

PHA 5943 & PHA 5944 Introductory Pharmacy Practice Experience III & IV: Hospital Practice Manual



Student Edition

Dear Students,

This document is designed to be your student guide to successfully completing the Hospital Practice Requirement in IPPE 3 and 4. The importance of completing this task is paramount as it is a prerequisite for scheduling your APPE experiences. ***You cannot schedule or register for your rotations during your third professional year without completing the requirements set forth in this document.***

That being said, the new format for completing the Hospital Practice Requirement was designed with you in mind. Over the course of the your 2nd year, you will **complete 50 unpaid* hours of service with the hospital pharmacy and preceptor of your choice.** This can be completed in a time frame that best fits your schedule. It is your choice whether to spread the experience over the course of the fall, spring and summer months or complete all fifty hours in a more condensed time frame. Provided are some friendly tips to both enhance your experience and ensure that you can move on to rotations in your third year:

- Consider completing some portion of the requirement during the school year as it will offer application of concepts learned in *Pharmacotherapy II & III*.
- The pharmacy/preceptor of your choice does not have to be near your campus. Traveling home often? You may want to consider a pharmacy in your hometown.
- Do not forget weekends! Stressed about an upcoming test? Overwhelmed with the idea of completing this task on a weekday? Saturdays and Sundays may be right for you.
- Step out of your comfort zone and complete the experience with a pharmacy you have not worked for in the past. Yes, you can use the pharmacy that you've worked at since you were 16 years old, but you can **NOT** be paid.
- Do NOT NOT NOT wait until August of next year to complete all 50 hours. You cannot guarantee that the first pharmacist/site you approach will say "Sure, you can start now!"

The following information better describes the purpose of this section of the IPPE 3&4 courses. On page 6 of this document is the Hospital Competency Checklist. This is also attached as a separate document on the course website. Also on the course website, you will find the Preceptor manual which you will provide when you find an appropriate and willing Pharmacist to help you complete this requirement. The Competency List is also in the packet you hand to your Preceptor when you start. This **MUST** be completed at the end of your 50 hours of unpaid service and returned to your campus' designated course coordinator. Also provided on page 7 is a log for your hours throughout the course of the year which should be returned to your campus' designated course coordinator at the completion of this requirement.

*** ACPE accreditation standards do not allow for sites to pay students for hours that are being accrued to meet course requirements for coursework in a pharmacy degree program.**

In summary, YOUR responsibilities include:

- Find a hospital pharmacy and pharmacist that will allow you to complete these requirements
- Provide your preceptor with the Preceptor Manual
- Complete 50 hours of unpaid* service by the first week of August prior to your 3PD year
- Engage in patient care, operational, or other activities as directed by their preceptor and as needed to meet the requirements of this experience.
- Maintain professionalism while achieving completion of all competencies and goals. (Please see the UF professionalism compact at the end of this document that all UF students agree to.)

- Establish feedback systems with the supervising pharmacist to enhance quality of work and progression throughout pharmacy education program
- Write one journal entry that reflects on your experience. The entry must include
 - What you did during this time there?
 - What you think you learned from this experience?
 - What you still need to learn?
 - The most significant event that occurred during your experience.
 - Must be in general essay format (don't just answer the questions)
 - Maximum: single space 1 page
 - Minimum: if you think it is not enough, it is.
- Return the forms provided on pages 6 and 7 to the appropriate campus secretary by the first week of August prior to your 3PD year.

A note about finding a pharmacy/pharmacist preceptor:

Many of you will be fulfilling this requirement with preceptors you already have an established relationship with. If you do not have such a relationship you will need to find a preceptor willing. Here are some things to remember when doing this:

- Shy away from the use of the word “Volunteer” when describing this program. This is part of a course and thus students participating in such a course have status based on agreements in place between pharmacies and the University. Many sites work with us regularly with such students but do not have a mechanism to accept “volunteers” thus the use of the word causes confusion and delay.
- Look for opportunities outside the cities where there is a pharmacy school. Pharmacies near a pharmacy school often have more people asking them and thus have a limited number of people they can help. Pharmacies at cities at a distance to where a pharmacy school is located do not get as many student interaction opportunities and are often more open to them.
- If the site has never had UF students before they will need to contact us to set up an affiliation agreement between the site and the university. My contact information is in the Preceptor's version of this Manual.

What you are looking for:

- A practice site with sufficient numbers and variety of patients, sufficient interaction with health care providers, and appropriate pharmacist staffing and patient care activities for you to achieve all competencies listed in the Hospital Competency Checklist on page 6.
- A practice site that provides a safe environment, appropriate learning space, and sufficient library and learning resources for you to accomplish your required goals and objectives.
- A preceptor who has the necessary communication, practice, and leadership skills to serve as a role model and mentor in supervising your learning activities.
- A preceptor who is able to interact with you and provide direct guidance and instruction as needed for you to accomplish your goals and objectives.

