NOTRE DAME
OF MARYLAND
UNIVERSITY

SCHOOL OF PHARMACY

# PHRD 702 - Advanced Health Systems Pharmacy Practice

# Preceptor and Student Learning Agreement

**This preceptor and student learning agreement should be reviewed at the start of the rotation. This document also contains a sample of the evaluation form the preceptor will complete at the midpoint and end of the rotation in E\*Value. The preceptor and student should review the evaluation criterion and expectations for the rotation together and sign the learning agreement at the end of the document. Please be sure to complete the "Pharmacy Management and Operational Activities" section with the appropriate educational activities and the percentage each activity is worth.**

## Rotation Description:

This rotation is a structured, full-time, 5 –week pharmacy practice experience in health-system pharmacy. It is designed to provide the student with the opportunity to develop understanding and competence within all aspects of health-system pharmacy. The students will accomplish this through participation in a hospital pharmacy department which provides a variety of services that may include, but not limited to, medication reconciliation, therapeutic pathways, antibiotic surveillance, patient counseling, pharmacokinetic monitoring, parenteral nutrition consults, and interdisciplinary educational sessions. The student will also gain experience in managing the procurement, ordering, dispensing, monitoring, and administration of medication products. Students will learn administrative skills through activities such as management of technical staff and supportive personnel, compliance with relevant laws and standards, financial analysis, and health-system policy and procedures. In addition, students are encouraged to broaden their existing competencies and incorporate their professional and personal goals into this rotation.

## Rotation Objectives:

**At the completion of this rotation, students will be able to:**

Professionalism
- Display professional behavior when interacting with patients, caregivers, other health care professionals, and the public.
- Provide ethical patient care.
- Demonstrate the actions needed for life-long learning abilities.
- Lead the profession to promote safe medication use and improve health care.

Practice Management and Pharmacy Operations

- Perform professional activities in compliance with HIPAA.
- Comply with federal, state and local regulations that govern the practice of pharmacy.

- Discuss pharmacy management and operations issues.
- Discuss the roles and responsibilities of personnel necessary to effectively operate the pharmacy.
- Evaluate and fill a prescription in compliance with state and federal laws.
- Describe and evaluate the drug distribution system.
- Demonstrate proficiency in reading and understanding common medical terminology.
- Perform calculations required to compound, dispense and administer medications.
- Discuss drug and pharmacy service issues.
- Discuss the role of the Pharmacy and Therapeutics Committee in determining formulary decisions and medication use policies.
- Discuss the expanding role of technology and informatics in the practice of pharmacy and patient care.
- Explain and participate in inventory management and purchasing including ordering, receiving, storing, and returning merchandise.
- Describe the organizational structure of the pharmacy and the pharmacists' role as it relates to the parent organization.

Patient Care and Communication

- Demonstrate effective communication skills when interacting with diverse patient and professional populations.
- Identify, retrieve, and evaluate clinical literature to answer drug information questions.
- Identify and resolve medication therapy problems.
- Accurately and completely reconcile medications across the continuum of care.
- Counsel patients regarding drug therapy.
- Document patient care interventions.
- Participate in continuous quality improvement initiatives and explain how they can are utilized to improve and ensure quality patient care.
- Demonstrate critical thinking skills to facilitate decision making.

**Rotation Responsibilities:**

Medication use and patient-care activities **(60% of grade)**
- Medication use process - students must participate in all areas of the medication use process including but not limited to:
  - Fill prescriptions as per pharmacy policies and procedures in accordance with federal and state laws
  - Evaluate medication orders for safety, efficacy, and compatibility with other medications.
  - Evaluate the drug distribution system to identify areas where errors can occur and determine strategies for prevention.
- Medication reconciliation
  - Student must perform a minimum of 10-15 (app. 2-3 per week)
  - Document these interventions using SOAP format or MTM core elements paperwork.
- Discharge counseling
  - Student must perform a minimum of 10 (app. 2 per week)
  - Document these interventions using SOAP format or MTM core elements paperwork.
- Participate in medical emergencies to the level permitted by the site
- Participate in protocol development
- Attend pharmacy related meetings

Pharmacy management and operational activities: **(40% of grade)**
- Participate in and prepare or revise a pharmacy specific policy or protocol – **(5%)**
- Participate in at least one or a portion of one Drug Utilization Review/Evaluation – **(5%)**
- Pharmacy and Therapeutics Committee project – **(10%)**

