

Mapping of MI Competencies and Behaviours to GLF (Version 2)

The following table shows how the current competencies used by UKMI can be linked to specific competencies and behaviours in the GLF. There are some MI behaviours that do not directly link to a GLF equivalent. This will be resolved in a future version of the GLF. Until then some guidance has been given where possible on the most appropriate GLF linked behaviour.

MI Competencies & Behaviours	Location in GLF (Version 2)
MI Cluster 1: Delivering the MI Service	Cluster, Competency, Behaviour
<i>Delivering the Work</i>	
MI1.1 Delivers work within agreed deadlines	Personal; Providing Information; provides timely information
MI1.2 Prioritises own work and adjusts priorities in response to changing circumstances	Personal; organisation; Prioritisation
MI 1.3Manages multiple tasks and routine work	Personal; organisation; Time Management; Prioritisation
<i>Ensuring Quality</i>	
MI1.4 Understands the need and purpose of external quality audit of MI service	Management & Organisation; Service provision; service quality
MI 1.5Ensures own work conforms to standards set for the department	Management & Organisation; Service provision; Service quality
MI1.6 Seeks quality review of own work from experienced colleagues, acts upon advice given	Management & Organisation; Service provision; Service quality
<i>Information Resources</i>	
MI1.7 Understands the principles behind information storage and retrieval	Not a specific behaviour in GLF (2) but could be included in Problem Solving; Gathering information
MI 1.8 Decides what information to store and where	Not a specific behaviour in GLF (2) but could be included in Problem Solving; Gathering information
MI1.9 Makes effective use of IT (e.g. databases)	Not a specific behaviour in GLF (2) but could be included in Problem Solving; Gathering information
<i>Developing the Service</i>	
MI 1.10 Takes opportunity to actively promote the MI service to colleagues and clients	Not a specific behaviour in GLF (2)
MI 1.11 Adapts flexibly to changing professional environment	Not a specific behaviour in GLF (2)

MI Cluster 2: Seeing the wider context	
<i>Develops and shares specialist Knowledge and Skills</i>	
MI2.1 Takes personal responsibility for Continuing Professional Development	Personal; CPD;CPD
MI2.2 Reflects on own practice, uses critical incident review	Personal; CPD;CPD
<i>Professional Issues</i>	
MI2.3 Maintains current awareness of professional, pharmaceutical and clinical issues (e.g. attends clinical pharmacy meetings)	Problem solving; Accessing information; up to date information
MI2.4 Maintains a broad background clinical knowledge	Problem Solving; knowledge; all behaviours
MI2.5 Knows professional and personal limitations, seeks advice when necessary	Personal; Professionalism; recognition of limitation
MI2.6 Works within the professional code of ethics and UKMI code of practice	Not a specific behaviour in GLF (2) but could be included in Personal; Professionalism; responsibility for own action
MI2.7 Maintains confidentiality and understands the issues surrounding it	Personal; Professionalism; confidentiality
MI2.8 Develops an awareness of the legal issues affecting the practice of MI	Personal; Professionalism; legislation
MI2.9 Demonstrates sensitive, compassionate, empathic use of information in patient-centred care	Personal; communication; patients and carers
<i>Risk Management</i>	
MI2.10 Is aware and takes steps to minimise risk	Management and Organisation: Clinical Governance; Risk management
MI2.11 Appreciates the potential for inaccurate/inappropriate information to affect patient care adversely	Personal; Professionalism; Responsibility for patient care Delivery of Patient Care: Patient Information and Education
MI2.12 Understands the potential for harm to the patient of treatment, non-treatment and/or inappropriate treatment	Management and Organisation: Clinical Governance; Risk management
MI Cluster 3: Working with Information	
<i>Searching for Information</i>	
MI3.1 Plans and records a search strategy appropriate to the task	Problem Solving; Gathering Information; all behaviours under this heading

