General Orientation for Pharmacy Preceptors
LECOM School of Pharmacy

Attention

This General Orientation training is to be used *in addition to* IPPE- or APPE-specific training which covers each rotation type in more detail. IPPE and/or APPE training is also available via this website.

Objectives

- Review the benefits of being a LECOM SOP preceptor (Erie, PA and Bradenton, FL campuses)
- List the rotation competencies and outcomes and program outcomes of the LECOM SOP
- Review the policies and procedures as they pertain to experiential rotations
- Discuss expectations for both our students and their preceptors

Preceptor Benefits

- Participate in the training of future pharmacists to ensure the highest standards possible
- Involve students in developing and maintaining new or expanded clinical services
- Attain personal satisfaction and professional growth
- Receive recognition and awards for good precepting
- Eligible for an academic appointment in the School and on Experiential Advisory Boards, if geographically feasible
- Receive free precepting continuing education via *The Pharmacist's Letter* Preceptor Training and Resource Network
- Receive free drug information support from LECOM Center for Drug Information and Research (CDIR)

Program Outcomes

- Professional Outcomes
  - Provide Pharmaceutical Care
    - Be an advocate for the patient centered model of practice at each site
    - Apply critical thinking skills to all aspects of daily practice
    - With the help of the preceptor, identify, resolve and prevent drug related problems
    - Communicate with other healthcare professionals to resolve and prevent drug related problems
    - Document interventions in a format appropriate for the practice setting
    - Display the attitudes, habits and values required to render pharmaceutical care.
    - Collect and interpret data related to drug therapy from patients and/or caregivers
    - Communicate with patients to educate and help meet drug-related needs
  - Manage Medication Distribution and Control Systems
    - Dispense and/or compound medications with complete accuracy, including necessary calculations and follow aseptic techniques
    - Gain continual proficiency in medication name recognition and indications
    - Apply guidelines for safe and controlled storage of medications (quality control) including in the pharmacy and patient education for storage at home

        - Understand the system for purchasing drugs, DME (durable medical equipment) and supplies.
        - Explain the inventory control system
        - Understand measures used to ensure fiscal responsibility
        - Define state and federal regulatory requirements related to the practice site
    - Promote Public Health
        - Create awareness of major public health problems
        - Promote screening and prevention of diseases affecting public health
        - Aid patients in obtaining resources necessary for public health improvement
        - Gain an understanding of the role of insurance in healthcare as it pertains to prescription medications
    - Be a resource for drug information
        - Retrieve, interpret and present drug information as requested by preceptor or other staff
        - Utilize resources to apply evidence based medicine to practice
- General Outcomes
    - Communicate effectively using a variety of media
    - Demonstrate sensitivity to personal values and ethical principles in professional and social contexts (Responsible use of values and ethical principles)
    - Demonstrate progression in customer service skills (e.g. handling angry customers/patients) and conflict resolutions
    - Effectively self-assess and satisfy learning needs on an ongoing basis (Self-Learning Abilities and Habits).
    - Demonstrate effective interpersonal and interdisciplinary behaviors in a variety of situations and circumstances (Social Interaction and Citizenship).
- LECOM SOP Program Outcomes

  Graduates of the LECOM School of Pharmacy will be:
    - *Responsible care givers*
    - *Leaders*
    - *Professionals*
    - *Team members*
    - *Medication managers*
    - *Practitioners*
    - *Experts*
    - *Pharmacists*

General Rotation Policies

- Time Requirements
    - Erie, PA:
        - 160 hrs for IPPE (4 weeks) x 2 rotations
        - 240 hrs for APPE (6 weeks) x 6 rotations
    - Bradenton, FL campus:
        - 160 hrs for IPPE (4 weeks) x 2 rotations
        - 160 hrs for APPE (4 weeks) x 9 rotations
    - Minimum of 40 hours/week (max of 50 hrs)

    - Cannot “work ahead” to finish early unless approved by School
    - Schedule is flexible to preceptor/site need
- General
    - Student must contact site 4-6 weeks in advance to confirm rotation
    - Required Paperwork
        - Affiliation agreement
        - Preceptor application and CV
        - Licenses, immunizations, drug screens, background checks, etc
        - Liability insurance available from School upon request
- Absences
    - Anticipated absence requests must be approved by both Preceptor <u>and</u> EE Office
        - 10 day advanced notice required
    - Unanticipated absences (emergency/illness) should be reported to Preceptor and EE Office immediately
    - Preceptor needs to sign documentation form
    - Time <u>must</u> be made up in most cases
- Professionalism
    - Expected at all times; is evaluated
    - Includes areas such as academic honesty, demeanor/attitude, ethics, dress/grooming, punctuality, and civility
    - Confidentiality (HIPAA) is an absolute MUST
    - No cell phones without advanced preceptor permission for legitimate purpose
    - Preceptors are empowered to address issues of professionalism
- Dismissal from Sites
    - All students are representing LECOM and the pharmacy profession during their presence at the rotation site
    - LECOM and the site reserve the right to dismiss any student who does not uphold a <u>professional attitude</u> or does not comply with <u>safety, ethical, or treatment standards</u> of the rotation site during the rotation
    - <u>Stealing, impairment</u> due to substances of abuse, or violations regarding <u>confidentiality</u> are causes for **immediate dismissal and failure of the rotation**
    - The incident will also be forwarded to the student disciplinary committee on campus
- Student Portfolio
    - 3-Ring binder (may move to e-portfolio)
    - Main Contents
        - CV, intern licenses, immunizations, background check upon request, HIPAA/ OSHA Training Certificates, BLS/CPR, other important required information for individual sites
        - Completed assignments/ reflections/ projects/evaluations

