

Maryland Mentor

A Newsletter for the University of Maryland School of Pharmacy's Academy of Preceptors

Summer 2018

HIGHLIGHTS IN THIS

ISSUE

Message from the Assistant
Dean for Experiential
Learning

Preceptor News

Continuing Education
Opportunity for Preceptors

Aggregate Report of
Preceptor Evaluations

Newly Appointed Preceptors

Annual Academy of
Preceptors Dinner

Instructor Insights

Student Rotation News

From the Assistant Dean for Experiential Learning

Dear Preceptors,

In the Office of Experiential Learning, the end of the academic year marks the beginning of advanced practice rotations for fourth year students. It is also when we recognize our Preceptors of the Year, with the awards presented at the annual Academy of Preceptors dinner on April 19.

In recognition of our preceptors' commitment to excellence and outstanding contributions to the educational development of our students, four Preceptor of the Year awards were established. Preceptors of the Year demonstrate high standards of professionalism, a spirit of cooperation, and a dedication to our students as professional mentors and teachers.

This year we honored the following pharmacists:

Advanced Pharmacy Practice Experience Preceptor of the Year
Richard D. Parker, Jr, PharmBS
Friends House Pharmacy

New Preceptor of the Year
Jessica Pyhtila, PharmD, BCPS, BCGP
VA Maryland Health Care System

Faculty Preceptor of the Year
Zachary Noel, PharmD, BCPS
University of Maryland School of Pharmacy

Introductory Pharmacy Practice Experience Preceptor of the Year
Jeffrey Mrowczynski, PharmD
Costco Pharmacy

We thank each of these preceptors for the outstanding support that they provide for our students and program. We also appreciate the critical role that each of you play in the education of our students.

Sincerely,



Agnes Ann Feemster, PharmD, BCPS
Assistant Dean, Experiential Learning Program
Assistant Professor, Department of Pharmacy Practice and Science
afeemster@rx.umaryland.edu



Produced by:



What the ELP Office Needs from Preceptors

Please help us be 100 percent compliant with preceptor requirements by doing the following:

- Submitting all required midterm and final evaluations by their due dates
- Supplying your Social Security number if you are able to accept honorarium payments
- Entering your site requirements in CORE ELMS by clicking "My Requirements"
- Reading all emails that come from the School via CORE ELMS
- Completing two hours of preceptor development each year
- Providing a brief description in your preceptor profile in CORE ELMS by clicking "Profile Information," then "Description"

Library Access

One of the many benefits of being a School of Pharmacy preceptor is having offsite access to Facts and Comparisons Online and Micromedex only through the University's Health Sciences and Human Services Library (HS/HSL). **Access is limited to School of Pharmacy preceptors who are scheduled to take a student for at least one block in the 2018-2019 academic year.** If you have questions, please contact contact LaTia Few at Lfew@rx.umaryland.edu or 410-706-1316.

Preceptor News

Royce Burruss, RPh, MBA, FASCP, director of pharmacy – PIC at Cardinal Health Specialty Pharmacy, LLC, co-authored "*Adherence of outpatient cancer patients to oral oncolytic medications provided by a specialty pharmacy*," a poster presented at the annual meeting of the International Society of Pharmacoeconomics and Outcomes Research in Baltimore in May.

Continuing Education Opportunity for Preceptors

Did you know that the Food and Drug Administration (FDA) offers continuing education courses? The FDA's Center for Drug Evaluation and Research (CDER) now features several online CE courses, including "FDA's Role in Public Health: Drug Efficacy, Safety, Quality, and Beyond," "FDA Overview of Biosimilar Products," and "Leveraging Health Literacy and Patient Preferences to Reduce Hypoglycemia Events in Patients with Type 2 Diabetes." The courses provide 1.0 to 1.5 ACPE Contact Hours for pharmacists.

The courses, found at: <http://www.fda.gov/cderlearn> are available to pharmacists and other health care practitioners, so pass the opportunity on to colleagues. The site also lists several courses that do not offer CE credit.

