess audience comprehension

**3.3 Patient advocacy (Advocate):** *Assure that patients' best interests are represented*

- a. Describe support networks and community health resources available to patients and their families.
- b. Assess and encourage patient responsibility for their own health
- c. Assist patients in accessing the resources and care

**3.4 Interprofessional collaboration (Collaborator):** *Actively participate and engage as a healthcare team member by demonstrating mutual respect, understanding, and values to meet patient care needs*

- a. Interact with individuals of other professions to maintain a climate of mutual respect and shared values
- b. Apply knowledge of one's own role and those of other professions to appropriately assess and address healthcare needs
- c. Communicate in a responsive and responsible manner that supports a team approach to the maintenance of health and the treatment of disease
- d. Reconcile varied viewpoints and priorities of individual members of the healthcare team

**3.5 Cultural sensitivity (Includer):** *Recognize social determinants of health to diminish disparities and inequities in access to quality care*

- a. Recognize and address personal biases and one's own cultural beliefs
- b. Discuss the collective identity and norms of different cultures related to healthcare and the practice of pharmacy
- c. Demonstrate an attitude that is sensitive and respectful of different cultures
- d. Incorporate cultural and health literacy needs and behaviors into management , health care access and/or adherence plans

**3.6 Communication (Communicator):** *Effectively communicate verbally and nonverbally when interacting with an individual, group or organization*

- a. Provide comprehensive and interactive counseling
- b. Develop effective communication techniques (rapport, listening skills, non-verbal communication, empathy, organized, confident, and persuasive manner)
- c. Effectively utilize technology and communication resources in patient care practice (i.e. communications via phone, email, teleconferencing/medicine)
- d. Document professional activities in an appropriate manner

**4.1 Self-awareness (Self Aware):** *Examine and reflect on personal knowledge, skills, abilities, beliefs, biases, motivation, and emotions that could enhance or limit personal and professional growth*

- a. Demonstrates a systematic process for self reflection of professional knowledge, skills, attitudes and behaviors
- b. Recognize and address one's own personal limitations using meta-cognition
- c. Demonstrate lifelong, self-directed and independent learning to continually advance one's own knowledge and current understanding of pharmacy and chosen specialization
- d. Recognize responsibility and accountability for one's work and actions
- e. Receptively receives feedback and seeks to improve performance

**4.2 Leadership (Leader):** *Demonstrate responsibility for creating and achieving shared goals, regardless of position*

- a. Compare and contrast leadership and management roles, responsibilities, and skill sets
- b. Communicate goals to help build consensus
- c. Develop effective strategies to organize, build, motivate and inspire others to achieve shared goals
- d. Develop relationships, value diverse opinions, and understand individual strengths and weaknesses to promote teamwork
- e. Empower team members by actively listening, gathering input or feedback and fostering collaboration

**4.3 Innovation and entrepreneurship (Innovator):** *Engage in innovative activities by using creative thinking to envision better ways of accomplishing professional goals*

- a. Develop innovative approaches to overcome barriers, advance the pharmacy profession and improve patient care
- b. Demonstrate initiative when confronted with challenges
- c. Appreciate the role of scholarly discovery in advancing the profession

**4.4 Professionalism (Professional):** *Exhibit behaviors and values that are consistent with the trust given to the profession by patients other healthcare providers and society*

- a. Demonstrate humility, altruism, integrity, honor, presence, trustworthiness, flexibility, and respect in all interactions
- b. Display preparation, initiative, punctuality and accountability
- c. Deliver patient centered care in a manner that is legal, ethical, and compassionate