- Evaluate and report at least 2 adverse drug reactions (ADR) utilizing an ADR algorithm – **(5% -** *template available***)**
- One educational in-service presentation to pharmacy staff, nursing, and/or physicians – **(5%** *- template available)*
- Administrative responsibility assignments
  - Student must discuss with or interview the preceptor on at least one or more of the following topics – **(10%)**
    - Pharmacy Practice Model Initiative (PPMI)
    - The role of the pharmacist in adjusting medications based on pharmacogenomic/pharmacogenetic factors
    - Inventory management
    - Medication error and reporting mechanisms
    - Drug shortages
    - Generic utilization
    - Infection control
    - Labor utilization
    - Technology and informatics
    - Medication  and patient safety
    - Institute for Safe Medication Practices (ISMP)
    - Policy development
    - Health care policy matters that may affect pharmacy practice
    - The Joint Commission and other health care accreditation organizations
    - Other – as deemed appropriate by the preceptor

## Rotation Evaluation:

Medication Use and Patient care activities    60%    *(Utilize the competency assessment criteria)*
Pharmacy management and operational activities                    40%


**\*\*\*Please list the educational activities and the associated percentage (%) and discuss with the student on the first day of rotation\*\*\***

## PHRD 702 - ADVANCED HEALTH SYSTEMS

## COMPETENCY ASSESSMENT

**Select a score within the evaluation range for each criterion. Students must obtain a final average score $\geq$ 70% on this portion of the assessment to pass the rotation.**

**For your reference, the midpoint grades for this student have been populated in the fields below. Simply replace those values with their earned final grades.**

## PATIENT CARE RESPONSIBILITIES (60% of grade)

## Knowledge Criteria

Assess the student on the following criteria based on the student's stage of development during the Advanced Pharmacy Practice Experience year.

| 93-100 Outstanding Infrequent knowledge deficits and learns material in a timely manner without preceptor assistance | 87-92 Proficient Minimal deficits and learns material in a timely manner with minimal preceptor assistance | 80-86 Competent Some knowledge deficits and learns material in a timely manner with moderate preceptor assistance | 75-79 Acceptable Some knowledge deficits and learns material with consistent preceptor assistance | 70-74 Minimally Acceptable Significant knowledge deficits; requires constant preceptor assistance | 0 (a score of 0.01 must be entered in e-value for the system to perform an accurate calculation) Unacceptable Minimal knowledge despite repeated requests from preceptor to learn material |
|---|---|---|---|---|---|

**\*\*N/A (Not applicable) – If criterion is not applicable, please simply leave it BLANK\*\***

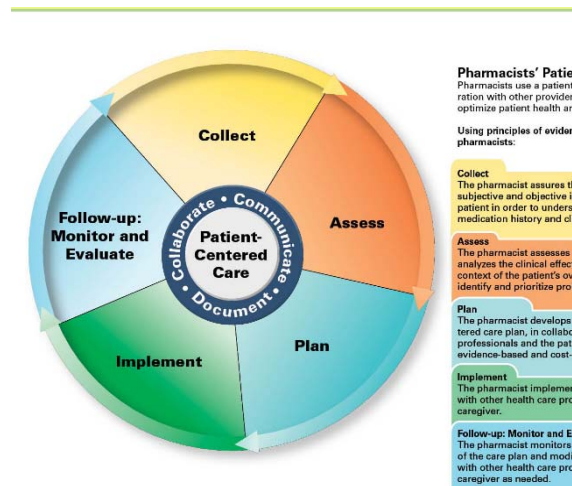| Questions (text field) | Entered (%) Grade by Preceptor |
|---|---|
| 1. Identify the epidemiology and etiology of diseases. | |
| 2. Discuss normal physiologic processes. | |
| 3. Explain the pathophysiology of diseases | |
| 4. Explain the pharmacologic actions (MOA, side effects, drug interactions, pharmacogenetics/pharmacogenomics) of drug therapy. | |
| 5. Discuss the pharamacokinetic and pharmacodynamic effects of drug therapy. | |

## Skills Criteria

Assess the student on the following criteria based on the student's stage of development during the Advanced Pharmacy Practice Experience year.

| 93-100 Outstanding Independently performs the skill without preceptor assistance Independently identifies and master skills without preceptor assistance | 87-92 Proficient Performs the skill with minimal preceptor assistance | 80-86 Competent Performs the skill with moderate preceptor assistance | 75-79 Acceptable Performs the skill with frequent preceptor assistance | 70-74 Minimally Acceptable Performs the skill only with consistent preceptor assistance | 0 (a score of 0.01 must be entered in e-value for the system to perform an accurate calculation) Unacceptable Unable to perform the skill despite consistent preceptor assistance |
|---|---|---|---|---|---|