Course Philosophy

The importance of the clinical experience cannot be overemphasized in the profession of pharmacy today. Understanding the principles of proper patient care is essential if pharmacy is to grow as a profession and maintain the respect of patients and other health care providers. Pharmacy is in a state of change as a profession. If pharmacists remain content to exercise only their technical skills, then they may be left behind in the broader scope of health care. Since this is the case, this course stresses the interaction of pharmacist and patient and the pharmacist's responsibility to those patients.

Course Description

During the time you spend at the pharmacy you will be exposed to the daily activities of the hospital pharmacy setting, with the focus placed upon a patient care approach. You will learn the goals of clinical intervention and the steps necessary to effectively execute those interventions.

Goals, Objectives & Activities

Upon completion of this experience you should possess the following via completion of the listed activities.

1. Recognition of the professionalism that the hospital pharmacist must display when interacting with other healthcare related personnel and patients (Competencies 14, 16)
 - a. Maintaining a good attitude when cooperating with other healthcare personnel
 - b. Using professional judgment when interpreting professional standards to colleagues
 - c. Respecting and having an open mind to the opinions and advice of other healthcare personnel
 - d. Accepting responsibility and accountability for your own action and as a professional in the field of pharmacy
2. An understanding of the covenantal relationship between the pharmacist and patient goes beyond filling the correct medication for the correct patient, but encompasses empathy and trust between the two parties (Competencies 15, 17)
 - a. Uphold the responsibility of caring for the patient, beyond filling the prescription
 - b. Respect the confidentiality of the patient
 - c. Express empathy for patients, patients' families, and health professionals
 - d. Be aware of cultural sensitivity among patient population
3. An understanding of the laws and regulations that a pharmacy and pharmacist must abide by within their professional practice (Competencies 9, 12, 13)
 - a. Follow all laws and regulations that a pharmacy and pharmacist must abide by, which can include, but are not limited to the following:
 - i. Obtain the appropriate and necessary licensure, permits, and equipment needed to practice
 - ii. Keep appropriate records of pharmacy documentation according to state and federal laws/regulations
 - iii. Be conscious of patient confidentiality by following HIPAA's regulation
 - b. Be knowledgeable in the legal and professional standards governing the field pharmacy
 - c. Display ethical and moral values when dealing with colleagues

4. An understanding of the basic daily duties of the hospital pharmacist: (Competencies 1, 2, 8)
 - a. Interpret medication orders for completeness and accuracy by identifying key components and being able to perform verification of any uncertainties.
 - b. Use appropriate references to answer questions from health care professionals.
 - c. Prepare, fill, and document medication orders accurately, including simple compounded preparations, to be administered to inpatients.
5. An awareness of the safety role the hospital pharmacist engages to protect the patients, the pharmacy, and him/herself: (Competencies 3, 10, 11)
 - a. Understand the process of identifying and resolving medication related problems while being able to implement strategies to prevent future occurrences.
 - b. Describe the record keeping process for controlled substances and poisons received, stored, and dispensed by the pharmacy, including governmental forms to be processed.
 - c. Describe the pharmacy's quality assurance program, including medication error prevention, narcotic inventory control, and pharmacy inspections, etc.
6. Recognition of the important role of effective communication in the pharmacy setting and a capability to properly perform the skill of communication at a professional level: (Competencies 4, 8)
 - a. Appropriately communicate with health care professionals with the purpose of confirming medication order information or clarifying unclear/missing components.
 - b. Address questions posed by health care professionals with answers that are appropriate, professional, and directed to the individual inquiring.
 - c. Use appropriate references available in the pharmacy when addressing concerns from other health care professionals.

List of documentation that needs to be returned after completion to designated campus coordinator: (be sure to have your preceptor sign off on ALL of the proper paperwork)

- 1. List of Competencies**
- 2. Documentation of Hours**
- 3. Journal entries (submitted through course website)**

Competency checklist for Hospital settings

Under the direct supervision of the preceptor or a supervising pharmacist, the student should show that they are competent in each of the areas listed below. The preceptor or supervising pharmacist should initial each line when competence has been adequately demonstrated. In many situations there may be multiple pharmacists supervising the student depending on the pharmacists' shifts or the area of the pharmacy operation in which the student is participating. The initials placed below should be those of the supervising pharmacist who has actually witnessed the demonstration of competence.

