

Competences for Medicines Information pharmacists

Reproduced, with kind permission, from the UK Medicines Information (UKMi) competency framework. This framework has two levels, the first (L1) is for pharmacists new or inexperienced in Medicines Information and the second (L2) is for pharmacists with more experience and/or responsibility for delivery/provision of the service. The levels are provided as separate frameworks for the purposes of recording CPD.

The UKMi competency framework is likely to change during 2004 as a result of the NHS Knowledge and Skills Framework. For further details about the UKMi Competency Framework visit www.ukmi.nhs.uk

Level 1 (L1) Competences for Medicines Information pharmacists

Competency	Behavioural statements
MI 1 Delivering the MI service (L1): delivering own work to time	MI 1a delivers work within agreed deadlines MI 1b prioritises own work and adjusts priorities in response to changing circumstances MI 1c manages multiple tasks and routine work
MI 2 Delivering the MI service (L1): ensuring quality in own work	MI 2a understands the need and purpose of external quality audit of MI service MI 2b ensures own work conforms to standards set for the department MI 2c seeks quality review of own work from experienced colleagues, acts upon advice given
MI 3 Delivering the MI service (L1): working accurately with information management systems	MI 3a understands the principles behind information storage and retrieval MI 3b decides what information to store and where MI 3c makes effective use of IT (e.g. databases)
MI 4 Delivering the MI service (L1): working as an advocate for the MI service on a day-to-day basis	MI 4a takes opportunities to actively promote the MI service to colleagues and clients MI 4b adapts flexibly to a changing professional environment
MI 5 Working with people (L1): being a committed member of the MI team	MI 5a establishes good working relationships with all colleagues MI 5b accepts responsibility for own work (and for those in training where appropriate) MI 5c gives and receives constructive criticism MI 5d works efficiently alone and in a team MI 5e shares learning experiences with colleagues MI 5f knows when to ask for help MI 5g understands the roles of all MI team members

<p>MI 6 Working with people (L1): building links with colleagues outside the MI department</p>	<p>MI 6a recognises the roles and skills of colleagues and other healthcare professionals</p> <p>MI 6b seeks to establish co-operative working relationships with colleagues in other areas</p> <p>MI 6c shows enthusiasm for the MI service and inspires enthusiasm in others</p>
<p>MI 7 Working with people (L1): developing relationships with enquirers, inspiring confidence in the service</p>	<p>MI 7a is polite and helpful</p> <p>MI 7b develops a rapport with users of the service</p> <p>MI 7c inspires confidence in enquirers by actively listening</p> <p>MI 7d uses questioning effectively to establish and understand the query</p> <p>MI 7e assesses the enquirer's level of understanding of the clinical and professional issues around their enquiry</p> <p>MI 7f understands the needs and priorities of enquirers, explains when the query will be answered</p>
<p>MI 8 Working with information (L1): designing and executing basic search strategies</p>	<p>MI 8a plans and records a search strategy appropriate to the task</p> <p>MI 8b knows how (and when) to use all information sources on the UKMIPG minimum resource list</p>
<p>MI 9 Working with information (L1): evaluating and applying information at a basic level</p>	<p>MI 9a follows a logical approach to problem definition and solving</p> <p>MI 9b identifies relevant information and disregards irrelevant information in a systematic way</p> <p>MI 9c evaluates information critically in an impartial manner</p> <p>MI 9d responds appropriately to new information as it arises</p> <p>MI 9e summarises evaluated information to give appropriate factual information and/or professional opinion</p>
<p>MI 10 Working with information (L1): communicating information effectively and articulately</p>	<p>MI 10a takes responsibility for getting the message across accurately</p> <p>MI 10b ensures clarity in all communication</p> <p>MI 10c communicates effectively in verbal, electronic and written form</p> <p>MI 10d supports any recommendations with evidence</p> <p>MI 10e chooses the most appropriate form of communication for each situation</p>

<p>MI 11 Seeing the wider context (L1): keeping up-to-date with current practice</p>	<p>MI 11a takes personal responsibility for Continuing Professional Development MI 11b reflects on own practice, uses critical incident review MI 11c maintains current awareness of professional, pharmaceutical and clinical issues (e.g. attends clinical pharmacy meetings) MI 11d maintains a broad background clinical knowledge</p>
<p>MI 12 Seeing the wider context (L1): working within professional and organisational standards</p>	<p>MI 12a knows professional and personal limitations, seeks advice when necessary MI 12b works within the professional code of ethics and UKMI code of practice MI 12c maintains confidentiality and understands the issues surrounding it MI 12d develops an awareness of the legal issues affecting the practice of MI MI 12e demonstrates sensitive, compassionate, empathic use of information in patient-centred care</p>
<p>MI 13 Seeing the wider context (L1): understanding and managing risk on an individual level</p>	<p>MI 13a is aware of and takes steps to minimise risk MI 13b appreciates the potential for inaccurate or inappropriate information to affect patient care adversely MI 13c understands the potential for harm to the patient of treatment, non-treatment and/or inappropriate treatment</p>

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Level 2 (L2) Competences for Medicines Information pharmacists