**\*\*N/A (Not applicable) – If criterion is not applicable, please simply leave it BLANK\*\***

*Skills Criteria: Patient-centered Care*

**Pharmacists' Patient Care Process (PPCP) – a 5-step process that utilizes a consistent, patient-centered approach in collaboration with other health care professionals on the health care team to optimize patient health and medication outcomes.**



| Questions (text field) | Entered (%) Grade by Preceptor |
|---|---|
| **Collect** Assures the collection of necessary subjective and objective information about the patient in order to understand the relevant medical/medication history and clinical status of the patient. Information may be gathered and verified from multiple sources including existing patient records, the patient, and other health care professionals. | |
| 1. Collect and organize patient data to identify and resolve existing and potential medication therapy problems. | |
| 2. Retrieve scientific and clinical literature to solve patient care problems and make | |

| | |
|---|---|
| evidence-based medication therapy decisions. | |
| **Assess**<br>Assesses the information collected and analyzes the clinical effects of the patient's therapy in the context of the patient's overall health goals in order to identify and prioritize problems and achieve optimal care | |
| 3.  Develop a medical and medication therapy problem list. | |
| 4.  Interpret and evaluate patient and medication data to identify existing or potential medication therapy problems. | |
| 5.  Evaluate and apply scientific and clinical literature to solve patient care problems and make evidence-based medication therapy decisions. | |
| 6.  Explain the rationale and provide supporting evidence to justify the patient care plan. | |
| 7.  Utilize ethical principles in patient care decision making. | |
| 8.  Utilize the physical, mental and psychosocial factors that influence patient health in development of the patient care plan. | |
| 9.  Utilize relevant behavioral theories of health, illness, medication use, health literacy and cognitive abilities and apply these theories to the development of the patient care plan. | |
| **Plan**<br>Develops an individualized patient-centered care plan, in collaboration with other health care professionals and the patient or caregiver that is evidence based and cost effective. | |
| 10. Develop a patient-specific care plan utilizing evidence-based medicine. (prescription, non-prescription medications, complementary and alternative therapies, and dietary supplements). | |
| 11. Develop a monitoring plan based on patient, disease, and drug-specific goals. | |
| **Implement**<br>Implements the care plan in collaboration with other health care professionals and the patient care or caregiver. | |
| 12. Educate patients regarding medications and related devices appropriate to the care plan. | |
| 13. Implement the patient specific care plan. | |
| **Follow-up**<br>Monitors and evaluates the effectiveness of the care plan and modifies the plan in collaboration with other health care professionals and the patient or caregiver as needed. | |
| 14. Monitor and adjust patient care plan based on patient and drug-specific factors. | |
| **Communication/Collaboration/Documentation are incorporated throughout the PPCP** | |
| **Communication** | |
| 15. Communicate clearly and effectively with patients, caregivers and the public using appropriate listening, verbal, non-verbal and written communication skills. | |
| 16. Communicate clearly and effectively with health care professionals using appropriate listening, verbal, non-verbal and written communication skills. | |
| 17. Demonstrates sensitivity to and adjustment of communication based on contextual or cultural factors (shows respect for different backgrounds; treats each person with respect; utilizes tools to assist in communication when available and applicable) | |
| 18. Communicate with patients based on health literacy, literacy or cognitive abilities and use behavioral theories of health when appropriate. | |
| **Collaboration** | |
| 19. Collaborate with other health care professionals to foster a team approach to care. | |
| 20. Recognize the roles and responsibilities of the members of the healthcare team through the engagement of shared decision making. | |
| 21. Integrate pharmacy practice within the inter-professional team to ensure patient care is safe and effective, continuous, and coordinated. | |
| **Documentation** | |
| 22. Document patient interactions, interventions and outcomes in the patient profile or medical record to facilitate communication and collaboration with health care providers. | |

*Skills Criteria: Systems Management*

| Questions (text field) | Entered (%) Grade by Preceptor |
|---|---|
| 23. Manage pharmacy operations<br>• Evaluate a pharmacy for ownership or management using principles of financial management and business indicators<br>• Apply principles of business planning to create a management plan that supports the implementation and provision of pharmaceutical care services, identifies and acquires necessary resources, and assures financial success of the practice<br>• Apply principles of systems planning and management to the development of pharmacist-managed, patient-centered pharmacy services | |
| 24. Manage provider relations<br>• Identify the key features of private and public payers of health care<br>• Describe the objectives of health insurance and managed health care programs<br>• Describe the role of public and private insurer, pharmaceutical industry, and managed care on health care delivery<br>• Compare the costs associated with insured vs. uninsured, and underinsured patients including the affordability and access of prescription drugs | |
| 25. Manage medication distribution and control systems<br>• Utilize inventory control concepts to develop and implement an inventory control system | |
| 26. Manage human resources<br>• Determine the organizational structure of the pharmacy<br>• Interpret state and federal regulations that affect personnel policies<br>• Understand the role of staffing plans in maintaining workforce productivity | |
| 27. Optimize physical and technological resources for optimal medication delivery<br>• Describe principles that influence the distribution of pharmaceutical products and services<br>• Evaluate a pharmacy's layout<br>• Design/redesign a pharmacy to maintain efficiency and enhances patient-focused care services<br>• Utilize automated medication storage and distribution systems | |
| 28. Manage medication use systems<br>• Participate in pharmacy system's process for reporting and managing medication errors and adverse drug reactions | |

