

CONTINUING PROFESSIONAL DEVELOPMENT OF HEALTH PROFESSIONALS QATAR UNIVERSITY-HEALTH CPD-HP (QU-HEALTH)

برنامج التطوير المهني المستمر للعاملين في القطاع الصحي Continuing Professional Development of Health Professionals



### Innovation in Clinical Training and Preceptorship

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### Session agenda

- Welcome message and presenters' introduction (4:00-4:05 PM)
   Dr.Hazem Elewa
- Innovation presentations (4:05-5:45 PM)
  - Presenters list next slide
- Evalue tips (5:45-5:50 PM)
  - Dr.Monica Zolezzi
- Wrap-up message (5:50-6:00 PM)
  - Dr.Bridget Javed



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LIVE WEBINAR

### INNOVATION IN CLINICAL TRAINING AND PRECEPTORSHIP 5 APRIL 2021 | MONDAY | 4-6 PM

#### **Dr. Eman Alhamoud**

Assistant Pharmacy Director and Clinical Pharmacy Specialist, Al Wakra Hospital

الصحة جامعة قطر

OATAR UNIVERSIT

#### Dr. Randa Al Okka

**Clinical Pharmacy Specialist, NCCCR** 

#### Dr. Yassin Hassan Eltorki

Clinical Pharmacy Supervisor Mental Health Service, HMC

#### **Dr. Dina Eltayeb**

Internal Medicine Clinical Pharmacist Harnad General Hospital

#### **Dr. Mohamed Abdelhady**

Clinical Pharmacy Specialist at Rumailah Hospital, Hamad Medical Corporation, HMC

#### **Dr. Elhareth Sirajuddin Hamid**

Clinical Pharmacist at Alkhor Hospital, HMC

#### Dr. Hassan Abdallah Ibrahim Mitwally

Clinical Pharmacy Specialist, Adult Critical Care Al-Wakra Hospital, HMC

Dr. S K Vyas Manager - Pharmacy Academics

Organization Code: AGI-03

\*The scientific planning committee has reviewed all disclosed financial relationships of speakers, moderators, facilitators, and/or authors in advance of this CPD activity and has implemented procedures to manage any potential or real conflicts of interest. \* This activity is an Accredited group learning activity (Category I) as defined by the Department of Healthcare Professions -Accreditation Section (DHP - AS) and is approved for a maximum number of 2 Hours. \* Target Audience: Pharmacists





# Training and Preceptorship

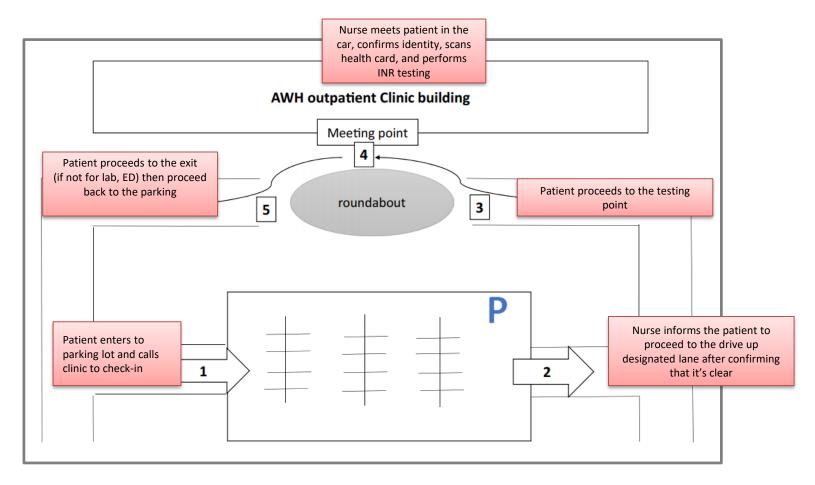
AWH-Drive up anticoagulation service

### Eman Alhmoud, MSc, BCPS, CPHQ

Assistant director of pharmacy-Clinical Pharmacy Services, AWH

- Coronavirus disease 2019 (COVID-19) has changed the way patient-centered care is delivered and has challenged providers to identify alternate means of connecting with patients
- Patients on warfarin require routine INR monitoring with regular visits to anticoagulation clinics
- Drive-up INR testing with telehealth assessment and follow-up was recommended as a method to continue routine monitoring with significantly less potential for virus exposure
- On April 2020, AWH anticoagulation clinic transitioned its model of care to drive-up INR testing combined with phone-based anticoagulation management

