



# *Positive Impact*

COURSE BROCHURE  
2015

**Pharmacists Assistants**

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## Who we are

Positive Impact is a consortium of experienced pharmaceutical consultants with a background in health systems strengthening. All our course developers are registered SAPC assessors and our CPD courses are fully aligned with the SA Pharmacy Council's new CPD system, following outcomes based learning methodologies.

## Methodology

Positive Impact provides customised online training and CPD workshops on a wide range of clinical and pharmaceutical topics suitable for nurses, doctors, pharmacists and pharmacist's assistants. Training topics for non-clinical development such as soft skills, managerial and leadership are also available.

Although all our courses can be offered in the traditional classroom/workshop setup, it's no secret that we don't all have time to attend traditional classroom training. We have therefore designed all our courses so that they are fully compatible with the latest technology for Internet e-learning management systems. This means that our courses can be viewed using anything from a smart phone to a normal computer or tablet device.

Most of our courses are in "toolkit format" making them ideal for those who need to complete their CPD activities quickly. These courses take approximately 30 minutes to complete, and include a short presentation, a 5 minute online quiz/assessment and certificate.

## Annual Subscriptions

Our annual subscription plan includes the following:

- Unlimited choice of flexible self-paced interactive online courses
- Certificate with a suggested CPD log for entry on the SAPC website
- We can record your CPD activities with the SA Pharmacy Council for you provided that we receive an accurately completed questionnaire.
- More than 40 course topics with new courses added monthly
- One Stop Shop - no need to attend CPD courses anywhere else-its all here!
- Study at your own pace from home or workplace using a computer, cellphones or tablet device.
- Coverage of a wide variety of pharmaceutical and clinical topics relevant to the pharmacy profession.
- Access to our state of the art LMS Learning management system
- Internet, telephonic and sms text support for all our courses

# INTRODUCTION

## Introduction to Continuing Professional Development (CPD)

The primary aim of the CPD process is to improve the quality of the services we provide as pharmacist assistants. This course provides an overview of the CPD cycle of lifelong learning, how to complete a CPD activity and how CPD differs from the traditional continuing education approach.

# CLINICAL

## Group A

### Diabetes

Diabetes mellitus is a lifelong health condition that causes a person's blood sugar level to become too high. Cases of diabetes are on the rise worldwide with significant consequences for people's health and increased demands on healthcare services. This course explains how pharmacist's assistants can provide information to the public about diabetes.

### Pain Problems

Treating someone for pain isn't always as simple as selling a pack of painkillers. This activity will cover 4 common situations encountered by pharmacist's assistants. This course aims to help pharmacist's assistants feel confident in making recommendations for patients who suffer from pain.

### Asthma and COPD

This short course contains information for pharmacist's assistants about asthma and COPD including their causes, symptoms and management. The course aims to help pharmacy staff feel confident in dealing with patients who have asthma and COPD along with advice that can be given to patients.

### Smoking Cessation

This short course looks at the damage smoking does and how pharmacy staff can help customers realise the benefits of quitting, the types of nicotine replacement therapy that are available and who they are most suitable for, including advice and support that can be given to customers who wish to quit.

### Insomnia

This short course contains information for pharmacist's assistants about insomnia, its causes, symptoms and management. The course aims to help pharmacist's assistants feel confident in making over the counter and non-drug treatment recommendations for patients who suffer from insomnia along with non-medicinal advice that can be given to patients.

### Migraine

This course contains information for pharmacist's assistants about migraine, its triggers, symptoms and management. The course aims to help pharmacist's assistants feel confident in making recommendations for patients who suffer from

migraine.

### Porphyria

South Africa has the highest prevalence of porphyria in the world, the consequence of a founder effect, which has led to one form of porphyria, variegate porphyria (VP), becoming uniquely and locally common. Geoffrey Dean, a physician working in Port Elizabeth in the 1950s, identified a large number of families of Dutch descent in the Eastern Cape with a disorder, apparently inherited, which manifested as skin disease and an alarming tendency to develop a severe and sometimes fatal crisis, characterised by abdominal pain, red urine and paralysis, particularly in response to medication such as barbiturates.

### Group B

#### Antibiotics

This course describes how antibiotics work, when different antibiotics are used, how patients should be advised and what the pharmacist's assistant should know about antibiotic resistance.

#### The Immune System

This course provides the pharmacist's assistant with an essential guide to the body's defence system, how the immune system fights against microbes and how previously encountered microorganisms are remembered.

#### Mental Illness

The World Health Organisation (WHO) has described Mental Health as "a state of wellbeing in which the individual realises his or her own abilities, can cope with the normal stresses of life, can work productively, and is able to make a contribution to his or her community. One in four people experience a mental health problem in any given year. Despite the fact that mental health problems are very common, stigma and discrimination is still common, and there are a lot of myths about what different diagnoses mean. This course will help pharmacist's assistants understand more about the most commonly diagnosed mental illnesses, symptoms and treatment of this group of illnesses.

#### Cardiovascular Disease

Between 1997 and 2004, 195 people died per day because of some form of heart and blood vessel disease (CVD) in SA. Premature deaths caused by heart and blood vessel diseases (CVD) in people of working age (35-64 years) are expected to increase by 41% between 2000 and 2030.

#### Allergies

South Africa is one of the top countries in the world for rates of allergies, and the number of people affected is rapidly increasing at 5 per cent each year. Half of these new cases are in children.

## NON-CLINICAL

### Building Patient Trust

At a time when patients are increasingly aware of their rights as consumers, and are encouraged to actively participate in healthcare decisions, the issue of trust has never been more relevant. This course discusses common scenarios faced by pharmacist's assistants that may test the trust placed in them by patients, and suggests how best to approach these issues.

### Customer Service Skills for Pharmacist's Assistants

The goal of this course is to provide pharmacist's assistants with a few ideas, considerations and tips on how to be more involved and how to be leaders in enhancing customer service.

### Motivational Support / Interviewing

Most often we know what's good for us, but actually doing it is a completely different thing. By providing motivational support that is tailored to the individual, pharmacist's assistants can help motivate people to change their health behaviour in terms of smoking, diet and exercise.