Aggregate Report of Preceptor Evaluations

In December and June, ELP makes available an aggregate report of preceptor evaluations by students in CORE ELMS. All data is presented in aggregate and anonymized. Preceptors may use the report to improve their rotation experience for students.

Here are the instructions to access the report:

- 1.) Log into CORE ELMS
- 2.) Click "Reporting"
- 3.) Click "RUN" next to the list of dates that are included on the report
- 4.) Select the evaluation type from the drop-down list
- 5.) Click "Run Report"
- 6.) Aggregate scores for each question in the evaluation will be shown

Note: Preceptors must have precepted at least two students to view the report.

We welcome the following newly appointed preceptors:

- | | |
|----------------------|--------------------------|
| • Alan Chen | • Francisco Hernandorena |
| • Amanda Wang | • Jacqueline Clark |
| • Amy Sessums | • Jessie Morgan |
| • Anand Balakrishnan | • Katherine Won |
| • Andrea Cheung | • Kevin McGill |
| • Angela Olenik | • Meghan Gattie |
| • Briana Rider | • Melvin Atueyi |
| • Chris Dobroth | • Rilwan Badamas |
| • Christine Meaux | • Tara Bastawrous |
| • Edward Smith | • Yajun Liu |
| • Elisabeth Walther | • Zinkeng Asonganyi |
| • Evelyn Hong | |

Annual Academy of Preceptors Dinner

Every spring, ELP hosts its Annual Academy of Preceptors Dinner and CE Program. This year's event was held on April 19. As in past years, the event was held at both the Baltimore and Shady Grove campuses. In addition to the fine food and the education session, attendees had the opportunity to network, reconnect with old friends, and make new ones. Both current and future preceptors attended, with approximately 70 people in Baltimore and 25 at Shady Grove.

Natalie D. Eddington, PhD, FAAPS, FCP, dean of the School of Pharmacy, welcomed the attendees in Baltimore and thanked them for their dedication and commitment to teaching. New this year was the announcement of the Preceptors of the Year. The awardees for Outstanding New Preceptor (Jessica Pyhtila, PharmD, BCPS, BCGP, VA Maryland Health Care System), IPPE Preceptor of the Year (Jeffrey Mrowczynski, PharmD, Costco Pharmacy), APPE Preceptor of the Year (Richard D. Parker, Jr, PharmBS, Friends House Pharmacy) and Faculty Preceptor of the Year (Zachary Noel, PharmD, BCPS, University of Maryland School of Pharmacy) were introduced to the audience. Immediately following the buffet dinner, attendees were ushered into the lecture hall for the CE presentation. This year's topic was "Framing the Experience: Setting Rotation Expectations" and was presented by Katy Pincus, PharmD, MBA, assistant professor of pharmacy practice and science at the School of Pharmacy.



Now that this year's program is complete, we have started working on next year's event. If you have suggestions on how to improve the event or would like to suggest a topic for the education session, please contact ELP at: elp@rx.umaryland.edu.

Instructor Insights

Precepting the Challenging Student

By: Joanna Lyon, PharmD, BCGP

As the rotation block nears, most pharmacy preceptors positively anticipate the upcoming collaboration with a pharmacy student. The expectation is that the preceptor will have the opportunity to impart valuable pharmacy experience and work-related skills, while the student will contribute fresh insights and perspective to the rotational site workflow. Unfortunately, the reality is that not all rotation students arrive on site with the same skill set or level of professionalism. At times, these student deficits can escalate to the point of conflict at the experiential worksite. According to Yao and Wright, this concern about the preparation and attitudes of rotational students extends beyond the pharmacy profession.¹ In a survey of 404 internal medical residency sites in the United States, it was determined that 94% of the preceptors at these sites reported having had an experience with a problem rotational student.¹ Insufficient clinical knowledge, judgement, and time management skills were cited as the key deficits preceptors observed with these challenging students.¹ Alwan cites similar findings with problematic pharmacy rotational students. In guidance to pharmacy preceptors, Alwan focuses interventional techniques on the primary issues of insufficient clinical knowledge and professionalism.²

Considering the potential for hosting a student that may struggle with a set of suboptimal baseline skills, it is important for the pharmacy preceptor to be prepared with some practical strategies to identify and manage any potential conflicts before the rotational educational experience or team work environment is affected.