### AWH anticoagulation clinic drive-up service flow of the patients



AWH anticoagulation clinic drive-up service-Outcomes Comparable clinical and monitoring outcomes compared to traditional face to face visits

99.2% highly satisfied with all aspects of the new service (quality, accessibility and interpersonal)

52% preferred the new service and 45% found it "as good as the traditional one

88% "Definitely/ probably will" use the service at once the pandemic is over



#### **Telehealth & pharmacy profession**

- Through telehealth, pharmacists have been involved in various chronic disease management services (e.g., diabetes, hypertension, anticoagulation)
- Despite the advantages to telehealth, health care providers have been slow to adopt telehealth services. This may be due to limited awareness of or training in telehealth

#### **Telehealth in pharmacy education**

- Long-term adoption of telehealth to increase access to care after the pandemic is expected, pharmacy graduates need to be prepared to practice in these settings
- It is time to evaluate what tele-education focused knowledge and skills are being taught and where those skills are located throughout the curriculum
- Training in telepharmacy and telehealth should be incorporated throughout the curriculum to include didactic, skills-based laboratory simulation, and experiential opportunities for students to learn how to improve patient outcomes through virtual interactions

# Telehealth in pharmacy education

- Students need to be trained to:
- ✓ use telecommunication technologies
- excel in patient-centered care, communication and nonverbal cues
- ✓ learn acceptable telehealth professional conduct
- ✓ develop a multidisciplinary provider network

#### Conclusion



and telehealth technologies to positively impact the health and wellbeing of their patients"

#### References

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## Innovation in clinical training and preceptorship

### Randa Al-Okka National Center for Cancer Care and Research

April 05, 2021

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# **Evaluation Forms and Certificates**

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Thank You.

## **Description of the rotation/site**



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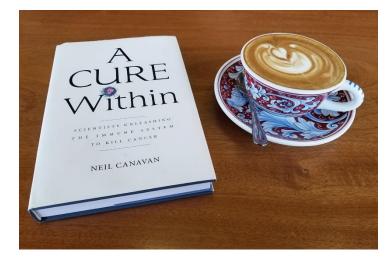


## Description of the innovative precepting activity

# Sharing a book with a patient

Get a student feet wet in our Oncology setting by:

- Voluntary morning round on selected patients
- Listening to patients' stories
- Understanding patients' concerns
- Exchange books whenever possible, if not, a story to tell or making a difference in their stay





## Benefits to site and student

- Provide welcoming and friendly atmosphere to the SPEP student
- Release distress that may surround the Oncology setting
- Increase the quality of life and care of cancer patients and their families, by offering practical, emotional and social support that is needed to cope with the diagnosis and treatment journey
- Advocate for cancer issues to influence decision-makers and raise awareness among the general public, e.g., regarding the importance of prevention and healthy lifestyles or access to treatments and rehabilitation, through information sharing on social media or participating in campaigns;
- Improve essential skills, such as, solidarity and altruism; sense of responsibility and commitment; ease of communication; empathy, sensitivity, respect and tolerance; spirit of initiative and enthusiasm;; emotional stability and good physical condition





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### INNOVATION IN CLINICAL TRAINING AND PRECEPTORSHIP

Yassin Eltorki

Clinical Pharmacy Specialist Pharmacy Department – Mental Health Services HMC April 2021

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## NO CONFLICT OF INTEREST TO DISCLOSE