MI3.2 Knows how (and when) to use all information sources on the UKMIPG minimum resource list	Problem Solving; <i>Gathering information;</i> Accesses information
<i>Evaluating and Applying Information</i>	
MI3.3 Follows a logical approach to problem definition and solving	Problem Solving; <i>Analysing Information;</i> logical approach
MI3.4 Identifies relevant information and disregards irrelevant information in a systematic way	Problem Solving; <i>Analysing Information;</i> all behaviours in this competency
MI3.5 Evaluates information critically in an impartial manner	Problem Solving; <i>Analysing Information;</i> evaluates information
MI3.6 Responds appropriately to new information as it arises	Not a specific behaviour in GLF (2) but could be included in Problem Solving; <i>Gathering Information;</i> Up to date information
MI3.7 Summarises evaluated information to give appropriate factual information and/or professional opinion	Problem Solving; <i>Provision of information;</i> all behaviours in this competency
<i>Communicating Information</i>	
MI3.8 Takes responsibility for getting the message across accurately	Personal; <i>Effective Communication:</i> all behaviours; <i>Professionalism;</i> Responsibility for patient care Problem Solving; <i>Providing information;</i> provides accurate information
MI3.9 Ensures clarity in all communication	Personal; <i>Effective communication;</i> all behaviours
MI3.10 Communicates effectively in verbal, electronic and written form	Personal; <i>Effective communication;</i> all behaviours
MI3.11 Supports any recommendations with evidence	Problem Solving; <i>Providing Information;</i> Provides accurate information
MI3.12 Chooses the most appropriate form of communication for each situation	Personal; <i>Effective communication;</i> all behaviours
MI Cluster 4: Working With People	
<i>Working in MI</i>	
MI 4.1 Establishes good working relationships with all colleagues	Personal; <i>Teamwork;</i> all behaviours
MI4.2 Accepts responsibility for own work (and for those in training where appropriate)	Personal; <i>Professionalism;</i> Responsibility for own action
MI4.3 Gives and receives constructive criticism	Personal; <i>Teamwork;</i> all behaviours; <i>Professionalism:</i> Recognises limitations
MI4.4 Works efficiently alone and in a team	Personal; <i>Teamwork;</i> all behaviours; <i>Professionalism;</i> efficiency
MI4.5 Sharing learning experience with colleagues	Not a specific behaviour in GLF (2) but could be included in Personal; <i>Teamwork;</i>

MI4.6 Knows when to ask for help	Personal; Teamwork; all behaviours; <i>Professionalism</i> : Recognises limitations
MI4.7 Understands the roles of all MI team members	Personal; Teamwork; Pharmacy team
<i>Developing Relationships outside MI</i>	
MI4.8 Recognises the roles and skills of colleagues and other healthcare professionals	Personal; Teamwork; Multidisciplinary and organisational team
MI4.9 Seeks to establish co-operative working with colleagues in other areas	Personal; Teamwork; Multidisciplinary and organisational team
MI4.10 Shows enthusiasm for the MI service and inspires enthusiasm in others	Personal; Professionalism; Confidence
MI4.11 Is polite and helpful	Personal; Effective Communication; all behaviours
<i>Building Relationships with enquirers</i>	
MI4.12 Develops a rapport with users of the service	Personal; Effective Communication; all behaviours
MI4.13 Inspires confidence in enquirers by actively listening	Personal; Effective Communication; all behaviours; <i>Professionalism</i> ; confidence
MI4.14 Uses questioning effectively to establish and understand the query	Delivery of Patient Care; Patient Assessment; Patient Questioning; Problem Solving; Gathering Information; Accessing information
MI4.15 Assesses the enquirer's level of understanding of the clinical and professional issues around their enquiry	Not a specific behaviour in GLF (2) but could be included in Problem Solving; Gathering Information; accesses information
MI4.16 Understands the needs and priorities of enquirers, explains when the query will be answered	Personal; Organisation; Prioritisation; Problem Solving; Providing Information Provides timely information