

PHA 5942
Introductory Pharmacy
Practice Experience 2:
Community Pharmacy Practice
Requirement Manual



Dear Students,

The Introductory Pharmacy Practice Experience 2: Community Practice Requirement Manual is designed to be your student guide to successfully completing the Community Practice Requirement in IPPE 2. The importance of completing this task is paramount as it is a prerequisite for the IPPE 3 course. ***You cannot register for IPPE 3 during your second professional year without completing the requirements set forth in this document.***

Over the course of this summer, you will complete 80 unpaid* hours of service at a community pharmacy in a 2 week block. Your assignment can be found in PharmAcademic. Provided are some friendly tips to both enhance your experience and ensure that you can move on to IPPE3:

- Please be sure to communicate with your preceptor before the start date of your rotation in order to work out the details of your schedule.
- Work with your preceptor to determine your schedule for the two weeks. You may be required to work your preceptors schedule or you may be allowed to work Monday through Friday.
- Be sure to take this manual with you on your rotation in order to verify that you are completing your competency checklist.

The competency checklist is located on page 9 which you should use as a guide throughout the 2 week period to ensure you are meeting requirements. You are required to complete all items on the checklist before the end of your Community IPPE Rotation. Your preceptor will submit your evaluation and hours completed via PharmAcademic.

Please do not hesitate to contact your Regional Coordinator or our office should you have any questions or concerns.

Good Luck on your first rotation and Go Gators!

Best,

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IPPE 2 Course Coordinator
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***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**

Criteria and Responsibilities for Sites, Preceptors and Students

Student responsibilities include:

- Contact the preceptor/site when The Office of Experiential Programs releases you to do so.
- Check PharmAcademic for the Clinical Requirements for the site and be prepared as indicated for the start of the experience.
- Provide the preceptor with the latest version of this Manual if they do not already have one.
- Complete 80 hours of unpaid* service within the two weeks you have been assigned.
- Engage in patient care, operational, or other activities as directed by the 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 which all UF students agree to.)
- Establish feedback system with supervising pharmacist to enhance quality of work and progression throughout pharmacy education program.
- Complete the portfolio assignments for IPPE 2 in PharmPortfolio as indicated in the IPPE 2 syllabus and this document by August 15, 2015 which includes community practice post-rotation reflection, self-care notes, and year 1 CPD. See Passport for full details and requirements.
- View the Partners in E modules found in Sakai:
 - L1.1 Introduction to Health Information Technology(HIT) & Health Information Exchange(HIE)
 - L1.3 Introduction to Pharmacy Informatics
 - L4.1 E-prescribing Basics
 - L4.2 E-prescribing of Controlled Substances
- Complete the Preceptor/Site evaluations via PharmAcademic at the end of your experience.

Preceptor Criteria:

A preceptor for Introductory Pharmacy Practice Experiences should:

- Have the desire to teach pharmacy students.
- Be a licensed or a registered health care practitioner in good standing with his/her respective state board of practice.
- Practiced in their discipline as a licensed practitioner for at least the past 2 years or be willing to co-precept with a practitioner who meets this requirement.
- Read and be willing to follow the program of activities/assessments detailed in the IPPE manual for the IPPE program they are precepting.
- Be aware of the preceptor training resources available to them noted in the IPPE program manual
- Demonstrate the professional attitudes and values that students are expected to develop including:
 - Practice ethically
 - Demonstrate compassion for patients
 - Accept personal responsibility for patient outcomes
 - Member or leader within at least one professional pharmacy organization
- Utilize clinical/scientific publications in clinical care decision making and evidence-based practice.

Site Criteria:

A community pharmacy setting where students can participate in the following activities:

- All areas of the medication use system (prescription receipt, order processing, dispensing, administration and patient monitoring).
- Initiatives which promote safe, accurate, and time-sensitive delivery of medications.

- Preparation of medications for patients (perform basic calculations, establish a patient profile, evaluate appropriateness of using basic dosing criteria)
- Interaction with all employees in order to learn the roles/responsibilities of all pharmacist positions and pharmacy technicians/other staff.
- Interview/counsel patients about both prescription and self-care products.
- Communicate with other health professionals to clarify prescription orders.

Sites should also have:

- Physical resources and computer technologies which meet standards of practice in the community setting.
- Procedure/policies are established to prevent, identify, report and analyze medication errors and adverse reactions.
- References appropriate for community practice.

Community Practice Requirement 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 therefore this course stresses the interaction of the pharmacist and the patient and the pharmacist's responsibility to those patients.

Community Practice Requirement Description

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

Goals, Objectives & Activities

Upon completion of this experience the student should possess the following via demonstration of the listed competencies.

