

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

TSC Category	Drug Compounding and Management					
TSC	Medication Safety					
TSC Description	Comply and promote medication safety practices and manage medication errors					
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
	HCE-DRM-1005-1.1	HCE-DRM-2005-1.1	HCE-DRM-3005-1.1	HCE-DRM-4005-1.1		
	Comply with medication safety practices	Educate medication safety practices in working environment	Manage medication errors including near-miss incidents	Plan and implement corrective actions in ensuring medication safety		
Knowledge	<ul style="list-style-type: none"> Pharmacy Practice Standards in Singapore National Benchmarks for Quality and Safety Institution's pharmacy practice standards ISMP guidelines Adverse drug reaction (ADR) reporting procedures Organisation medication safety practices Definition of medication errors, near-miss incidents and adverse drug events Implications of medication errors, near-miss incidents and adverse drug events Proper handling and storage of drugs 	<ul style="list-style-type: none"> Types of special populations including children, elderly, and pregnant women Best medication safety practices Challenges in preventing medication errors National Medication Safety Certificate Basic Course Measures to prevent medication errors International Pharmaceutical Federation (FIP) – World Health Organisation's (WHO) Guidelines on Good Pharmacy Practice Singapore Pharmacy Council's (SPC) Medication Safety Practice guidelines and tools 	<ul style="list-style-type: none"> Organisational procedures and guidelines to escalate adverse drug events Regulatory requirements in reporting serious adverse drug events encountered National Medication Safety Certificate (Intermediate) Course 	<ul style="list-style-type: none"> Root-cause Analysis course (MOH) 		
Abilities	<ul style="list-style-type: none"> Comply with safety principles in medication use processes Comply with National Benchmarks for Quality and Safety Comply with protocols on dispensing and handling of adverse drug reaction (ADR) or drug allergy reporting Escalate adverse drug reactions (ADR) or drug allergies to pharmacists 	<ul style="list-style-type: none"> Recognise systems and processes that contribute to medication safety Identify unsafe medication practices Assist in implementation of good medication safety practices Identify inappropriate drug use in special populations Perform interventions Supervise and mentor pharmacy staff to ensure 	<ul style="list-style-type: none"> Report medication errors including near-miss incidents in compliance with reporting protocols Track medication errors including near miss incidents Assist in investigating the causes of medication errors Implement measures to prevent medication errors with supervision 	<ul style="list-style-type: none"> Develop strategies to improve medication safety based on analyses of medication errors Implement measures to prevent medication errors Implement good medication safety practices 		

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	<p>or doctors for critical medical information store (CMIS) documentation and assessment</p> <ul style="list-style-type: none"> • Advise on proper storage of medication • Report medication errors and near misses to supervisors or pharmacists 	<p>compliance with protocols</p> <ul style="list-style-type: none"> • Identify causes of medication errors • Communicate medication errors and safe medication practices with pharmacy staff on a regular basis • Assist in the implementation of measures to prevent medication errors 	<ul style="list-style-type: none"> • Analyse and trend near misses incidents • Align preventive measures with regulatory guidelines • Review current workflows and identify areas of potential medication safety pitfalls • Implement good medication safety practices with supervision 		
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