

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

<b>TSC Category</b>	Patient and/or Client Education and Health Promotion					
<b>TSC</b>	Patient Education on Use of Prescribed Drugs					
<b>TSC Description</b>	Provide patient counselling and patient education in accordance with institutions' protocols					
<b>TSC Proficiency Description</b>	<b>Level 1</b>	<b>Level 2</b>	<b>Level 3</b>	<b>Level 4</b>	<b>Level 5</b>	<b>Level 6</b>
	<b>HCE-PEH-1005-1.1</b>	<b>HCE-PEH-2005-1.1</b>	<b>HCE-PEH-3005-1.1</b>	<b>HCE-PEH-4005-1.1</b>		
	Provide basic patient counselling and education when dispensing medications. Educate patients on appropriate use of diagnostic and monitoring devices in disease self-management and when to seek medical care, as well as promote general health and wellness.	Provide complex patient counselling and education when dispensing medications	Assist and make recommendations on disease management based on patient needs	Manage patient education including the provision of group education, develop patient and caregiver education materials and processes, manage different personalities and coach staff in patient education techniques		
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Availability, techniques, frequency and limitations of various diagnostic and monitoring devices</li> <li>• Common causes of incorrect usage of devices</li> <li>• Role of each monitoring device in disease management</li> <li>• Target range of monitoring parameters</li> <li>• Interpretation of monitoring parameters and appropriate course of action</li> <li>• Practical lifestyle modification techniques</li> <li>• Pathophysiology, risk factors and pharmacotherapy of common disease states and minor ailments</li> <li>• Polypharmacy</li> <li>• Signs and symptoms where medical attention is warranted</li> <li>• Common causes of non-adherence</li> <li>• Common solutions for managing non-adherence</li> <li>• Use of counselling aids</li> <li>• Medicines Act</li> </ul>	<ul style="list-style-type: none"> <li>• Types of specialty drugs</li> <li>• Uses of specialty drugs</li> <li>• Uses of drugs in special population including pregnant women, children and elderly</li> <li>• Types of critical drugs</li> <li>• Effects of omission and delay of critical drugs</li> </ul>	<ul style="list-style-type: none"> <li>• Medication devices</li> <li>• Dosing regimens of drugs</li> <li>• Contraindications and side effects of medications</li> <li>• Medication monitoring parameters</li> <li>• Techniques of use of medical devices</li> <li>• Common causes of incorrect usage</li> <li>• Role of each medication device in disease management</li> <li>• Availability and use of complex device aids</li> <li>• Patient assessment skills</li> </ul>	<ul style="list-style-type: none"> <li>• Subjective judgements pertaining to the ability of the patients from the caregiver's perspective</li> <li>• International and local best practices in patient education</li> <li>• Patient and caregiver education materials and techniques across disciplines</li> <li>• Emerging techniques to engage clients or caregivers to improve efficiency in self-management care techniques</li> <li>• Reflective teaching concepts and techniques</li> <li>• Local and national health campaigns</li> </ul>		