# Objectives

- Orientation to psychiatry rotation
- Overview of the educational activities in the psychiatry rotation
- Highlight what is different during a rotation in mental health
- Outline the benefits to the students and to the site

### **Rotation/site**

- Mental health/psychiatry rotation is a 4 weeks rotation focusing on the pharmaceutical care of patients with mental disorders as well as engagement in activities related to MH and wellbeing.
- The rotation is based at Mental Health services (MHS) in Hamad Medical Corporation (HMC) covering mainly two sites:
  - Mental Health Hospital for adult psychiatry services (inpatient, outpatient) psychiatric and psychological services
  - Child and Adolescents Mental Health Services (CAMHS) plus older adult psychiatric services (outpatient) psychiatry and psychology services

### Activities of the rotation

- Pre-reading material, pre and post questionnaire, site orientation
- Participation in the Multidisciplinary Team (MDT) and ward rounds with different healthcare professionals
- Attending Electro-Convulsive Therapy ECT session and reflect on it
- Attending one day in the clinic with psychiatrist and practice the Mental State Examination MSE
- Introduction to motivational interviewing with psychologist at QU
- Meeting with a psychologist
- Participation in awareness activities and public events related to MH and wellbeing (WMHD, QMHC)
- Attending MTM clinic with clinical pharmacist
- Shadowing HCP from the MDT (OCCT, PT, Case manager, social worker .. etc)

#### What is different in MH rotation?

#### Fighting the Stigma

- Participation in MH related community activities (WMHD)
- Attending outpatient clinic with psychiatrist
- Introduction to community MH services
- Patient counseling in the MTM clinic (with clinical pharmacist)
- Attending ECT session with reflection
- Attending clinics/meeting discussing <u>Forensic MH cases</u>
- Providing visual aids to identify different psychiatric manifestations and side effects of psychotropic medications
- Pre and post questionnaire to evaluate the change

- Negative views because of a distinguishing characteristic or personal trait that's thought to be, or actually is, a disadvantage (a negative stereotype).
- Unfortunately, negative attitudes and beliefs toward people who have a mental health condition are common.
- Could be direct or unintentional
- HCPs Stigma
- Self Stigmatizing



#### What is different MH rotation?

- Applying/practicing the MDT approach in patient care MDT round consists of variety of HCPs involved in patient care such as social worker, case manager, dietician, OCCT, PT, in addition to the psychiatrists and nursing.
  - Introduction and attending MDT rounds in the inpatient with all HCPs
  - One-to-one session with psychologist
  - Understand the roles and responsibilities of social workers, case manager and other members of the team
  - Attending clinics in specialized population (CAMHS, Older adults, Forensic, LD)

# **Benefits to the students**

- Enhance awareness about mental health issues to help fighting the stigma
- Improve students' confidence in dealing with patients with mental illnesses
- Gain knowledge as well as real life experience regarding psychiatric illnesses and management
- Identify psychiatric emergencies and how to deal with it
- Be familiar with psychotropic medications uses, side effects, interactions...

#### Benefits to the site

- Promoting MH and wellbeing
- Utilize students' knowledge, skills, and abilities in patient care
- Utilize the excellent presentation skills of the students in providing education to pharmacy and other HCPs, providing case presentation and journal clubs
- Students' involvement in public events and other pharmacy related activities
- Utilizing the research abilities of students and involve students in longitudinal research projects
- Answering Drug information questions which improve response time

#### Longitudinal research projects



The strongest people are not those who show strength in front of the world but those who fight and win battles that others do not know anything about.

JONATHAN HARNISCH

HealthyPlace.com





### **CPH Annual Preceptor Development Session**

Dina Eltayeb BsCPharm; PharmD Clinical Pharmacist SPEP Site Coordinator



None





Overview of the educational opportunities available to pharmacy students.

The structure of the clinical preceptorship within Hamad Hospital.

Review of the challenges faced during the Covid-19 pandemic.

Modifications introduced within the training process to mitigate the impact of the restrictions.