1. Recognition of the professionalism the community pharmacist must display when interacting with other healthcare related personnel and patients (Competencies 15,17)
 - a. Maintaining a good attitude when cooperating with other healthcare personnel and patients.
 - b. Using professional judgment when interpreting professional standards to colleagues and patients.
 - c. Respecting and having an open mind to the opinions and advice of other healthcare personnel and patients.
 - 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 not only includes filling the correct medication for the correct patient, but encompasses empathy and trust between the two parties (Competencies 16,18)
 - 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 a patient population.
 - e. Assess health literacy and adherence/compliance.
3. An understanding of the laws and regulations a pharmacy and pharmacist must abide by within their professional practice (Competencies 8,9,10,13,14)
 - a. Follow all laws and regulations 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/patient documentation according to state and federal laws/regulations.
 - iii. Be conscious of patient confidentiality by following HIPAA's regulation.
 - iv. Understand how to prevent, identify, report, and analyze medication errors and adverse reactions.
 - b. Be knowledgeable in the legal and professional standards governing the field pharmacy.
 - c. Display ethical and moral values when dealing with colleagues and patients.
4. An understanding of the basic daily duties of the community pharmacist: (Competencies 1,2,5,10,11)

- a. Interpret prescriptions for completeness and accuracy by identifying key components of a prescription and being able to perform verification of any uncertainties.
 - b. Validate and physically document called-in prescriptions from a health care provider's office.
 - c. Prepare, fill, and document prescriptions accurately, including simple compounded preparations, to be dispensed to patients with instructions.
 - d. Provide consultation and recommendation of OTC products to patients.
 - e. Understand how the responsibilities of a staff pharmacist differ from those of the pharmacy manager and technicians.
 - f. Assist in resolving billing problems.
5. An awareness of the safety role the community pharmacist engages to protect the patients, the pharmacy, and him/herself: (Competencies 3,13,14)
- 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 not only at a professional level but also properly at the patient level: (Competencies 4,6,7)
- a. Appropriately communicate with patients or health care professionals to confirm prescription information or clarify unclear/missing components.
 - b. Address questions posed by patients and health care professionals with answers that are appropriate, professional, and directed to the individual inquiring.
 - c. Provide the opportunity for counseling to each patient and, when counseling, do so effectively.
 - d. Use appropriate references available in the pharmacy when addressing concerns from patients and questions from other health care professionals.

List of items that required for documentation of this experience after completion:

1. List of Competencies (Submitted via PharmAcademic by your Preceptor)
2. Grade for the experience (Submitted via PharmAcademic by your Preceptor)
3. Documentation of Hours (Submitted via PharmAcademic by your Preceptor)
4. Portfolio Requirements (Submitted by the student via PharmPortfolio by August 15, 2015)
 - a. **Self-Care SOAP/Progress Report**
 1. Prepare a brief (1/2-3/4 page) note that documents a patient for whom you provided a self-care consultation.
 2. Make sure the patient data are de-identified.
 - b. **IPPE II Post-Rotation Reflection**
 1. What I learned during this experience.
 2. How what I learned reinforced or built upon what I have learned in other Pharm.D. courses.
 3. Reflect on the assessment completed by your mentor. What areas did you exhibit strength? What areas do you need to improve? For those areas needing improvement, outline how you can accomplish this or what you need to do to accomplish this.
5. **Partners in E Requirements for IPPE2**
 - a. View Modules located in Sakai IPPE 2
 1. L1.1 Introduction to Health Information Technology(HIT) & Health Information Exchange(HIE)
 2. L1.3 Introduction to Pharmacy Informatics
 3. L4.1 E-prescribing Basics
 4. L4.2 E-prescribing of Controlled Substances

Competency Checklist for IPPE 2 Community Practice Requirement

In concert with the above listed Goals and Objective, under the direct supervision of the preceptor or a supervising pharmacist, the student should show they are competent in each of the areas listed below. The preceptor or supervising pharmacist will submit this documentation via PharmAcademic. This list will is provided as a reference only. The paper version is not to be used for this documentation.

Competency

The pharmacy student has demonstrated they can:

1. Interpret prescriptions for completeness and accuracy.
2. Prepare, fill, and document prescriptions accurately in a patient profile.
3. Understand the process of identifying, resolving, and preventing medication related problems.
4. Communicate with patients or health professionals to confirm or clarify prescription information.
5. Prepare (using appropriate calculations) simple preparations accurately to be dispensed to patients
6. Use appropriate references (computer or otherwise) available in the pharmacy to counsel patients or answer questions asked by patients or health professionals.
7. Give appropriate answers to questions asked by the patient or health professionals (including 3rd party billing questions)
8. Describe the appropriate and necessary licensure, permits, and equipment needs of the pharmacy.
9. Comprehend the legal and professional standards governing pharmacy.
10. Comply with regulations and deal ethically with colleagues and patients.
11. Assist patients by providing a consultation and guiding the patient in selecting the most appropriate OTC product.
12. Contrast the responsibilities of staff pharmacist and pharmacy manager and pharmacy technicians
13. Describe the record keeping for controlled substances and poisons received, stored, and dispensed by the pharmacy.
14. Describe the pharmacy's quality assurance program, including medication error prevention, narcotic inventory control, and pharmacy inspections, etc.
15. Use professional judgment when interpreting professional standards in the patient's interest.
16. Demonstrate an understanding of the pharmacist's responsibility to the care of the patient, and respect the confidentiality of the patient.
17. Cooperate with pharmacy staff and maintain a good attitude when completing the experience
18. Demonstrate human relation skills with patients, patients' families, and health professionals

The completion of these competencies will be recorded via an assessment in PharmAcademic. This page is included in this manual for reference only.

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 PHARMD 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 PHARMD 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

