



ASHP Certified Pharmacy Executive Leader (CPELSM) Professional and Leadership Competencies – FINAL

Pharmacy leaders seeking the ASHP Certified Pharmacy Executive Leader (CPELSM) credential must demonstrate achievement with essential professional and leadership competencies.

About the Competencies

The CPEL competency framework was developed by an advisory group of health-system pharmacy leaders. They are aligned with the current roles of pharmacy executive leaders and describe observable clusters of related knowledge, skills and behaviors that contribute to effectiveness and success¹.

Essential professional competencies were derived from advisory committee experiences and ASHP standards and guidelines. The initial set of leadership competencies was data from pharmacy leaders who participated in a process using Korn Ferry Leadership ArchitectTM where they prioritized essential competencies to address current and future healthcare challenges. An initial set of professional and leadership competencies was made available to ASHP members, and their input was integrated into the final framework.

Demonstrating Competence

The questions in the CPEL online application align with the competencies and help determine your eligibility for the credential. A standardized exam demonstrating achievement of the competencies is not required to obtain the CPEL. Candidates approved by the Pharmacy Practice Accreditation Commission will demonstrate leadership competencies through case work and other activities during the certifying capstone event.

Professional Competencies

Target candidates must have the professional competencies below related to being a leader in pharmacy practice. The competencies included in Table 1 are not exhaustive, rather they are key areas where maintenance of knowledge and skills is required for effectiveness as a professional.

In addition to the professional competencies, candidates must also have leadership competencies (outlined in Tables 2 and 3) that together with professional competencies are essential to leading self, people, and the organization.²

¹ Korn Ferry Leadership ArchitectTM (2014-2019) research guide and technical manual.

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Table 1: Professional Competencies

The Certified Pharmacy Executive Leader (CPEL) demonstrates competence as a pharmacy professional and proactively maintains knowledge in key areas that enable their effectiveness.

- Pharmacy practice, including therapeutics and clinical application, standards of practice, accreditation and regulatory requirements, and operational aspects and issues.
- Resource management, including laws and regulations, organizational personnel policies, staffing models and contracting, and performance management systems.
- Patient and medication safety, including national patient safety standards and quality improvement methods.
- Advocacy issues that impact pharmacy practice, within and outside the organization
- Contemporary and emerging technology and the impact it has on patients, pharmacy, and healthcare delivery
- Current and future trends in pharmacy, the organization, and the external environment, including the community and marketplace, population health, and healthcare law

Leadership Competencies

The CPEL credential is also based on the twenty (20) essential leadership competencies below (Tables 2 and 3).

Table 2: ASHP CPELSM Leadership Competencies³ Mapped to Korn Ferry Leadership Architect Framework

| Factor: Self | Factor: Thought | Factor: Results | Factor: People |
|------------------|-------------------|-----------------|-----------------------|
| Self-development | Customer focus | Accountability | Communication |
| Self-awareness | Financial steward | | Purpose-driven vision |
| Trust | Decision making | | Collaboration |
| Courage | Innovates | | Conflict management |
| Ambiguity | Strategic | | |
| Resilience | | | Teamwork |
| Agility | | | Talent development |

In Table 3, the descriptions of the knowledge and skills associated with a leadership competency may reside in one domain (e.g., leading self) or may be boundary spanning, with descriptions across domains. Candidates are encouraged to self-assess their experience and expertise in the following leadership competencies as they prepare their application.

Table 3: CPEL Leadership Competencies and Behavioral Descriptions

| Leadership Competency | Behavioral Description of Competency | | |
|-----------------------|---|-----------------------|---------------------------------|
| | <i>Leading Self</i> | <i>Leading People</i> | <i>Leading the Organization</i> |
| Self-development | Participates in continuous personal and professional development. Seeks stretch assignments. | | |