Representatives of the team "Pre –Pandemic"

#### The Structure of the Preceptorship

#### Site Coordinator:

- Oversees the training; identify preceptors
- Assign activities; attends presentations
- Feedback, assessment and mentorship.



#### **Preceptors:**

We availed 13 experienced, friendly, preceptors covering the various training sites within the hospital.





#### Has Any One Seen Normal





## We are in this together



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- The responsibility of ensuring the safety of the students as well as the safety of others.
- Limitations on certain activities that may need physical attendance.
- The introduction of virtual consultations.
- Virtual educational sessions.

#### **Rearrangement of the Training Blocks:**

- The students will complete one area of rotation before moving to the next, to reduce risk of exposure.
- The students had the opportunities to attend virtual phone consuls within the clinics (Warfarin).



**Benefits to students** 





Ongoing support to the student through online forums, phone calls, as well as in person communication. In person "face to face" feedback and assessments were successfully and safely completed.

#### The Unique Benefits



- The students were able to deliver their journal clubs via virtual sessions, which has given the extra benefits of ensuring larger audience joining in from the various pharmacy divisions, within Hamad Hospital.
- Exposure to the new pharmacy service "Q Post".





#### **Stay COVID Free**





CONTINUING PROFESSIONAL DEVELOPMENT OF HEALTH PROFESSIONALS QATAR UNIVERSITY-HEALTH CPD-HP (QU-HEALTH)



## Innovation in clinical training and preceptorship

March 18, 2020

**The Power of Huddles** 

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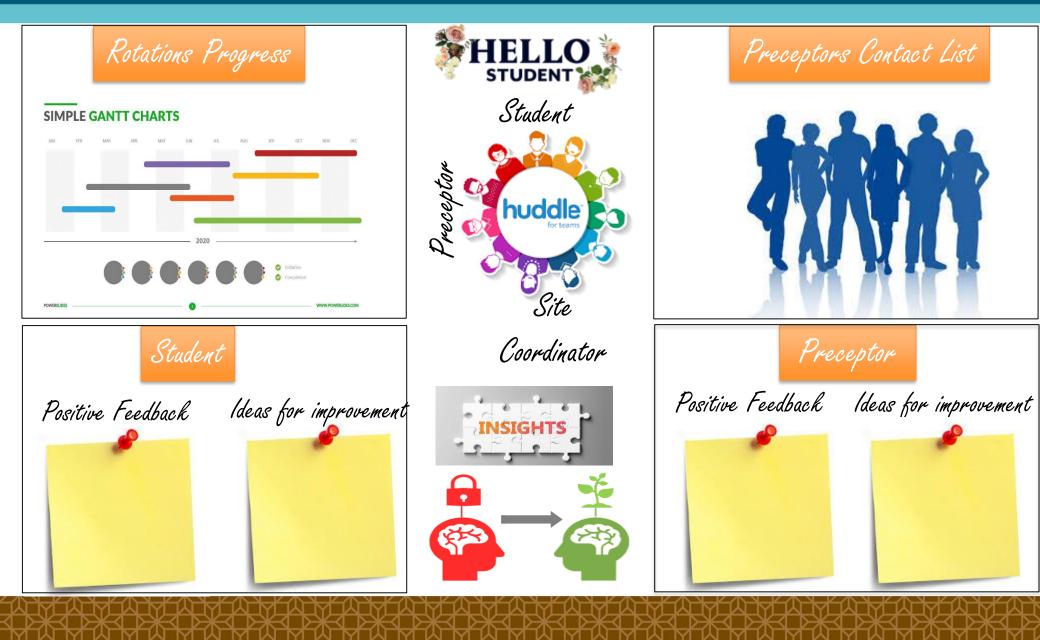
Thank You.

