

MOTIVATIONAL INTERVIEWING

LEARNING OBJECTIVES

1. Classify helpful and harmful interactions between patient and provider to develop motivational interviewing (MI) skills.
2. Given patient-resistant scenarios, apply an appropriate MI-based response.
3. Analyze the strengths and weaknesses of a health-behavior change intervention according to MI principles.
4. Design an MI-based communication strategy to increase patient adherence to a target health behavior.
5. Assess provider communication strategies that promote or hinder treatment adherence.
6. Given different patient attitudes and responses, rationalize the use of certain MI strategies.

CULTURAL COMPETENCE

LEARNING OBJECTIVES

1. Assess the importance of cultural and linguistic competence in pharmacy practice.
2. Evaluate pharmacy practice situations according to the major models of cultural competence.
3. Develop a plan to incorporate the major models of cultural competence into pharmacy practice.
4. Assess the importance of self-assessment in cultural competence development.
5. Illustrate the use of the Kleinman, BELIEF, ETHNIC, and LEARN models during patient visits.
6. Provide recommendations for improving research regarding cultural competence and its effect on clinical outcomes.
7. Construct a plan to incorporate cultural competence into an organization using organizational self-assessment tools and regulatory and accreditation guidelines.

DRUG INFORMATION RESOURCES AND LITERATURE RETRIEVAL

LEARNING OBJECTIVES

1. Analyze the most appropriate drug information (DI) resources, including primary, secondary, and tertiary sources, for answering questions related to clinical practice.
2. Analyze the similarities and differences of secondary and tertiary information resources for a specific type of drug or medical information.
3. Develop an appropriate search strategy for a given DI question that will result in high-quality literature retrieval.
4. Analyze evidence-based medicine resources and clinical guideline/trial resources used in the literature retrieval process.
5. Evaluate resources related to herbal products, product identification, and poisonings.

6. Develop strategies for accessing and searching quality Web-based resources.
7. Justify the use of valid and reliable Web resources by health care professionals and the public.
8. Develop strategies for accessing information pertaining to adverse drug reactions and pharmacovigilance.

MEDICATION THERAPY MANAGEMENT

LEARNING OBJECTIVES

1. Analyze the evolution of medication therapy management (MTM) in pharmacy practice.
2. Demonstrate an understanding of the American Pharmacists Association's Core Elements in MTM encounters.
3. Assess the current marketplace for MTM services.
4. Devise a plan to incorporate MTM services into a pharmacist's practice.
5. Apply reimbursement strategies to MTM services.
6. Evaluate the future of MTM on the basis of health care reform legislation.