## TSC Category
Drug Compounding and Management

### TSC
Automated Distribution Management

### TSC Description
Maintain, oversee and review automated processes and systems within a department

### TSC Proficiency Description

<table>
<thead>
<tr>
<th>Level 1</th>
<th>Level 2</th>
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<th>Level 6</th>
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<tbody>
<tr>
<td>HCE-DRM-2001-1.1</td>
<td>HCE-DRM-3001-1.1</td>
<td>HCE-DRM-4001-1.1</td>
<td>Review process improvements or enhancements to the departments' automation and technological services</td>
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- Utilise automated systems and other technology to enhance safety and efficiency in the practice setting
- Oversee automation system processes including the implementation process, improvements or enhancements to the departments' automation and technological services

### Knowledge

- Use of bar-coding technology
- Use of automated dispensing technology
- Unit dose packaging
- Domains of the medication use process
- Pharmaceutical Society of Singapore Guidelines for Good Pharmacy Practice
- Standard Operating Procedures (SOPs) relating to pharmacy automation
- Errors associated with bar coding and repackaging
- Organisational quality control process for bar-coding and repackaging of drugs
- Organisational process improvement initiatives related to pharmacy automation
- Errors associated with pharmacy automation
- Organisation's overall direction, policies and procedures related to pharmacy automation
- Technology trends and requirements in the healthcare industry
- Models and methods for evaluating the effectiveness of automated systems and processes
- Limitations of pharmacy automation
- Types of automated system errors

### Abilities

- Utilise technologies and automated processes in different domains of the medication use process
- Maintain pharmacy equipment and automation system processes
- Verify the packaging and bar-coding of drugs by ensuring that the bar code reflects accurately the information compared with manufacturers' labelling
- Perform basic troubleshooting of automated systems
- Resolve system transaction problems
- Implement process improvements or enhancements to automated processes
- Monitor adherence to Key Performance Indicators (KPIs) related to automated processes and systems
- Identify gaps found in existing automated procedures and processes
- Recommend improvements to organisations' automated procedures and processes that can improve medication safety, patient care and efficiency
- Resolve system errors associated with automation systems and processes
- Coordinate user acceptance tests for new automation projects and enhancements