Competency

Preceptor's Initials

The pharmacy student has demonstrated that they can:

- Interpret medication orders for completeness and accuracy. _____
- Prepare, fill, and document medication orders accurately. _____
- Understand the process of identifying, resolving, and preventing medication related problems. _____
- Communicate with health professionals to confirm or clarify prescription information. _____
- Observe the preparation (and prepare, if appropriate) IV admixtures using aseptic technique. _____
- Observe the preparation (and prepare, if appropriate) compounded products including unit dose prepackaging of products. _____
- Describe the differences between horizontal and vertical laminar flow hoods, quality control procedures in the aseptic preparation of parenteral products, and safety precautions in the preparation of specialty products. _____
- Use appropriate references available in the pharmacy to answer questions asked by health professionals. _____
- Describe the appropriate and necessary licensure, permits, and equipment needs of the pharmacy. _____
- Contrast the responsibilities of staff pharmacist and pharmacy manager and pharmacy technicians. _____
- Describe the record keeping for controlled substances and poisons received, stored, and dispensed by the pharmacy. _____
- Describe the pharmacy's quality assurance program, including medication error prevention, narcotic inventory control, and pharmacy inspections, etc. _____
- Comprehend the legal and professional standards governing pharmacy. _____
- Comply with regulations and deal ethically with colleagues and patients. _____
- Use professional judgment when interpreting professional standards in the patient's interest. _____
- Demonstrate an understanding of the pharmacist's responsibility to the care of the patient, and respect the confidentiality of the patient. _____
- Cooperate with other personnel and maintain a good attitude when completing the experience. _____
- Demonstrate human relation skills with patients, patient's families, and health professionals _____

There may be sites that will not be able to provide the activities necessary to meet all these competencies. In such a case the preceptor should mark those competencies as **N/A** (Not Available). If the activities were available but for reasons outside the control of the student they were unable to participate in them, the preceptor should mark these as **N/O** (No Opportunity).



University of Florida College of Pharmacy
RECORD of EXPERIENCE for

(Student Name)

(UFID)

(Pharmacist Preceptor's Name)

(Name of Pharmacy)

(Pharmacy Phone Number)

(Pharmacy
Address)

(City, State and Zip code)

Week Beginning			Week Ending			Hours
Month	Day	Year	Month	Day	Year	
Total Hours =						

(Pharmacist Signature/Date)

University of Florida College of Pharmacy

Faculty/Staff/Student's Compact

Exhibiting professional behavior is a never ending necessity which starts at the beginning of pharmacy school and continues throughout one's career. We are all committed to act as professionals in all situations to protect our patients, our college, and our profession. This compact is an agreement to work in a partnership to promote professionalism within all faculty, staff, and students. One way of achieving this goal is to demonstrate the behaviors listed in the UF PHARM D CORES. If everyone continues to strive to exhibit these behaviors in all situations, this compact will be fulfilled by our team effort. Together, we will be successful in attaining our goal of meeting professional standards within our college.

As a University of Florida student, faculty or staff member, I pledge to follow the

UF PHARM D CORES

Uplifting leadership

Develop ways to lead fellow pharmacists and other health care professionals to achieve superior patient care

Accept responsibility to find ways to help lead patients toward better health and quality of life

Functional in all environments

Maintain professional demeanor

Demonstrate the ability to control frustration and anger during stressful situations

Develop new ways to improve stressful situations

Personally responsible and motivated for self-improvement

Fulfill responsibilities completely and on time with the proper amount of effort

Independently identify tasks which need to be completed and completes with in a timely manner

Accept responsibility for actions

Be aware of his/her limits in pharmacy practice and be willing to ask for help

Accept and responds appropriately to criticism

Honesty and demonstrates integrity

Follow all confidentiality guidelines in all aspects of healthcare

Follow up with all questions from team, patients etc.

Altruistic

Serve as a patient advocate

Reliable

Arrive on time as agreed upon and fully participates

Communicate well with all involved parties

Mature and dependable

- Demonstrate personal commitment to tasks, patients, and team
- Exhibit acceptable attendance
- Demonstrate empathy with patients and family
- Develop proper patient rapport
- Exhibit creative thinking when solving problems
- Identify personal biases and work to ensure these are not affecting patient care

Dedicated to the profession of pharmacy, to the team, and the patients

- Function well with the health care team
- Promote the practice of pharmacy within the health care team
- Build a good rapport with all
- Work diligently with team to solve problems

Committed to excellence and collaboration

- Advocate for change in pharmacy practice as health care changes occur
- Exhibit an inquisitive drive for improvements in patient care and pharmacy practice as a whole
- Demonstrate a strong work ethic

Organizational involvement

- Participate in professional organizations to promote the practice of pharmacy

Respectful of others

- Work with all members of healthcare team in a proper manner
- Treat patients and family members with respect at all times
- Interact respectfully with patients who might not exhibit respect in return
- Demonstrate tolerance and acceptance for people and different situations

Ethical

- Strive to behave ethically in all situations
- Show the ability to identify any improper procedures and is willing to report these to improve patient care
- Understand the principles behind developing proper professional relationships with patients

Service driven

- Exhibit dedication to the improvement of the patient and overall community