## Description of the rotation/site

- Rumailah Hospital is a multi-specialty hospital that provides medical, surgical and long-term care to the population of Qatar.
- The hospital operates across seven different sites, with 605 beds and a multi-national workforce of 2,848 employees.
- Most of Rumailah Hospital's services are provided from the original main hospital site, such as dermatology, acute and long-term care for the elderly.
- Rumailah Hospital has successfully achieved Joint Commission International (JCI) and JCI accreditation for Long Term Care Standards and

## Weekly Online Huddles

(Document will be available on QU One-drive website for the students)



## **Benefits to Site**

- Keep track on student's progress
- Continuous feedback from students
- Highlighting areas for improvements
- Early identification of potential strengths
- Early identification of potential weaknesses
- Ease evaluation process

## **Benefits to Students**

- Sense of Engagement
- Motivation to speak up
- Continuously learn from feedback
- Objectives and milestones are organized
- Easy access to preceptors
- □ Joy and fun at training site

## Thank you



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Preceptor techniques Alkhor Hospital Site

#### Elhareth Sirajuddin –Clinical Pharmacist/General medicine

Date 14<sup>th</sup> March 2021

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#### Modelling and Case presentations

- Modeling is usually adopted by the Preceptor to demonstrates clinical skills and reasoning and have the student witness firsthand on how a regular day to day interaction with the treating team goes.
- Since covid19 has limited the number of patients we are able to see, and the number of areas to gain exposure to cases, we have adopted case presentations reflecting real life scenarios with a MCQs at the end of each presentation to test the student's deduction skills and line of thought.
- These case presentation usually are either real life cases that have been discharged from the hospital, or cases chosen to display the topic scheduled for discussion after a journal club or hot topic discussion.

Direct observation of the preceptor is the mainstay of teaching during times that require extra care when it comes to infection control risks.

Direct observation and modelling go hand in hand as they watch you perform the tasks, whether it be over the phone, on the computer, or through direct contact with the healthcare team, and then they replicate what they learned under your direct observation.

The students are also given a chance to practice documentation on the Cerner under direct supervision, sometimes with help through dictation or real time questions to help them formulate what they will write on notes, interventions, or patient education files.

## **Topic disccusions**

We have been fortunate to have the high sense of duty and effort of dr.yaw who provides with a full schedule of topics, journal clubs, and topic discussions spread through a sheet filling every day from the start of the month till the end of the rotation.

Usually, the overall package is a creative mesh between all techniques, this combined style has found its way into our teaching methods during these trying times.

## Coaching

A small scenario is done at the office when attempting to give discharge education or new medication counselling, the coaching is done through verbal cues on what to say and don't say, what to do when faced with a difficult patient, what to do when faced with the hard question, or a question that is not in our expertise to answer, all these are gone over with the student and then re-enacted with the patient with close observation and supervision from the preceptor.

Helping them with words and signals when they feel they have strayed from the topic or have difficulty answering the questions without shattering their confidence and making the patient lose trust in the students.

## Thinking out loud.

- Encouragement of the students to think out loud and express every thought no matter how bizarre it may sound, is also a method that is favored during our rotations, helping the student feel comfortable in being wrong and showing us his chain of thought to understand how he or she has reached this deductions, cause most deductions are not wrong but rather misguided or misinformed or out of date.
- So, when the thinking out loud method is followed, we get to hear the chain of thought from A to Z and discussing each thought separately until a conclusion is reached with a unanimous agreement.

• THANK YOU



CONTINUING PROFESSIONAL DEVELOPMENT OF HEALTH PROFESSIONALS QATAR UNIVERSITY-HEALTH CPD-HP (QU-HEALTH)



### Al-Wakra Hospital Clinical Pharmacy Trainee Program (ACP-TP)

Hassan Mitwally, PharmD, BCPS, BCCCP Clinical Pharmacy Specialist Pharmacy Department, AWH/HMC