Procedures

- General Considerations
  - Staff roles in student's training
    - Preceptor in your absence?
    - Student vs. employee
    - Site welcoming to student
  - "Orientation" to your facility and staff
  - Set expectations with student
  - Applicable laws/regulations or policies/procedures should be reviewed
- Required assignments
  - Differ between IPPE and APPE rotations
    - Outlined in individual manual and separate orientation presentations
  - Evaluation rubric provided for preceptor use; may provide own guidelines to student for use for site-specific assignments
  - Responsibility rests with student to complete

Assessments (Evaluations)

- Criteria provided by School
  - Excellent, competent, deficient ratings
- Completed and reviewed with student at midpoint and final
  - Erie, PA campus - online in Pharm*Academic*
    - IPPE (2 weeks and 4 weeks) and APPE (3 weeks and 6 weeks)
  - Bradenton, FL campus - online in Pharm*Academic* (IPPE) or SUCCESS (APPE)
    - IPPE and APPE (2 weeks and 4 weeks)
- Documentation via Pharm*Academic*
  www.pharmacademic.com
  - Used for all assessments (evaluations)
  - Exception: Bradenton APPE- completed in SUCCESS
  - Basic support information available in manuals
  - Reminders regarding assessments will be sent to you approximately 1 week prior to its due date from support@mccreadiegroup.com
  - Assessment visible on "home page" once you log into Pharm*Academic*
- Additional documentation
  - Overall comments regarding student performance are helpful
  - Number of days absent/made up/confirmation of hours
  - Did student contact you in a timely fashion, complete necessary pre-work, and review the manual/requirements with you?
  - Preceptors evaluate but do not assign official "grades"
    - LECOM calculates the rotation grade based on the way you evaluate the student according to specific criteria.
    - We will ask for your recommendation for the student's grade and compare to the calculated grade for QA purposes

        - You will be contacted if there is a large discrepancy
- Assessment Checklist
    - Mid-Rotation Assessment by the Preceptor
        - **Please contact the Director of Experiential Education if student is in danger of failing the rotation to discuss plan for improvement.**
    - Final Assessment by the Preceptor
    - Student's Self-Assessment at Midpoint and Final
    - Assessment of Site and Preceptor by the Student at the end of the rotation
- How is *your site* evaluated?
    - *Strongly disagree to strongly agree (1-5)*
    - Site presented a good opportunity to experience the learning objectives
    - Site provided an environment conducive to my learning
    - I was made to feel welcome at the site
    - Opportunity to interact with other HCPs
    - Opportunity to interact with diverse patient populations
- How are *you* evaluated?
    - *Strongly disagree to strongly agree (1-5)*
    - The preceptor:
        - provided timely feedback
        - provided helpful feedback
        - provides opportunities conducive to learning
        - served as a positive role model
        - is a highly competent pharmacy practitioner
        - demonstrated collegiality with all team members
        - was receptive to questions and other viewpoints
        - is a dedicated and enthusiastic teacher

Summary of Expectations

- Expectations of Students
    - Review and comply with the information outlined in the manual
    - Have applicable student intern licenses available to present at all times
    - Fulfill all prerequisites specific to the rotation site
    - Follow all laws and regulations that govern pharmacy practice
    - Fully engage in the experience provided by the preceptor and rotation site
    - Be professional at all times!
    - Recognize and appreciate that you are volunteering your time, energy, and expertise to help the student develop and improve professional skills
    - Work independently, but seek advice and accept direction from the preceptor
    - Learn to say "I don't know," and then follow through to acquire the knowledge
    - Submit all assignments and evaluations by the due dates
    - Positively accept feedback and constructive criticism for its intended purpose (helping the student grow)

- Expectations of the Preceptor
  - Review and employ the rotation manual(s)
  - Serve as a role model for professional practice
  - Interact with the student as teacher-student versus employer-employee
  - Determine student's baseline level of competence; provide a learning environment and opportunities for the student to develop and improve skills
  - Provide timely and private constructive feedback to the student; inform student of any area needing improvement as early as possible
  - Complete Mid-point and Final evaluations, review them with student, and submit to School

Questions or Concerns

- We think of our preceptors as faculty
- Hope experience between preceptor and student is mutually beneficial
- We are here to support you, respond to concerns, and clarify any questions
- Please contact us at any time

School of Pharmacy Contacts

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Thank you!

- For your service:
  - to our Students, to LECOM School of Pharmacy, to the patients you care for
  - For your time attending this training