**Medication Use and Patient Care Responsibilities Grade (60% of total grade):** _____

**PHARMACY MANAGEMENT AND OPERATIONS EDUCATIONAL ACTIVITIES (40% of total grade)**
Please evaluate the students on the following educational activities. Please enter in all activities completed by students. Please type in the percentage points each assignment is worth and the final grade received. Below are required activities and the recommended percentage for each.

- Participate in and prepare or revise a pharmacy specific policy or protocol – **(5%)**
- Participate in at least one or a portion of one Drug Utilization Review/Evaluation – **(5%)**
- Pharmacy and Therapeutics Committee project – **(10%)**
- Evaluate and report at least 2 adverse drug reactions (ADR) utilizing an ADR algorithm – **(5% -** *template available***)**
- One educational in-service presentation to pharmacy staff, nursing, and/or physicians – **(5%)**
- Administrative responsibility assignments

- o Student must discuss with or interview the preceptor on at least one or more of the following topics – **(10%)**
  - Pharmacy Practice Model Initiative (PPMI)
  - The role of the pharmacist in adjusting medications based on pharmacogenomic/pharmacogenetic factors
  - Inventory management
  - Medication error and reporting mechanisms
  - Drug shortages
  - Generic utilization
  - Infection control
  - Labor utilization
  - Technology and informatics
  - Medication and patient safety
  - Institute for Safe Medication Practices (ISMP)
  - Policy development
  - Health care policy matters that may affect pharmacy practice
  - The Joint Commission and other health care accreditation organizations
  - Other – as deemed appropriate by the preceptor

In the **"Percentage Assignment is Worth"** column, enter the percentage the assignment is worth. All items in the **"Percentage Assignment is Worth"** column should add up to **40%**.

In the **"Grade Received"** column, enter what percentage of this assignment the student received. For example, if the "Percentage Assignment is Worth" column indicates that the assignment is worth 4% and the student earned 3 of those percentage points, you would enter 75% in the "Grade Received" column. If they earned all 4 percentage points, you would enter 100% in the "Grade Received" column.

| Administrative responsibility assignments | Percentage Assignment is worth | Grade Received (%) |
|---|---|---|
| (entered by preceptor) | (entered by preceptor) | (entered by preceptor) |
| (entered by preceptor) | (entered by preceptor) | (entered by preceptor) |
| (entered by preceptor) | (entered by preceptor) | (entered by preceptor) |
| (entered by preceptor) | (entered by preceptor) | (entered by preceptor) |
| (entered by preceptor) | (entered by preceptor) | (entered by preceptor) |
| (entered by preceptor) | (entered by preceptor) | (entered by preceptor) |
| (entered by preceptor) | (entered by preceptor) | (entered by preceptor) |
| (entered by preceptor) | (entered by preceptor) | (entered by preceptor) |
| (entered by preceptor) | (entered by preceptor) | (entered by preceptor) |
| (entered by preceptor) | (entered by preceptor) | (entered by preceptor) |
|  | **TOTAL = 40%** |  |

**Educational Activities Grade (40% of total grade):**_____

**I certify that my student completed all requirements for the Advanced Pharmacy Practice Experience.**

**Yes     No**

**Midpoint Grade:** _____

**Midpoint Letter Grade:** _____

**Final Grade:** _____

**Final Letter Grade:** _____

**Final - Comments**

**Preceptor and Student Learning Agreement Statement:**

I have received the Preceptor and Student Learning Agreement and reviewed the assessment methods with my preceptor. I understand all methods by which I will be assessed in this rotation.

I understand all patient data reviewed or discussed during the rotation must be kept confidential. Cases should only be discussed with the preceptor or members of the health care team. Any breach of patient confidentiality, however minor, may result in failure of the rotation.


_____          _____          _____

**Student Name (Printed)**          **Student Signature**          **Date**


_____          _____          _____

**Preceptor Name (Printed)**          **Preceptor Signature**          **Date**