



## Cultural competence – have your say

Being culturally savvy means more than just understanding the culture of other groups; it means understanding who you are and your own cultural dynamic.

Think about the following “cultures” and their impact on your life:

- where you were born
- your religious preferences
- your work “culture”
- your age
- your nationality & heritage
- your family life
- the schools you went to
- your gender

Now if you think of some of your customers or the people you work with that you don’t see “eye to eye” with, it’s very likely their cultural norms will be quite different from yours. Some pharmacists have suggested the following strategies:

- Ignore them and hope they go away.
- Stereotype them – they are all the same aren’t they?
- Deal with the differences – they are important.
- Learn to appreciate various cultures and the positive impact of doing so.

As with clinical competence, to be “culturally competent is to know where your understanding ends and your ignorance begins, and to be committed to learning about and respecting differences in others”.<sup>1</sup> Increasing your level of understanding of those who are “different” in some way improves outcomes for everyone, which, as professionals, is what we are all working towards.

Following a recent “cultural competence type” meeting of health professionals in Whangarei, a pharmacist responded: “It was an amazing evening and opened my eyes to a whole world I had been blind to. Great speakers and a simple message which health professionals need to help with, bridging the gap and increasing Māori Health Outcomes to match those of other New Zealander’s basically.”<sup>2</sup>

A similar comment was made following the introductory workshops held by Council in 2008: “It is so refreshing to see such a balanced, educated, factual and realistic take on the current situation (re health disparities) and I look forward to using some of what I learnt (and hope to learn)”.

The draft cultural competence elements to be incorporated into Competence Standard 1 have now been ratified by Council and are ready for presentation to, and discussion with, the wider pharmacy profession. The greater the input from pharmacists, the more robust the Standard will be.

If you did not receive or have not yet responded to the Council email and are interested in being involved, or would like more information, please fax back the enclosed form to 04 495 0331 by **13 March 2009**.

1. McMahon, J. Dealing with Cultural Differences: Fostering Perspectives. Vol 2, No 2 Spring 1998.

2. Shane Heswall, Maunu Pharmacy, Whangarei

The Pharmacy Council of New Zealand has been established under the Health Practitioners Competence Assurance Act 2003 and has a duty to protect the public and promote good pharmacist practice.

### IN THIS EDITION

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## Have you renewed your Annual Practising Certificate (APC)?

All registered pharmacists will have received an APC renewal form for the 2009/10 year. If you have not already done so, please complete and submit your renewal form to the Council promptly.

**To ensure you have your APC by 1 April, your form needs to arrive at the Pharmacy Council office by 16 March 2009.** It is illegal to practise as a pharmacist in New Zealand without a current APC.



## Recertification

There appears to be some confusion about Section 5 [Recertification] on the APC renewal form. If you held an APC (including interns) at any stage in the 2008/9 APC year, you **MUST** complete the whole section (do not skip to Section 6). Failure to do so will delay the processing of your new APC.

In the recertification section you are required to:

- declare that you are actively participating in the ENHANCE recertification programme

- state the year you completed your most recent Practice Review (see p.35 of the ENHANCE Practice Review Booklet)
- state the actual number of CPD Outcome Credits you achieved in the 12 months to 31 March 2009
- tick the competence standards that form part of your practice (see the summary page of your ENHANCE Practice Review booklet, p.35)

The notes accompanying your APC renewal form explain these requirements in more detail.



## New English policy for registration of B.Pharm graduates from 2010

After a full consultation process in 2008, a new English language policy for B.Pharm graduates registering as intern pharmacists has been set by Council.

### Pharmacy Council of New Zealand English Language Policy for New Zealand and Australian Pharmacy Graduates Applying for Registration as Intern Pharmacists

All New Zealand B.Pharm graduates, and Australian pharmacy graduates from APC\* accredited programmes, applying for registration in the scope of practice of an Intern pharmacist must be able to communicate effectively in English for the purposes of practising as a pharmacist within the workplace.

\*Australian Pharmacy Council

### What has changed?

Council has removed the requirement for ESL (English as a Second Language) B.Pharm graduates to provide an IELTS (International English Language Testing System) certificate or two testimonials to attest to their ability to communicate effectively at the point of registration.

### Why was this changed?

The numbers of students with English and communication problems in the Intern year has reduced considerably in the past 10 years. The Council has been assured by Schools of Pharmacy that the new measures used to identify and assess the communication of students will maintain this higher standard of graduate.