Competency	Behavioural statements
MI 14 Delivering the MI service (L2): organising the work of the MI service	MI 14a analyses the workload of the MI service, deploys resources cost effectively to meet demand MI 14b negotiates (e.g. by producing business plans) for the resources to maintain the MI service MI 14c ensures that the size and skill mix of the MI team is appropriate to the demands on the service MI 14d knows the limitations of what can be delivered and recognises the expectations of stakeholders MI 14e ensures that the MI service is accessible to the target users MI 14f anticipates the needs of regular users of the service in order to provide proactive information
MI 15 Delivering the MI service (L2): ensuring the quality of the service	MI 15a shows a disciplined approach to implementing UKMI quality standards MI 15b develops systems to maintain and improve the quality of the service MI 15c identifies and manages deficits in service provision MI 15d seeks out and responds to feedback on services from all sources to help to improve the service

<p>MI 16 Delivering the MI service (L2): maintaining and continually reviewing information management systems</p>	<p>MI 16a evaluates information systems in light of current developments</p> <p>MI 16b ensures MI centre systems are up-to-date, secure and cost-effective</p> <p>MI 16c secures access to relevant information resources for the MI centre</p>
<p>MI 17 Delivering the MI service (L2): developing the MI service in line with UKMIPG strategy and the changing NHS environment</p>	<p>MI 17a takes a long-term view, linking local needs to NHS strategy and external factors, in developing a local MI strategy</p> <p>MI 17b communicates and implements a strategy for the MI service at local level, clarifying priority objectives</p> <p>MI 17c initiates and manages change to the MI service appropriate to needs of clients and in line with MI strategy</p> <p>MI 17d looks for ways in which IT will affect MI and implements appropriate developments</p> <p>MI 17e encourages and supervises practice development and/or research by MI staff</p> <p>MI 17f identifies opportunities to provide training and education in information skills for other healthcare staff</p> <p>MI 17g encourages and supports initiatives by others in improving medicines management</p>
<p>MI 18 Working with people (L2): leading the MI team and creating an environment of trust and mutual respect</p>	<p>MI 18a identifies when MI team members need support and provides it</p> <p>MI 18b creates an environment of openness and trust</p> <p>MI 18c leads the MI service with enthusiasm, motivates the MI team</p> <p>MI 18d ensures that all the MI team are well trained so they develop skills and confidence in MI work</p> <p>MI 18e understands individuals' strengths and weaknesses</p> <p>MI 18f delegates work to make best use of abilities and provide development opportunities</p> <p>MI 18g reviews performance, and training and development needs through appraisal</p> <p>MI 18h takes constructive and prompt action to deal with performance issues</p>

<p>MI 19 Working with people (L2): identifying and nurturing key relationships outside the MI team</p>	<p>MI 19a obtains the support of senior managers for the MI service and for new initiatives</p> <p>MI 19b influences others to achieve the aims of the MI service</p> <p>MI 19c uses networking opportunities to develop new contacts and share best practice</p> <p>MI 19d seeks to develop partnerships with colleagues, other information providers and healthcare professionals</p> <p>MI 19e participates actively in the regional MI network</p>
<p>MI 20 Working with people (L2): maintaining relationships in demanding circumstances</p>	<p>MI 20a uses different styles of communication and chooses the most appropriate for each situation</p> <p>MI 20b communicates effectively in difficult/demanding circumstances</p>
<p>MI 21 Working with information (L2): designing and executing complex search strategies</p>	<p>MI 21a thinks laterally without losing sight of objective</p> <p>MI 21b knows how (and when) to use all specialist UKMIPG information resources</p>
<p>MI 22 Working with information (L2): evaluating and applying information at a more advanced level</p>	<p>MI 22a attaches appropriate weight to different levels of evidence</p> <p>MI 22b critically appraises information using an approved framework (e.g. CASP)</p>
<p>MI 23 Working with information (L2): using a wider range of communication techniques</p>	<p>MI 23a presents professional/clinical information in a relevant and well reasoned way</p> <p>MI 23b supports own views in discussions with colleagues</p>
<p>MI 24 Seeing the wider context (L2): contributing specialist knowledge to the wider health care environment</p>	<p>MI 24a contributes appropriately to pharmacy/medical committees in the local health economy</p> <p>MI 24b seeks ways of providing or disseminating independent, evaluated information (e.g. current awareness, to inform formulary/policy development)</p> <p>MI 24c takes a broad view of the NHS environment, recognises and acts on issues arising in own work which have a wider impact</p> <p>MI 24d trains colleagues to work with information</p>

<p>MI 25 Seeing the wider context (L2): working through complex legal and ethical dilemmas</p>	<p>MI 25a applies sound professional judgement to legal and ethical issues MI 25b works through legal and ethical dilemmas MI 25c sees how legal developments impact on MI services MI 25d trains and advises others about the legal issues affecting the practice of MI</p>
<p>MI 26 Seeing the wider context (L2): understanding and managing risk in the wider context</p>	<p>MI 26a understands the wider impact of medicines usage (e.g. on carers, dependants and society) MI 26b ensures that systems are in place to manage risk (e.g. for ADR reporting) MI 26c deals positively with errors by members of the MI team</p>