continued on page 4

continued from page 3

- 1. Be prepared:** This begins before the students arrive on site. Set the rotation expectations early by reaching out to incoming students and providing first day expectations.
- 2. Model professionalism:** Role modeling is a very effective means of instruction, especially for kinesthetic and auditory learners. The words printed on the syllabus may not affect these types of learners as much as watching how you dress and handle yourself in the workplace environment.
- 3. Be culturally sensitive:** One of the strengths of the pharmacy profession is that it represents an ethnically diverse population of professionals. Because of this diversity, it is important that the preceptor carefully evaluates behavior to determine if there is a cultural aspect it represents. These cultural aspects need to be identified and addressed differently than deficits.
- 4. Identify issues early:** Early identification of deficits is critical in redirecting and managing a challenging student. The longer a negative behavior is allowed to persist, the more likely it is to have an undesirable impact on the rotational experience.
- 5. Define issues and address appropriately:** Once a negative behavior is identified, the preceptor needs to clearly define this behavior and discuss it with the student. Negative behaviors do not just disappear. The student needs to hear in clearly defined terms the exact nature of these deficits.
- 6. Clear action plan:** The preceptor needs to give the student specific, measurable outcomes that are expected to correct these deficits. The student may not have the ability to set personal goals to correct these negative behaviors at an adequate level and often needs a support structure to make positive behavior modifications.
- 7. Involve the student in problem solving:** Give the student an opportunity to offer parts of the solution and remediation. This type of student participation often generates a greater enthusiasm to reach the expected outcomes.
- 8. Document:** Every step of this remediation process needs to be documented by the preceptor. Documentation notes should be dated, include what was discussed, and refer to the measurable outcomes. This documentation gives all parties a clear view of the exact nature of the student issue and the clear, measurable steps taken to remediate the student.
- 9. Do not ignore misbehavior:** Addressing student behaviors can be challenging for many preceptors. The key is to remember that negative student behavior often escalates if it is not immediately addressed. Student conferences are much easier and produce better results when the behavior has not continued to the point of conflict.
- 10 Be consistent:** When a remediation plan is created, and measurable steps are presented to the student, follow through is often a key for student improvement. Do not abandon the corrective measures when the student begins to modify negative behaviors. If the plan is abandoned, the positive student progress usually disappears as well.

By reviewing strategies and preparing ahead of time for the occasional challenging student, pharmacy preceptors can quickly identify and manage potential clinical, organizational, and professionalism deficits in the incoming students so that the pharmacy rotation can remain a positive and productive learning experience.

1. Yao DC, Wright SM. National Survey of Internal Medicine Residency Program Directors Regarding Problem Residents. *JAMA*. 2000;284(9):1099–1104. doi:10.1001/jama.284.9.1099

2. Alwan M. How to handle conflict: difficult learners and professionalism. Vizient Consortium Pharmacy Network Resident Preceptor Web series. 2017.

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Student Rotation News

In the winter of 2018, fourth year student Olivia Akubuilu participated in a rotation opportunity at the University of Puerto Rico School of Pharmacy. Here is what Olivia had to share about her rotation experience:

"My rotation at the University of Puerto Rico School of Pharmacy was nothing short of amazing! I experienced so much and felt like a true professor. I received hands-on experience preparing and presenting lectures for students, prepared cases, and led a seminar class. I also wrote exam questions and proctored exams. I met so many wonderful faculty and students and even got the pleasure to know Dr. Wanda Maldonado, dean of the university, who graduated from our School! I assisted in evaluating IPPE students who were implementing intervention programs right in the community. I would not have changed my experience for anything. There is so much to see in Puerto Rico, and I truly enjoyed my rotation. I encourage students who are interested in improving their Spanish and experiencing academia to travel for one of their elective rotations and get a wonderful experience!"



Olivia with Wanda Maldonado, PharmD, dean of the University of Puerto Rico School of Pharmacy, who is an alumnus of the University of Maryland School of Pharmacy.



Olivia leading a case seminar at the University of Puerto Rico School of Pharmacy.