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| Leadership Competency | Behavioral Description of Competency | | |
| | <i>Leading Self</i> | <i>Leading People</i> | <i>Leading the Organization</i> |
| Self-awareness | Seeks to understand and incorporate knowledge of own perspectives, styles, and views to bring awareness of the impact on own thoughts and actions. | Proactively seeks 360 feedback and incorporates changes into ones' actions. | |
| Trust | Is authentic, showing consistency between words and actions. Demonstrates honesty. Keeps confidences. | Creates and maintains an environment of mutual trust. | |
| Courage | Faces difficult situations with confidence, despite potential risk. | Supports others to handle difficult issues. | |
| Ambiguity | Effectively deals with incomplete information, such as where the path forward is uncertain, and handles it constructively. | | |
| Resilience | Models resilient behaviors, such as sets appropriate boundaries, utilizes strategies to recover from challenges, and develops support structures. | Creates an environment and culture that supports staff resilience, such as enabling staff to express and seek help to support wellness. | |
| Agility | Constructively and effectively adapts personal, interpersonal and leadership behaviors to match different situations. Embraces change. | Enables others to effectively adapt and manage complex commitments and situations. | Continuously leverages resources to achieve results in evolving and complex situations. |
| Customer focus | Models behaviors of exemplary customer-service including to patients, staff, and other stakeholders. | Builds and delivers solutions that meet stakeholders' current and future needs. | |

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| | <i>Leading Self</i> | <i>Leading People</i> | <i>Leading the Organization</i> |
| Financial steward | Demonstrates financial and business insights and expertise. Has a clear understanding of the relationship between healthcare finance, revenue cycle management, and value. | | Ensures financial management positively contributes to organizational viability Integrates data, analysis and key financial and quality indicators to generate value for the organization and community. |
| Decision-making | Proactively makes decisions based upon appropriate analysis and critical thinking. | Empower and coach others to make effective and timely decisions based upon their own analysis. | Decisions result in solutions that create value to the organization. |
| Innovates | Demonstrates skills to lead change, accepting potential risk associated with implementing innovative ideas. | Encourages diverse thinking and experimentation that nurtures innovation. Promotes and supports continuous improvement. | Champions implementation of creative ideas while accepting associated risks. |
| Strategic | Anticipates future trends. Takes a broad perspective in approaching issues. Articulates a clear connection between vision and action. Demonstrates commitment to the strategic goals. | Engaging others to develop a shared future vision and creates the roadmap towards the goals. | Creates and ensures the organization's strategic planning connects vision to action and leverages pharmacy services across the continuum of care. Utilizes a global and broad view when approaching opportunities and challenges. |
| Accountability | Demonstrates ownership by holding self- accountable for own commitments and goals. | Ensures ownership by promoting others to be accountable to execute team commitments and goals. | Ensures ownership and alignment to meet organizational commitments and goals. |
| Communication | Demonstrates effective and authentic communications across a range of settings, modalities, and audiences. | Encourages the open expression of diverse ideas and opinions. Uses compelling arguments to gain support and convince others to take action. | Aligns message with organizational mission, vision, objectives and priorities. |

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| | <i>Leading Self</i> | <i>Leading People</i> | <i>Leading the Organization</i> |
| Purpose-driven vision | Demonstrates a compelling, passionate and relatable sense of purpose for the future. | Inspires others to use a shared vision to approach what is possible with positive energy and purpose. | Creates and sustains an organizational culture that embraces an aspirational vision with a sense of purpose. |
| Collaboration | Models behaviors that balance self and others' interests. | Visibly recognizes the value and contributions of each stakeholder. Develops and maintains cooperative relationships with key stakeholders to meet shared goals. | Creates and sustains an environment that supports collaboration. Builds and maintains formal and informal networks, internal and external to the organization. |
| Conflict management | Develops a portfolio of effective strategies to handle conflict. | Proactively identifies and frames areas of potential conflict as opportunities and works through agreements equitably by integrating diverse views. | Successfully integrates perspectives and goals from parties within and external to the organization to manage conflict. |
| | | | |
| Teamwork | Maintains knowledge of strategies and tools for building teams and improving their effectiveness. | Forms diverse teams and leverages individuals' diverse perspectives and strengths to achieve results. Creates a shared culture and feeling of belonging. | Create an environment that supports engagement aligned to individual and organizational goals. |

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| | <i>Leading Self</i> | <i>Leading People</i> | <i>Leading the Organization</i> |
| Talent development | | <p>Cultivates and encourages their team members' continuous personal and professional development.</p> <p>Identifies, develops, mentors, and sponsors existing and future leaders to achieve organizational and personal goals.</p> | <p>Supports organizational goals with an engaged and high-performing workforce.</p> <p>Recruits the best talent and develops staff to meet current and future organizational and community needs, including succession planning.</p> |