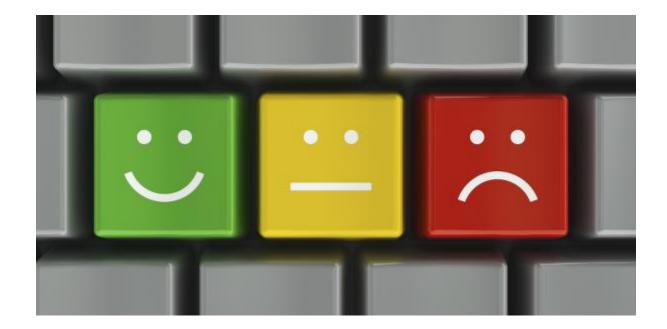
March 18, 2020

#### **Disclose of Conflict of Interest**

No conflict of interest to be disclosed



## Students/interns reported variation in learning experience among different rotations



#### **Project description**

- AWH Clinical Pharmacy Training Program (ACP-TP) aims to establish and standardize a structured training program for pharmacy students and interns.
- Program manual will be sent to candidates prior to the rotation.
- Candidate level will be assessed based on a predefined criteria.
- Activities and the depth of topic discussions will be based on the candidate level.
- The program manual will be updated annually to adopt candidates needs and achieve program outcomes.

#### **Candidates of the program**

- Pharmacy clinical attachments/interns.
- Undergraduate pharmacy students.
- Postgraduate pharmacy students (PharmD, MSc).

#### Introduction

- 1st day orientation.
- Candidate responsibilities (HMC policies; confidentiality, dress code).
- References for baseline skills required prior joining the clinical rounds.

#### **Clinical chapters**

- Each clinical rotation has a separate chapter in the manual.
- Each chapter contain a description of the unit, topics needs to be discussed during the rotation, and the references for these topics based on candidate level.

#### Activities checklists and evaluation rubrics

#### Benefits to the candidate

- Candidate will guarantee achieving the predefined required activities based on his/her level:
- I. Medication reconciliation
- II. Patient counseling
- III. Case discussion with the preceptor
- IV. Topic discussions
- V. Topic presentation/Journal club
- The manual contains a standardized checklist for all clinical pharmacy activities during the rotation with rubrics.

Ex; points needs to be covered during topic discussion, points needs to covered during patient counseling.

• Expanding knowledge and skills of pharmacy graduates/students and prepare them to enter professional practice in various clinical settings.

#### **Benefits to the site**

- Standardization of the training program (candidate will have the same learning experience across different rotations).
- Implementing an evaluation plan to monitor and improve teaching and clinical training.

#### Acknowledgments

- Special thanks to Dr. Rasha Al Anany, Pharmacy Director and Dr. Eman El Hamoud, Assistant Director of Pharmacy for their support.
- Special thanks to Dr. Dania Alkhiyami (Project coordinator).
- Special thanks to Al-Wakra Clinical Pharmacists for participating in writing clinical rotations chapters.



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"Innovation in clinical training and preceptorship – Incorporating Independency

#### S K Vyas, <u>Manager-Pharmacy Academics, W</u>ellcare Pharmacies

05-04-2021

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#### **About Wellcare**

- Wellcare Pharmacies are the leading network of retail pharmacies in Qatar. As the trust builds on more than 20 years of service in healthcare retailing, Wellcare Pharmacies are now the preferred retail pharmacy for the denizens of the country.
- Due to ensured upgraded quality services with ISO 9001:2015 Certification, clients consider Wellcare Pharmacies to be the No. 1 pharmacy chain in Qatar.
- All Wellcare Pharmacies are located in key areas of the country, making sure that our customers can reach us easily.
- We also are in partnership with world's leading brands like Beurer, Arnaud Institut, and others in the field of pharmacy retail management.
- Our value added services like Purple Rewards, refill reminders for chronic medications and our dedicated professional pharmacist service makes Wellcare Pharmacies – "The Care You Can Trust".
- Wellcare Pharmacies are joint provider with Allevia Medical Center in conducting DHP approved CPD programs aimed at the Professional development of Healthcare Practitioners in Qatar.
- The quality facilities and the experience of the pharmacists in Wellcare Pharmacies were academically appreciated when we signed a partnership agreements with academic institutions like QUCPh, CNAQ etc. for SPEP/Students training.