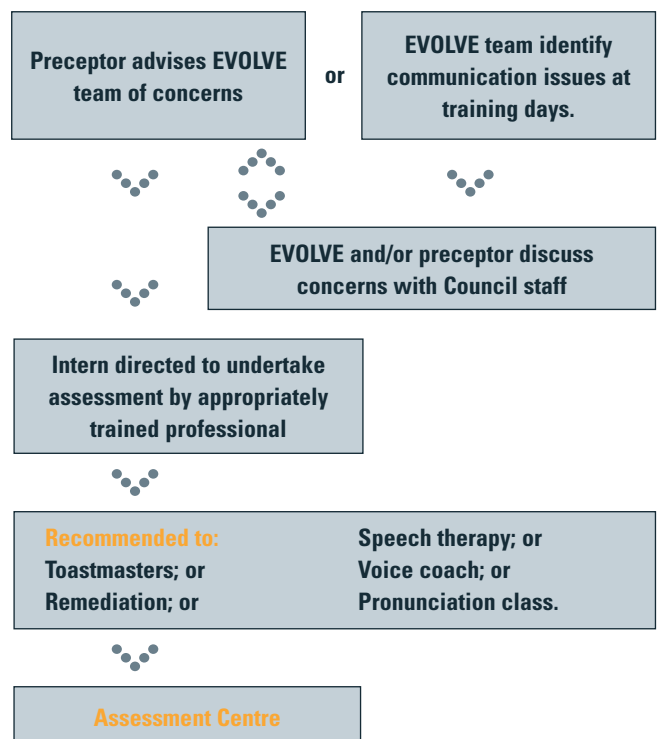
### What is required now?

As before, all eligible graduates will still be required to sign a statement agreeing that if a preceptor, other healthcare professional or member of the public finds they are not communicating in English to an acceptable standard, the intern pharmacist will accept the decision of

the Pharmacy Council as to whether they remain eligible to practise as a pharmacist in New Zealand.

### What are the safety nets?

Council would like to reassure those concerned that Council staff will continue to work with the EVOLVE team when communication issues are raised, in order to find an early resolution for the small number of interns involved. Several remediation avenues have been used in the past, depending on the concerns identified. Generally, the process is as follows:



This new policy will be effective for graduates applying for intern registration in 2010 and beyond.



# PHARMAC consultation document on “Relevant Practitioner” and the implications for both pharmacists and Council

In December 2008 PHARMAC sent out a proposal to define a “Relevant Practitioner” prescriber within the Pharmaceutical Schedule which would require pharmacists to determine whether a prescriber should indeed be prescribing certain medicines prior to the pharmacist dispensing the medicine. The proposal suggested that the pharmacy regulatory and professional bodies should provide help to pharmacists in making these determinations.

Council had concerns about this proposal and, in conjunction with the Medical Council, arranged a meeting with PHARMAC. At this meeting Council was informed the intention of the consultation was to remove the

restrictions on the prescribing of a range of pharmaceuticals by deleting the “Specialist Endorsement” within the Schedule. However, while PHARMAC would expect prescribers to be aware that they should not prescribe medicines outside their scope of practice, there was an expectation that pharmacists should be aware of this as well.

Council’s response to PHARMAC is that it is not the role of the pharmacist to determine whether or not a medicine can be prescribed by a prescriber, and it is not the responsibility of Council (and professional bodies) to give such advice. The consultation closed in mid-February and we await the response from PHARMAC.

## PRACTICE ISSUES



### First aid requirements change from 1 April 2009

For pharmacists who declare Competence Standard 3 as part of their practice, there will be a change to the competency requirements for first aid (Element 3.6.1) from **1 April 2009**.

Old requirements	New requirements
Entry into profession: <ul style="list-style-type: none"> <li>• Full first aid certificate</li> </ul>	Entry into profession: <ul style="list-style-type: none"> <li>• Full first aid certificate</li> </ul>
On-going competency: <ul style="list-style-type: none"> <li>• 1-day Refresher course</li> </ul>	On-going competency: <ul style="list-style-type: none"> <li>• NZRC* Level 2 (minimum)</li> </ul>
Frequency: <ul style="list-style-type: none"> <li>• 2 yearly</li> </ul>	Frequency: <ul style="list-style-type: none"> <li>• 3 yearly</li> </ul>

\* New Zealand Resuscitation Council Level 2 = NZQA unit Standard 6402

#### Why have the requirements changed?

Council has acted on the concerns expressed by many pharmacists over the past 12 months regarding the requirements for on-going first aid competency. It was apparent that many of the refresher courses did not meet the needs of pharmacists, so following consultation within the profession and with other health care stakeholders the requirements have been simplified. Courses can be as short as 4 hours, depending on the provider.