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	<ul style="list-style-type: none"> <li>• Therapeutic Products Act</li> <li>• Misused of Drugs Act</li> <li>• Drug or drug products with drug abuse potential</li> <li>• Drug prescription guidelines and restrictions</li> <li>• Registered drugs on Health Sciences Authority (HSA) website</li> <li>• Organisational drug formulary</li> <li>• Organisational formulary restrictions</li> <li>• Basic principles in pharmacology</li> <li>• Principles of pharmacotherapy</li> <li>• Common drug-related problems (DRP)</li> <li>• Common medications by generic and proprietary brand names</li> <li>• Available sources of drug information</li> <li>• Drug indications</li> <li>• Drug contraindications</li> </ul>					
<b>Abilities</b>	<ul style="list-style-type: none"> <li>• Determine the most appropriate products for patients</li> <li>• Compare and contrast different models for patients to make an informed purchase</li> <li>• Demonstrate and explain the correct use of each device</li> <li>• Ensure patients back-demonstrate correctly</li> <li>• Provide advice on device maintenance</li> <li>• Educate patients on interpretation of monitoring values and appropriate target ranges as recommended by institutional clinical practice</li> <li>• Use a variety of closed- and open-ended questions to obtain necessary information</li> </ul>	<ul style="list-style-type: none"> <li>• Recognise the types of specialty drugs</li> <li>• Recognise the types of diseases and illnesses treated by specialty drugs</li> <li>• Explain to patients/caregivers the name, strength, dosage form and indication of critical and specialty drugs and any common side effects and precautions to be observed when using the medicines</li> <li>• Inform patients/caregivers of the special storage conditions and special handling of specialty drugs</li> <li>• Explain to patients/caregivers how to administer the</li> </ul>	<ul style="list-style-type: none"> <li>• Check which device(s) patients are using, including dosing regimens</li> <li>• Determine reasons for in-depth device counselling</li> <li>• Explain role of each device and the medication contained for management of patients' conditions</li> <li>• Refer to prescriptions or health records and/or use a variety of close- and open-ended questions to obtain necessary information</li> <li>• Explain how each drug works, when to use each drug and/or device, reasons for adhering to prescribed regimens, common side effects and monitoring parameters in layman terms</li> </ul>	<ul style="list-style-type: none"> <li>• Develop written, illustrative and audio materials for use in patient and caregiver education as necessary</li> <li>• Synergise external practices with internal patient and caregiver education procedures to improve quality of patient and caregiver education provided</li> <li>• Manage patients and caregiver complaints</li> <li>• Develop training on new or improved patient and caregiver education procedures and methods</li> <li>• Provide training to staff on patient and caregiver education methods and procedures</li> <li>• Plan for group patient and healthcare worker education sessions</li> </ul>		

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	<ul style="list-style-type: none"> <li>Recommend appropriate product models after taking into consideration patients' literacy level, dexterity, visual acuity, financial status, lifestyle etc.</li> <li>Check patients'/caregivers' understanding of instructions or information through assessments or demonstrations</li> <li>Explain to patients the importance and limitations of self-monitoring in disease management</li> <li>Educate patients on appropriate course of action should self-monitoring values fall out of target range and are accompanied by signs and symptoms that require medical care</li> <li>Read back to ensure patients are able to demonstrate understanding</li> <li>Recognise opportunities where general health advice can be dispensed</li> <li>Ascertain issues with patients' medication adherence</li> <li>Seek to understand reasons for non-adherence</li> <li>Discuss with patients ways to resolve or manage non-adherence</li> <li>Document counselling appropriately</li> <li>Refer complex cases to pharmacists and propose solutions to resolve the issues</li> <li>Enquire about patients' lifestyles and habits that may contribute to present conditions or diagnoses</li> </ul>	<p>specialty drugs correctly under the supervision of pharmacists</p> <ul style="list-style-type: none"> <li>Explain to patients/caregivers on how to safely dispose equipment used for the administration of specialty medications</li> <li>Recognise the types of critical drugs</li> <li>Explain to patients the effects of omission and delays in consumption of critical drugs</li> <li>Report to supervisors in situations where there are omissions and delays in consumption of critical drugs</li> </ul>	<ul style="list-style-type: none"> <li>Demonstrate correct use of each device</li> <li>Provide advice on device maintenance</li> <li>Document counselling accurately and completely</li> <li>Refer complex cases to pharmacists</li> <li>Use a variety of counselling aids</li> <li>Explain rationales behind pertinent steps in device usage to ensure optimal use by patients</li> <li>Identify incorrect techniques and correct use or propose appropriate solutions</li> </ul>	<p>including learning objectives, methods of delivery, and resources needed</p> <ul style="list-style-type: none"> <li>Conduct group patient education sessions on common chronic diseases under supervision of pharmacists</li> <li>Conduct group education sessions for healthcare workers such as pharmacy staff on the use of medication devices</li> <li>Educate the public on matters relating to health promotion and campaigns on disease prevention</li> </ul>		
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