### This module supports the following PSA competency standards

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<tr>
<th>Standard</th>
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<tr>
<td><strong>Domain 1 – Professional and ethical practice</strong></td>
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</table>
| 1.2 | Practice to accepted standards | Element 1 – Demonstrate personal and professional integrity  
Element 2 – Contribute to enhanced service quality |
| 1.3 | Deliver ‘patient centred care’ | Element 1 – Maintain primary focus on the consumer  
Element 2 – Address consumer needs |
| 1.4 | Manage quality and safety | Element 1 – Protect and enhance consumer safety  
Element 2 – Respond to identified risk |
| **Domain 2 – Communication, collaboration and self-management** | | |
| 2.1 | Communicate effectively | Element 1 – Adopt sound principles for communication  
Element 2 – Adapt communication for cultural and linguistic diversity  
Element 3 – Manage the communication process  
Element 4 – Apply communication skills in negotiation |
| 2.2 | Work to resolve problems | Element 1 – Analyse the problem/potential problem  
Element 2 – Act to resolve the problem/potential problem |
| **Domain 3 – Leadership and management** | | |
| 3.4 | Manage quality service delivery | Element 1 – Facilitate service delivery  
Element 2 – Maintain and enhance service quality  
Element 3 – Ensure continuity of service |
| **Domain 7 – Promote and contribute to optimal use of medicines** | | |
| 7.2 | Provide ongoing medication management | Element 1 – Seek consumer support  
Element 2 – Review clinical progress  
Element 3 – Initiative monitoring and intervention  
Element 4 – Manage medication management records |
| 7.3 | Influence patterns of medicines use | Element 1 – Understand the basis for investigating patterns of medicines use  
Element 2 – Review patterns of medicine use  
Element 3 – Promote improvement in patterns of medicine use |