#### What is NZRC Level 2?

Level 2 is equivalent to NZQA 6402 and requires trained people to:

- have an understanding of breathing and circulatory assessment
- have practical skills in manual airway control
- perform expired air ventilation and chest compression (CPR), and
- understand the differences between paediatric “call fast” and adult “call fast” resuscitation.

#### What do you need to do?

If your certificate expired before 1 January 2009, you still need to do a 1-day refresher course.

If your certificate expires between 1 January and 1 April 2009, you will be “grandfathered” into the new policy and will have 12 months from the date the certificate expires to do a Level 2 course e.g. certificate expiry date is 4 February 2009, Level 2 course must be completed by 4 February 2010. There will NOT be a 3-month “grace” period as with the previous policy.

Individual pharmacists may choose to maintain competency at a level higher than Level 2 based on a self-assessment of their own and the community’s requirement.

If your certificate has lapsed for any reason or if you have declared Competence Standard 3 as part of your practice and you do not have a full certificate, you will need to do a comprehensive 2-day course covering NZQA unit Standards 6400, 6401 and 6402.



### Practice guidelines for Opioid Substitution Treatment (OST)

The revised guidelines replace those that were published in 2003 and encompass a number of significant themes and important developments that have occurred over the last five years. These guidelines also take into consideration the prescription of alternative pharmacotherapies to methadone, some of which, while not subsidised, may be self-funded by clients.

Those pharmacies contracted to supply methadone as part of the OST programme are advised to review their Methadone Dispensing SOPs taking into consideration the points listed under 11.3 “Procedures for dispensing and administration”.

The full guidelines can be downloaded from <http://www.moh.govt.nz/moh.nsf/indexmh/opioid-substitution-treatment-guidelines-dec2008>



## Pharmacist changes since September 2008

### New pharmacists

Congratulations to the following intern pharmacists (both BPharm graduates and previously registered overseas trained pharmacists) who successfully completed the EVOLVE intern programme at the end of 2008.

Shams Al Muhena, Malak Fadhil Al-Alawi, Riani Albertyn, Jaffer Al-Jumaily, Marwa Raad Mahdi Al-Shafi, Baraq Al-Tuhafi, Meena, Amso, Samuel Adib Aziz Hanna Ataalla, Shainal Susheel Awadh, Katrina Nabil Balamoun Azer, Nisha Lakshmi Bangs, Mariam Ghassan Basheer, Mohamed Bashir, Miriam Joy Boniface, Natalie Kate Bowman, Lena Brill, Soraya Daniela Brosnan, Carl Edward Bufe, Ramy Yousif Burjony, Danila Carducci, Derek James Carter, Mary Soo-Hwa Chai, Suhair Chalabi, Choon Kit Alwyn Chan, Amy Hai Yan Chan, Shin Wei Chan, Hsin-Yao Chang, Hui Min Lynn Cheong, Marie-Louise Elizabeth Chiaroni, En Xin Chin, Ze Siong Chiu, In Hye Cho, Ji Young Choi, Chung Ling Flora Choi, Chia Eng Chong, Yan Wen Choo, Anita I-Li Chou, Derek Leo Chow, QianYi Chuah, Su Yin Florence Chuah, Tzu-Fang Chung, Eun Young Chung, Mara Elizabeth Coler, Debora Sowmya Shanti Dasari, Michelle Noelle Davies, Emad Mustafa Ismail Dawwas, Jayshree Daya, Supriya Devi, Raul Bruno Dos Santos, Janelle Margaret Duncan, Alyssa Clare Duncan, Jan Elizabeth Dunsdon, Bianca Lyn Etches, John Eun, Sha Lene Fam, Matthew John Foster, Joanne Heather Frampton, Joshua William Freeman, Wai Man Fung, Simon Wing Hang Fung, Rebecca Frances Galloway, Khalid Ghanima, , Lisa Marie Gibb, John Trengove Gibbons, Reshma Gilbert, Sarah Anne Grant, Sally Jane Graves, Lisa Jean Haden, Ian Hamilton, Jae Young Han, Sara Michele Hanning, Lucy Helen Harding, Naseera Hassan Syed, Catherine Eleanor Herd, Sara Louise Higgins, Miranda Anne Hill, Gemma Holly Hodgkinson, Zara Homes, Hsi-Tung Hsiao, Tai-Yu Huang, Steve Kin Wa Hy, Abir Ibrahim, Tania Farid Arsen Margos Iskenderian, Lisa Ann Jackson, Reem Kais Jan, Jae Hyun Jo, Tania Lee Johnson, Christine Helen Johnston, Jin Su Jung, Angela Lynn Kam, Jun Hee Kang, Ravi Kant, Ujwalatha Karupakala, Ekta Khatri, Tae-Wan Kim, Min Young Kim, Jin Kyu Kim, Vina Widyapaska Komari, Mallison Roko Kotali, Jovan Krstik, Jateen Kumar, Su-Jung Kwon, Hsiang-Yu Lai, Ziyen Lam, Kristen Emma Langford, Ho Yee Holly Lau, Francis Ta Wei Lawes, Sarah May Le Leu, Joyce Yi-Shiuan Lee, Lin Wei Lee, Dong-Jung Lee, Lindy Leon, Christopher Hao King Leung, Tsz

