

Competence Assessment Tools for Health-System Pharmacists

By Lee B. Murdaugh RPh PhD

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Since its original publication, *Competence Assessment Tools for Health-System Pharmacies* has continued to meet the changing needs of pharmacy directors and their staff. Designed as a complete human resource competence assessment program, this benchmark resource ensures pharmacy compliance with the competence assessment standards of The Joint CommissionTM, other accrediting organizations, and the CMS Conditions of Participation.

Newly updated and expanded, *Competence Assessment Tools for Health-System Pharmacies* provides practical tools to assess and document an employee's ability to perform assigned duties and meet the human resource requirements of CMS, The Joint Commission, and other accrediting organizations. Save time and increase efficiency with this essential tool that supplements and reinforces staff knowledge in key competency areas.

New to the Fifth Edition:

- Enhanced companion website that allows you to easily adapt many of the forms included in the book for your own practice including the job descriptions and orientation record.
- Updated resources for customizing job descriptions, including job description, competence assessment summary, and performance evaluation templates for a Pharmacy Purchasing Technician.
- Inclusion of a study guide for the emergency management chapter.
- New competencies on Medication Dosing in Patients with Hepatic Dysfunction, Pharmacokinetics: Aminoglycosides; Parenteral Anticoagulant Therapy; Oral Anticoagulant Therapy; and Compounding Non-Sterile Preparations
- A new set of four competencies specifically devoted to pharmacy technicians. Also included, for the first time, is a crosswalk of all competencies which indicates which competencies are for use only with pharmacists, only with pharmacy technicians, or appropriate for both.
- A new chapter on Educating the Pharmacy Staff.
- New test questions in many chapters including use of a patient case report format for tests in the clinically-oriented chapters.

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Editorial Review

Review

Competence Assessment Tools for Health-System Pharmacies 5th Edition
By Lee B. Murdaugh, RPh, PhD

Doody Review Services, June 29, 2015

[REVIEWER'S EXPERT OPINION]

Jennifer L. Colon, PharmD, MS, MBA (Temple University School of Pharmacy)

****Description****

This book contains a wealth of competency assessment tools for the health system pharmacy. It separates the different areas of pharmacy competency into easy to read chapters with examples and includes a companion CD. The previous edition was published in 2008.

****Purpose****

The purpose is to provide an in-depth resource for competency assessment, accreditation compliance, and medication safety in the health system pharmacy.

The book strives to meet the changing needs of pharmacy directors and staff, with tools to assess competence as staff models become more complex and specialized. This is a major contribution to the field and absolutely needed.

****Audience****

The intended audience is pharmacy managers and directors. The author is a pioneer in the field who has helped more than 1,000 hospitals prepare for accreditation surveys as well as for implementation of best practices and competency assessment.

****Features****

The book starts with the basics: competence assessment, designing and managing a competence assessment program, and educating pharmacy staff. It then breaks these basics into more detailed areas including job descriptions and new employee assessment tools ranging from the director of pharmacy through specialized staff and pharmacy technicians. The book covers basic competencies including confidentiality, safety, and security. This is followed by pharmacy care competencies, which include all areas a hospital pharmacy manages, such as oncology, geriatrics, and obstetrics, to name a few. Finally, the book covers pharmaceutical care competencies for technicians as well as compounding and dispensing competencies. The CD that accompanies the book has copies of all job descriptions and competencies illustrated in the book. The book has a wealth of tables, examples, and suggested readings to further assist readers and provide clarity. The only shortcoming I would note is the fact that most of the contributors are from the same site in Houston. It would be nice to have a more diverse approach with contributors from a vast array of sites. Also, the book does not cover competencies for pharmacy students, residents, and clinical specialists, which would add to its value.

****Assessment****

This is an essential book for health system pharmacy, an area that is often overlooked and for which there are not many useful publications. The author and contributors explain each area very clearly, in great detail, with excellent illustrations and examples.

Weighted Numerical Score: 85 - 3 Stars

(Jennifer L. Colon, PharmD, MS, MBA *Doody Review Services* 2105-06-29)

About the Author

Lee B. Murdaugh, RPh, PhD

Dr. Murdaugh received a bachelor's degree in pharmacy and a doctorate in drug and materials toxicology from the University of Tennessee. While pursuing her doctorate, she was a fellow of the American Foundation for Pharmaceutical Education. She also completed a traineeship in acute care anticoagulation at Moses Cone Memorial Hospital and certification in asthma patient care at the University of Tennessee. She is currently the Director of Accreditation and Medication Safety for the Pharmacy Solutions business of Cardinal Health. Lee has over 27 years of experience in the healthcare industry and in assisting more than 1,000 hospitals in preparation for regulatory and accreditation surveys. Prior to joining Cardinal Health, she served as the Director of Pharmacy in a 535-bed tertiary care hospital.

Dr. Murdaugh's practice interests are in the areas of medication safety, accreditation, regulatory compliance, and competence assessment. Lee is an author and contributing author to several ASHP publications and has also published in professional journals such as *Hospital Pharmacy*. She is a frequent speaker at national and state pharmacy professional organizations on accreditation, regulatory, medication safety, competence assessment, and other related topics.

Users Review

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