#### **SPEP Partnership**

- Wellcare Pharmacies was one of the first partners to join SPEP program of QU-CPh
- With the help of QU-CPh we were able to develop preceptors out of experienced pharmacists who demonstrated a desire and an aptitude for teaching.
- Our preceptors are capable of supervising the student and review professional expectations for the student with regard to patient care responsibilities, appearance, performance.....
- Wellcare Pharmacies ensure that the Site and Preceptor provide an atmosphere conducive to optimal professional experience and learning
- Our preceptors also verify whether the student attains the learning objectives for each level of SPEP training.
- Our preceptors are capable to complete, review, and submit e-value based evaluation of the student in a time frame.
- Wellcare Preceptors nurtures the students to build self-confidence by providing positive feedback, recognize the student's accomplishments and acknowledge strengths.
- Wellcare Preceptors follows the age old policy of give-n-take in knowledge assimilation. The preceptor
  recognizes that the student's greatest deficiency is inexperience, while the preceptor's greatest asset is
  knowledge through experience. The preceptor may therefore not only teach, but learn from the
  students the newly acquired clinical and scientific knowledge.

#### **About Innovation**

- Existing experiential training models for pharmacy students have been criticized for a number of perceived deficiencies whereby many structured practical experiential program (SPEP) rotations are accused of being a little more than "observer-ships".
- Students were given minimal opportunity to assume any responsibility or accountability during patient counseling, development of treatment plans and product information.
- Students were often found to complain that they were allowed virtually no independence and, in many institutions, were "overlooked" by a preceptor at all times during patient/HCP interactions.
- Wellcare Preceptors wanted to view SPEP students not as a burden, but rather as contributing members of the health care team, and made the key decision- "Incorporate Independency"
- Incorporating Independency during SPEP rotation does not invite alarming situations, as many critics might feel, since the process is under complete support and supervision (if situation warrants) of the Preceptor.

#### **About Innovation**

- Classic example was that of walkers and walking stick used in orthopedic support.
- The students were asked to produce a presentation on these products to the Preceptor.
- The importance of the
  - angle of hold
  - height adjustment
  - the side in which the stick had to be held
  - how to walk
  - floor and room arrangements
- The students were asked to explain these to patients and their families who visited the pharmacies (with the preceptor overhearing the entire process).

#### **About Innovation**

- Another classic example is that of follow-up calls(other than the SPEP requirement).
- The students were asked to make follow-up calls to patients with regard to minor ailments (like cough, asthma, joint pain, ......) to whom the primary counseling was done.
- The calls were made on the third and seventh day of the medication purchase.
- The calls were made from the pharmacy number (with the preceptor overhearing the entire process).
- The progress of the patient and drug pharmacovigilance was monitored.

#### **Benefits from Innovation**

- The information about the orthopedic supports was an eye-opener to students in terms of novel information, which turned out to be a revelation to them.
- The students were astounded by the science behind this multi-million dollar industry.
- The students were excited to preach the newly gained knowledge, and found it to be one of the most effective and satisfying experience to them. Words of appreciation from the patient and their family brought the students beaming back to the Preceptor, with pride and accomplishment.
- The follow-up calls proved them how effective a profession of pharmacy was with regards to medication, whether it was a minor or major ailment.
- They found the calls as close to a MTM practice and felt as if they have touched the life (health) of community.
- The Students felt the rotation was worthy enough, when the Preceptor thanked them for their effort and services.

#### **Outcomes from Innovation**

- The innovation provided the opportunity to the students to open up freely to communicate.
- The innovation bought the best out of the students.
- The innovation helped the students to boost their self-confidence.
- The innovation provided the students with the much-needed pride in their chosen profession.
- The innovation made the students gratified for choosing the site and preceptor.
- The innovation made the students feel that the SPEP rotation was worth enough to be the part of their curriculum.