Yu Leung, Vivian Chi Wing Li, Joanne Chun-Hung Lin, Wen-Ching Lin, Nancy Jia Ling, Kelsi Sian Lister, Jie'ai Josephine Liu, Joe Wei-Chen Liu, Hui Jing Loh, Ngov Jeremy Ly, Dion Tony Marinkovich, Andrew David Mathers, Gilda Samerh McCourtie, Helen Anne McGuinniety, Priyanka Mehta, Jean-Pierre Meyer, Hayley Maree Michels, Ji-Hee Min, Michael Magdy Shafik Mishriki, Aiyaz Mohammed, Meghan Elizabeth Murphy, Sreyon Surnima Murthi, Farzana Musa, Nazia Nur, Renee Leigh O'Sullivan, Shaheeda Othman, Swasti Oudhraj, Shawei Ouyang, Jennifer Lynn Pachiorka, Sam Fei-Yin Pang, Andrew Graham Park, Samuel Park, Nora Jayne Parore, Samit Patel, Jayant Patel, Leanna Elizabeth Peachey, Earnest Vineeth Pidakala, Cherami Ann Pillay, Shwetashna Shalvana Ram, Vijikala Ratnavel, Amy Maia Russell, Shivneel Daren Sami, Antoine Samy Antoun Sedrak, Lee Boon Seow, Nicola Ellen Seto, Ramez Nader Nagy Shafik, Shrishti Kalpana Sharma, Michelle Singh, Taehoon Song, Louisa Jane Sowerby, Claire Lucy Spadafora, Amanda Michelle Stevens, Andrew Stone, Kuei-Lien Su, Ying Sun, Meghna Vijay Talekar, Nadine Jee Chien Tan, Li Yin Tan, Peggy Ting, Daniel Jun Heng Toh, Chackochan Varghese, Varsha Devki Varma, Sonia Varma, Camella Neleema Virendra, Tzu-Ming Wang, Yunxiu Wang, Paulette Wanis, Donna Marie Watson, Emma Elizabeth White, Siobain Elizabeth Mary Wickham, Ignatius Wong, Tina Lok See Woo, Jennifer Lee Ywei Woon, Adam Scott Wright-St Clair, Mumao Wu, Jia Qian Xu, Daniel James Yip, Chang Gyu Yoo, Larissab Shirley Young, Ying Yu, Yi Ching Yuen, Ahmad Firooz Zareh.

Special congratulations to Claire Lucy Spadafora from Auckland who was selected as the top intern of the 2008 EVOLVE intern programme.

### Pharmacists registered from Australia, Ireland, the UK and the USA since 10 July 2008

Caroline Marion Jane Allen, Jeremy Robert Armes, Lynwen Griffiths, Philip Carl Jeffrey, Michelle Ann Loschiavo, Deirdre Loughman, Laura Jayne Millward, Constance Takawira, Katrina Anne Tandecki, Rachel Betty Taylor, Caroline Louise Vaughan, Fiona Elizabeth Whitby, Richard Edward Wildman, Simon Anthony Young.

Welcome to the profession of pharmacy.

## Key Office Contacts

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