

**SKILLS FRAMEWORK FOR HEALTHCARE
TECHNICAL SKILLS AND COMPETENCIES (TSC) REFERENCE DOCUMENT**

TSC Category	Drug Compounding and Management					
TSC	Automated Distribution Management					
TSC Description	Maintain, oversee and review automated processes and systems within a department					
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
		HCE-DRM-2001-1.1	HCE-DRM-3001-1.1	HCE-DRM-4001-1.1		
		Utilise automated systems and other technology to enhance safety and efficiency in the practice setting	Oversee automation system processes including the implementation process, improvements or enhancements to the departments' automation and technological services	Review process improvements or enhancements to the departments' automation and technological services		
Knowledge		<ul style="list-style-type: none"> • Use of bar-coding technology • Use of automated dispensing technology • Unit dose packaging • Domains of the medication use process • Pharmaceutical Society of Singapore Guidelines for Good Pharmacy Practice • Standard Operating Procedures (SOPs) relating to pharmacy automation 	<ul style="list-style-type: none"> • Errors associated with bar coding and repackaging • Organisational quality control process for bar-coding and repackaging of drugs • Organisational process improvement initiatives related to pharmacy automation 	<ul style="list-style-type: none"> • Organisation's overall direction, policies and procedures related to pharmacy automation • Technology trends and requirements in the healthcare industry • Models and methods for evaluating the effectiveness of automated systems and processes • Limitations of pharmacy automation • Types of automated system errors 		
Abilities		<ul style="list-style-type: none"> • Utilise technologies and automated processes in different domains of the medication use process • Maintain pharmacy equipment and automation system processes • Verify the packaging and bar-coding of drugs by ensuring that the bar code reflects accurately the information compared with manufacturers' labelling • Perform basic troubleshooting of automated systems 	<ul style="list-style-type: none"> • Resolve system transaction problems • Implement process improvements or enhancements to automated processes • Monitor adherence to Key Performance Indicators (KPIs) related to automated processes and systems 	<ul style="list-style-type: none"> • Identify gaps found in existing automated procedures and processes • Recommend improvements to organisations' automated procedures and processes that can improve medication safety, patient care and efficiency • Resolve system errors associated with automation systems and processes • Coordinate user acceptance tests for new automation projects and enhancements 		