

**2021 Updates Plus in Pharmacotherapy Webinar
Learning Objectives**

1. Choose the quality improvement tools and surveillance activities needed for an interprofessional team to use when evaluating medical errors, adverse drug events, appropriateness of treatment, and new services for potential failures.
2. Recommend resources to use when planning immunizations and screenings for individuals and populations.
3. Produce an emergency preparedness plan for an organization noting the basic components.
4. Select evidence-based and best practices for instruction for patient education.
5. Use the PICOS method to define a clinical drug information question.
6. Given a drug information question type, list key background questions and drug information resources to consider.
7. Describe strategies to maximize success of a PubMed, or other secondary database, search.
8. List effective techniques for communicating and tailoring drug information to patients and healthcare professionals.
9. Describe strategies for assessing a patient's health literacy and demonstrating cultural sensitivity while providing drug information.