

This module supports the following PSA competency standards

Standard	Competency	Element
Domain 1 – Professional and ethical practice		
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